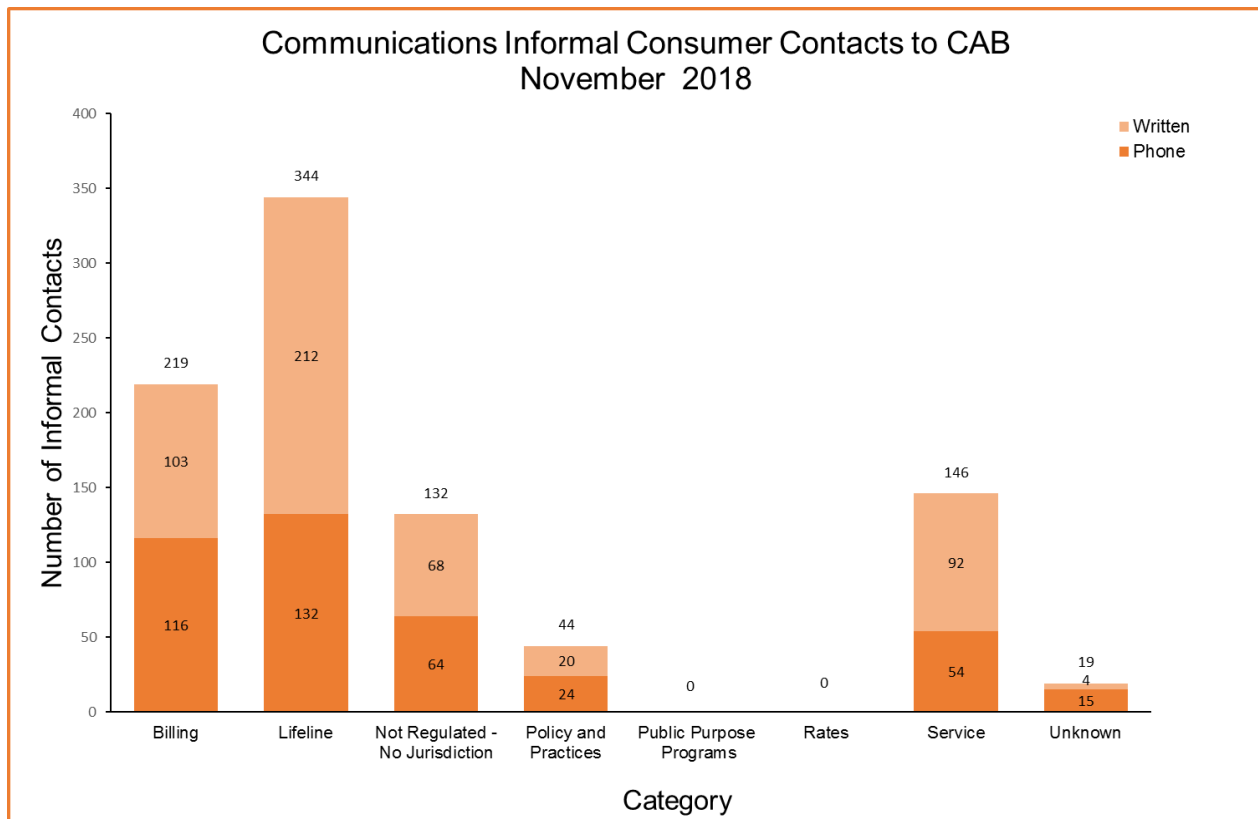


Communications Industry Informal Consumer Contacts November 2018



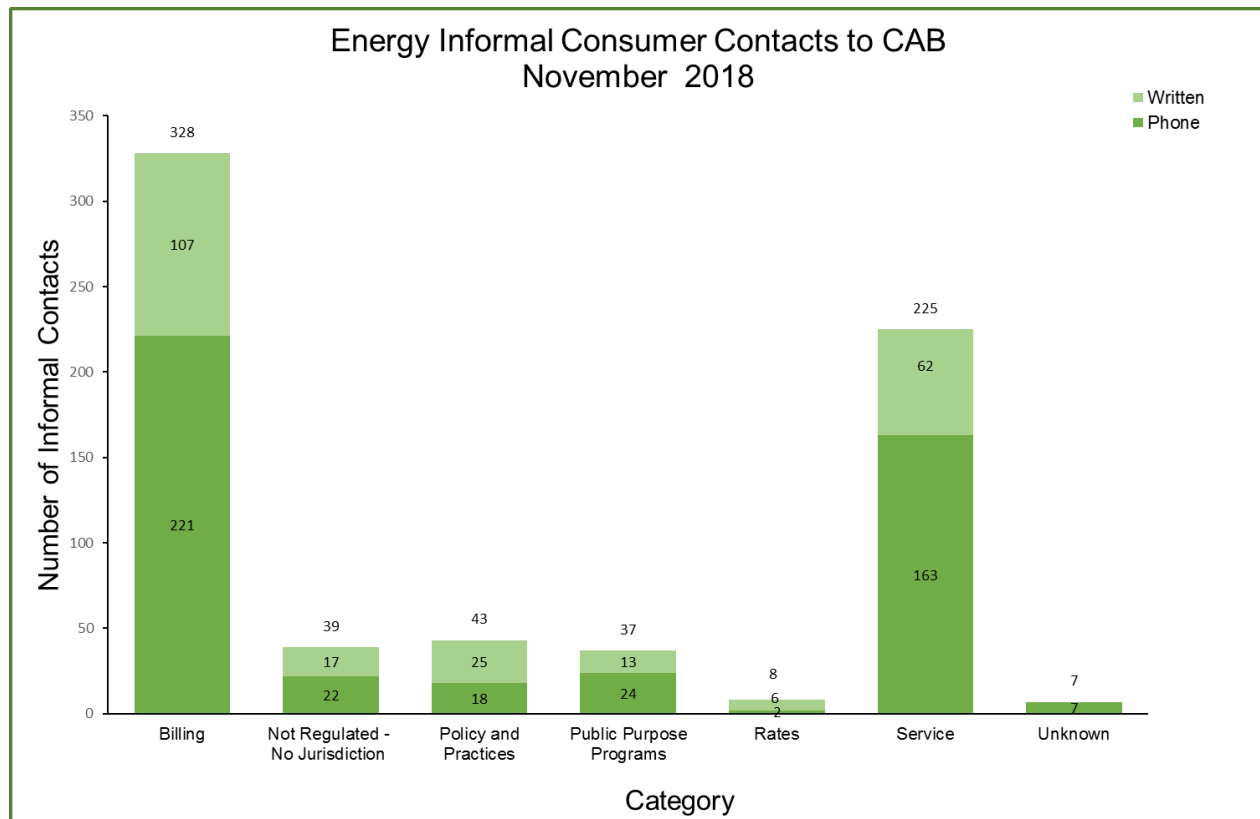
Communications Informal Consumer Contacts to CAB November 2018

Category ¹	Phone	Written	Total	% of Total
Billing	116	103	219	24%
Lifeline	132	212	344	38%
Not Regulated - No Jurisdiction	64	68	132	15%
Policy and Practices	24	20	44	5%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	54	92	146	16%
Unknown	15	4	19	2%
Grand Total	405	499	904	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 November 2018



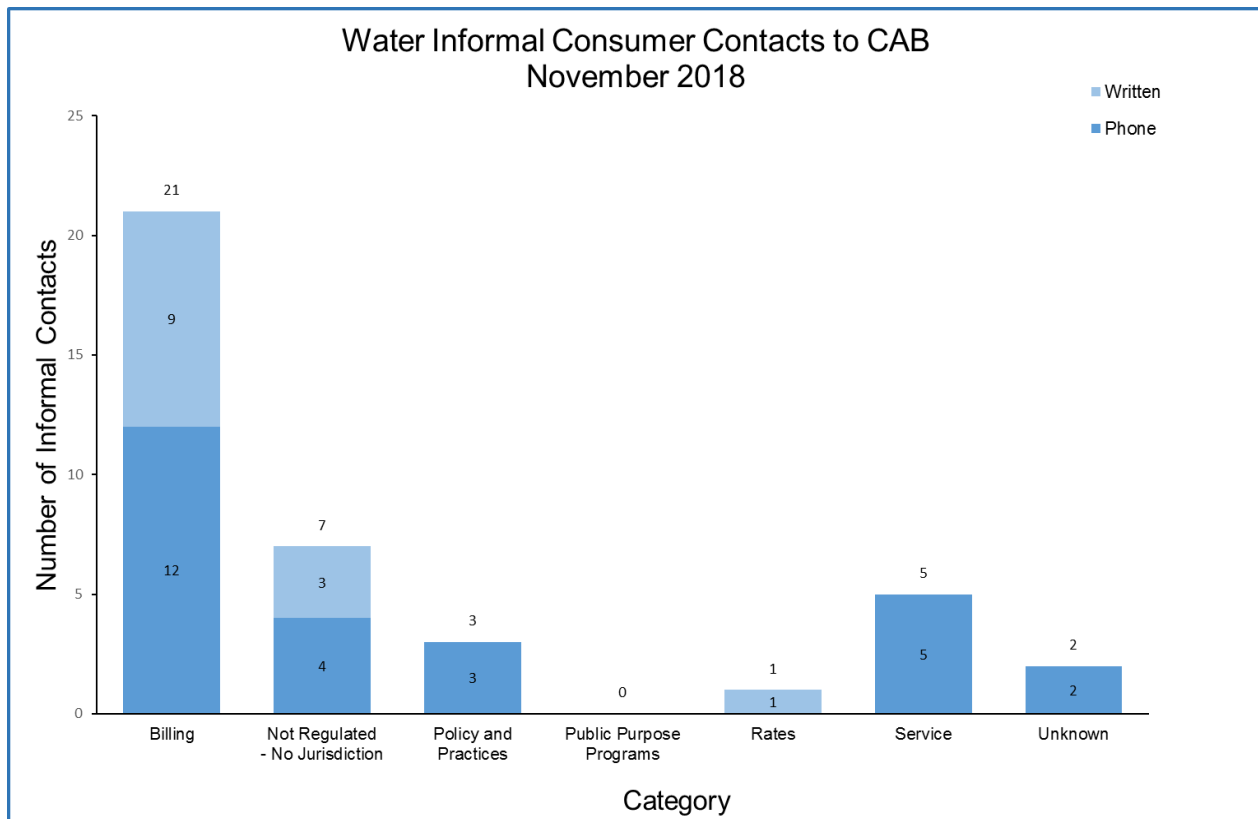
Energy Informal Consumer Contacts to CAB November 2018

Category ¹	Phone	Written	Total	% of Total
Billing	221	107	328	48%
Not Regulated - No Jurisdiction	22	17	39	6%
Policy and Practices	18	25	43	6%
Public Purpose Programs	24	13	37	5%
Rates	2	6	8	1%
Service	163	62	225	33%
Unknown	7	0	7	1%
Grand Total	457	230	687	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

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California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch
Water Industry
Informal Consumer Contacts
November 2018



Water Informal Consumer Contacts to CAB November 2018

Category ¹	Phone	Written	Total	% Total
Billing	12	9	21	54%
Not Regulated - No Jurisdiction	4	3	7	18%
Policy and Practices	3	0	3	8%
Public Purpose Programs	0	0	0	0%
Rates	0	1	1	3%
Service	5	0	5	13%
Unknown	2	0	2	5%
Grand Total	26	13	39	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](#).