

California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch

Water Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
June 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Water Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
WTA210, SWR210	California American Water Company	Billing	High Bill	2
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
California American Water Company Total				6
WTA60	California Water Service Company	Billing	High Bill	1
California Water Service Company Total				1
WTA133	Golden State Water Company	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
Golden State Water Company Total				3
WTA314	Liberty Utilities (Park Water) Corp.	Billing	Meter Reading Issue	1
Liberty Utilities (Park Water) Corp. Total				1
WTC142	Lukins Brothers Water Company, The	Billing	High Bill	1
Lukins Brothers Water Company, The Total				1
WTA168	San Jose Water Company	Billing	High Bill	4
		Billing	Other Charges	1
		Service	Disconnected In Error	1
San Jose Water Company Total				6
Total ICs Sent ¹				18

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.