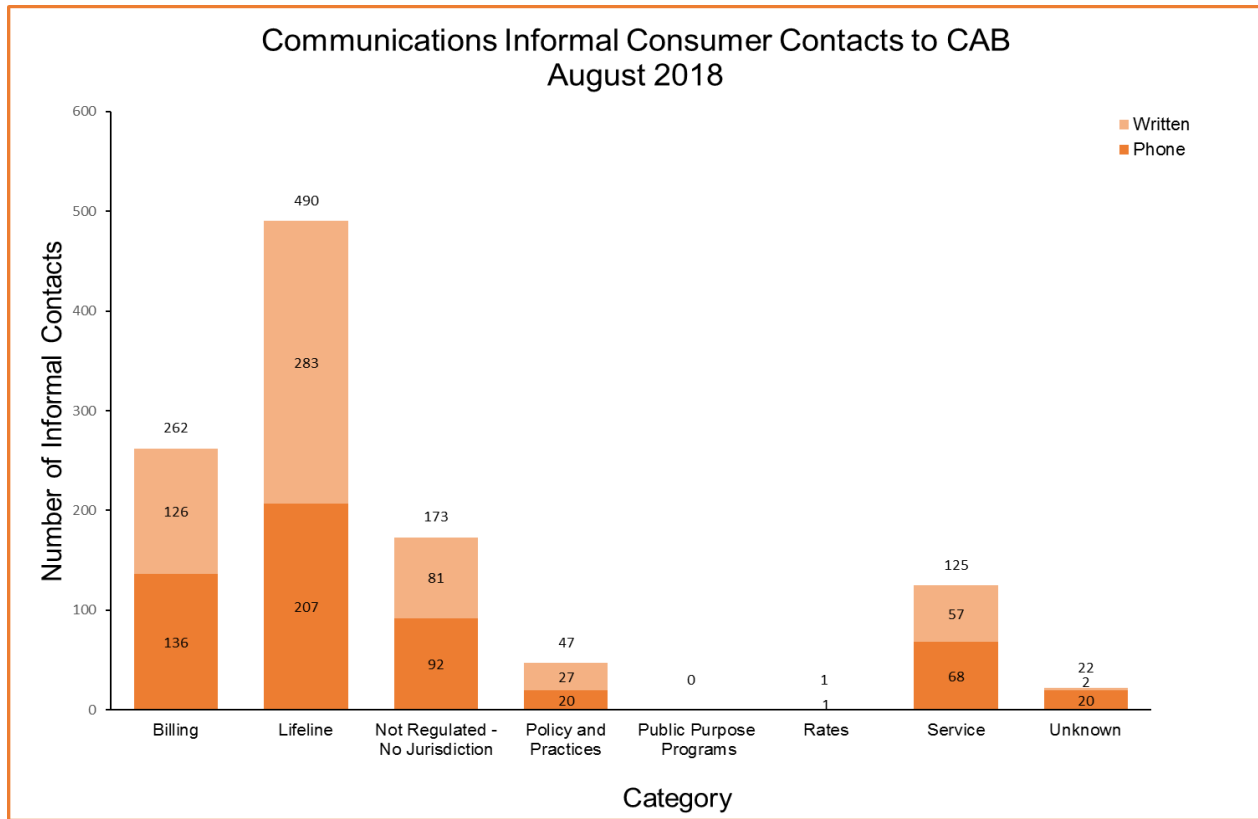


**Communications Industry
Informal Consumer Contacts
August 2018**



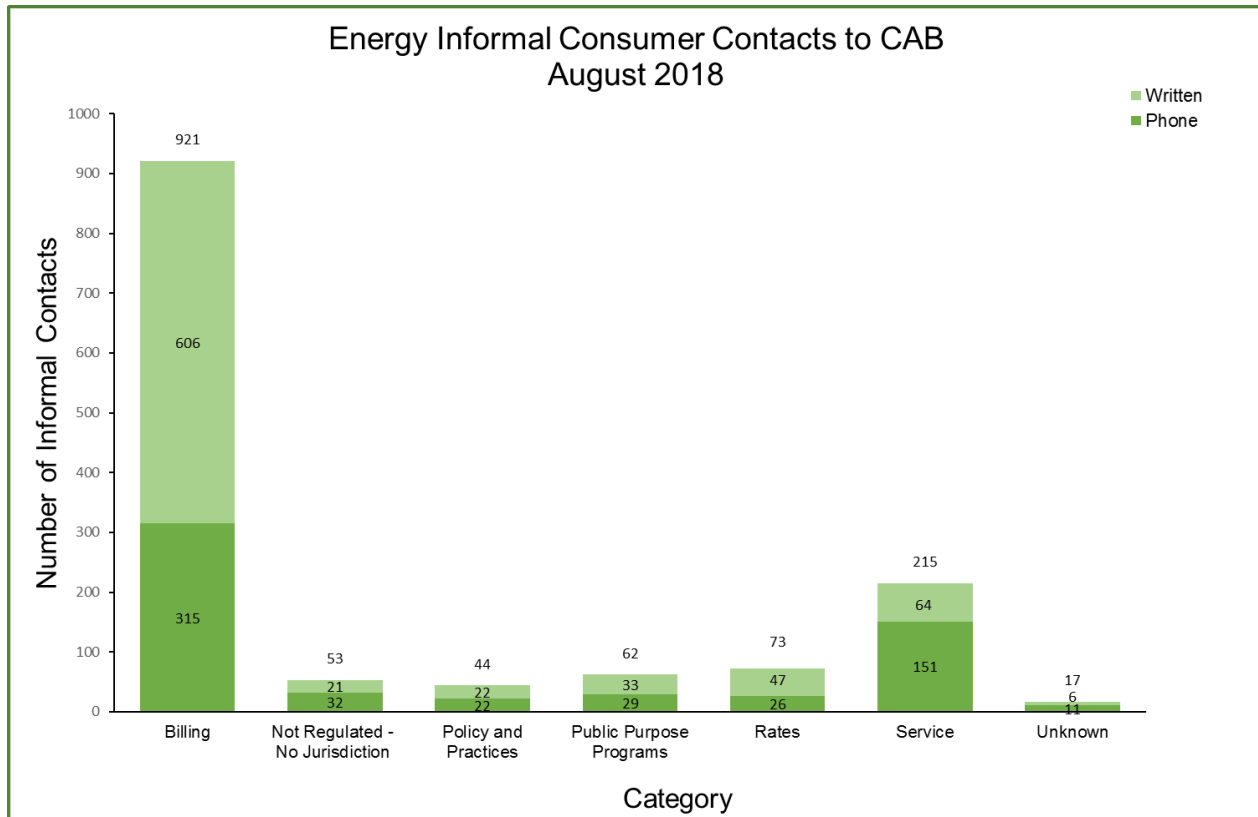
Communications Informal Consumer Contacts to CAB August 2018

Category ¹	Phone	Written	Total	% of Total
Billing	136	126	262	23%
Lifeline	207	283	490	44%
Not Regulated - No Jurisdiction	92	81	173	15%
Policy and Practices	20	27	47	4%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	0%
Service	68	57	125	11%
Unknown	20	2	22	2%
Grand Total	544	576	1120	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Energy Industry
Informal Consumer Contacts
August 2018



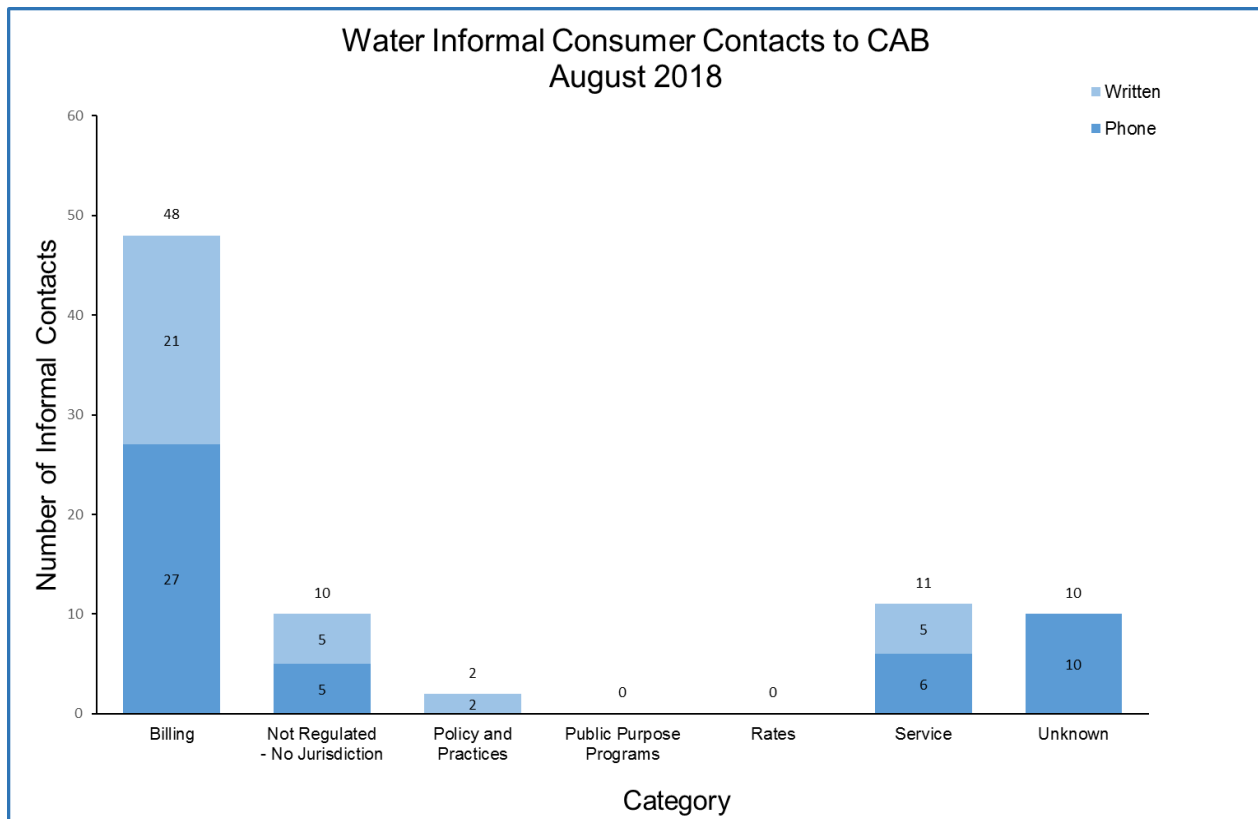
Energy Informal Consumer Contacts to CAB August 2018

Category ¹	Phone	Written	Total	% of Total
Billing	315	606	921	66%
Not Regulated - No Jurisdiction	32	21	53	4%
Policy and Practices	22	22	44	3%
Public Purpose Programs	29	33	62	4%
Rates	26	47	73	5%
Service	151	64	215	16%
Unknown	11	6	17	1%
Grand Total	586	799	1385	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Water Industry
Informal Consumer Contacts
August 2018



Water Informal Consumer Contacts to CAB August 2018

Category ¹	Phone	Written	Total	% Total
Billing	27	21	48	59%
Not Regulated - No Jurisdiction	5	5	10	12%
Policy and Practices	0	2	2	2%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	6	5	11	14%
Unknown	10	0	10	12%
Grand Total	48	33	81	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).