

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

Water Industry
Consumer Contacts - Total Presented by Company and Category
November 2018

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of November 2018, broken down by the type of the contact (i.e. Category).

Table 1 - 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	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
WTC85	Agate Bay Water Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA210, SWR210	California American Water Company	1	2	3	-	1	1	-	-	-	-	-	-	-	1	1	3	-	3	1	-	1	9
WTA60	California Water Service Company	5	-	5	2	1	3	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	10
WTB61	Del Oro Water Co., Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTB136	Fruitridge Vista Water Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA133	Golden State Water Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
WTA346	Liberty Utilities (Apple Valley Ranchos Water) Corp.	-	3	3	-	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	5
WTA314	Liberty Utilities (Park Water) Corp.	1	1	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
WTC38	North Gualala Water Works	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA168	San Jose Water Company	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
WTD184	Sonora Water Company	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA339	Suburban Water Systems	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Total		12	9	21	4	3	7	3	-	3	-	-	-	-	1	1	5	-	5	2	-	2	39