



Monthly Activity Report

**Consumer Protection and Enforcement
Division | California Public Utilities
Commission | January 2019**

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OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of three separate programs: Consumer Affairs, Transportation Oversight, and Utilities Enforcement.

This report contains information reflecting the month's activity within each of the three CPED programs. Information about each program is collected in seven different sections: (1) Monthly Highlights, (2) Key Activities, (3) Citations/Fines/Refunds, (4) Compliance with Ordering Paragraphs, (5) Docket Activity, (6) Outreach/Training/Other Activities, and (7) Legislation of Interest.

CONSUMER AFFAIRS

The Consumer Affairs program is overseen by the Consumer Affairs Branch (CAB). CAB provides assistance to consumers over the phone and in writing by answering questions and addressing informal complaints regarding CPUC-regulated communications, energy, and water utilities. CAB also acts as a conduit of consumer information for CPUC decision-makers.

MONTHLY HIGHLIGHTS

- CAB participated in a workshop conducted by the CPUC's Communications Division on utility bill affordability.
- CAB continued its collaboration with IT on the development of the CIMS-QA project to automate CAB's quality assurance process regarding consumer case data entered into CAB's database.

KEY ACTIVITIES

In January, CAB provided assistance to consumers that contacted us seeking assistance via our statewide 800 number. Through the 800 number, consumers accessed CAB's consumer assistance information line menus 16,169 times and opted to speak to a live representative 3,297 times. Live consumer calls regularly result in referral to the utilities' high-level internal consumer assistance groups for expedited resolution of consumer-identified issues. Live calls may also result in providing answers to consumer questions or providing them with referral information on utilities, service

providers, and other entities that are not regulated by the CPUC. In addition to assisting consumers with complaints, questions and information referrals via telephone, CAB received 909 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of January, CAB had closed 1,085 written contacts and was in process of addressing an additional 1,165 written contacts.

CAB Activity for January 2019	
Data for Telephone Contacts	
Calls to Assistance Line	16,169
Live Calls Answered	3,297
Data for Written Contacts Processed*	
New Written Contacts Received	909
Written Contacts Closed	1,085
Written Contacts Being Processed**	1,165

* Written contacts closed may differ from the number of written contacts received in a month since cases received in previous months may be resolved in the current month.

** Depending on the timing of when written contacts were received and the complexity of the issue, written contacts may not be resolved during the month in which they were received. These contacts are in process and are under review by CAB and the utility service provider.

CAB also responds to requests from internal and external entities for consumer contact data. In January, CAB responded to a request from the Communications Division for the number of contacts received regarding a Wireless Carrier, a request from the Energy Division for the number of contacts about a particular Core Transport Aggregator, and a request from CPED management for the number of contacts about two Community Choice Aggregators.

CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$46,524.09 worth of refunds and credits in January 2019.

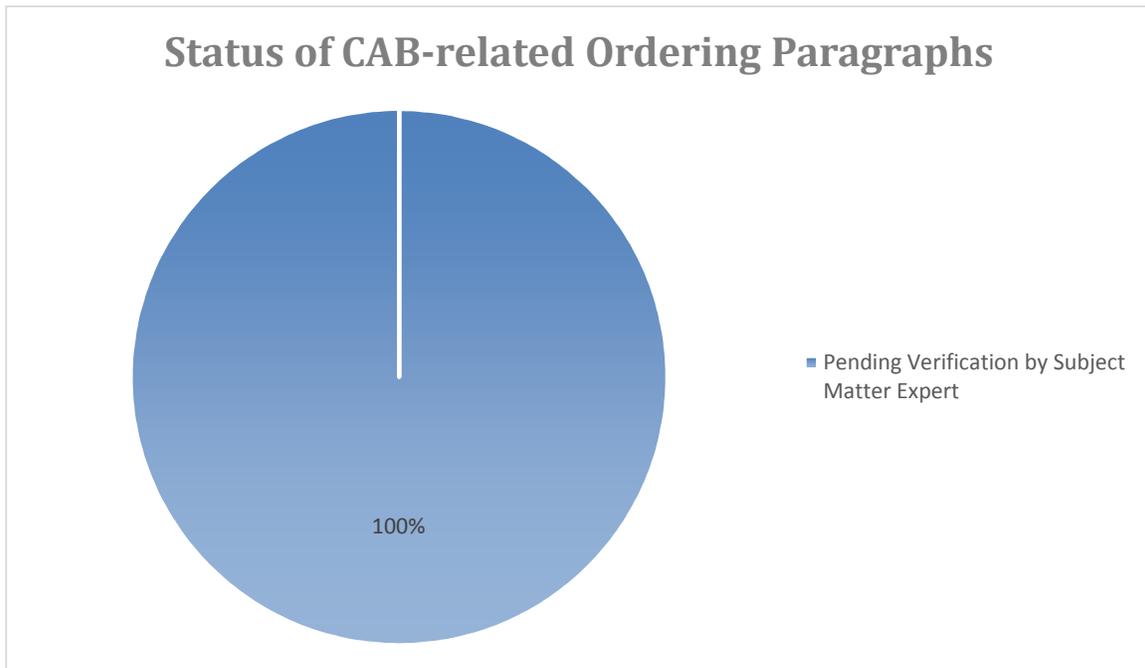
Date	Refund/Credit Amount*
January 2019	\$46,524.09
Cumulative 2019	\$46,524.09

* Refund amounts may be underreported in cases where a utility does not share refund information in its response to CAB. This may occur in cases where Voice over Internet Protocol (VoIP) telephone service is involved. VoIP services are governed under

Public Utilities Code Section 710. Also, CAB does not currently have a process that enables follow-up on consumer phone contacts that are transferred to the company for expedited resolution. Thus, the refund amount reflected may be underreported since the company may resolve the consumer’s issue after the transfer is made, including the offering of a refund.

CAB does not issue citations or fines, but instead may negotiate refunds through its informal complaint resolution process. Most refunds secured by CAB are the result of incorrect billing of a utility consumer or from discretionary refunds provided by the utility.

COMPLIANCE WITH ORDERING PARAGRAPHS



There were zero CAB-related Ordering Paragraphs (OPs) enacted in January. However, in total, CAB was responsible for three OPs that are “Pending Verification by Subject Matter Expert” from previous months.

These CAB-related OPs require that regulated utilities, that have been granted authority to operate by the CPUC, provide CAB with contact information needed in processing informal complaints; these OPs are categorized as “Pending Verification by Subject Matter Expert”.

CAB proactively contacts the utilities and attempts to gather the information and inform the utility of CAB’s role. Once the utilities comply, the information will be entered into the CPUC’s Utility Contact System (UCS) database that houses contact information for utilities authorized to provide service in California.

In addition, the OP's status is updated in the COPs database to "In Compliance"; three utilities complied in January.

*Previously captured as "Not Compliance Items".

DOCKET ACTIVITY

CAB monitored eight open proceedings in January that have consumer impacts. These items appeared on the CPUC's January Voting Agendas and decisions were reached on seven of them; one item was held for a future meeting.

1. D1901004: This decision denies the Application of San Pablo Bay Pipeline Company to Raise Rates for Pipeline Transportation of Crude Oil by 10% Per PU Code Section 455.3. Grants application in part, by reducing rate increase from 10% to 1.7%; denies request to include allowance for income taxes in cost of service; directs applicant to return accrued income taxes to ratepayers.
2. D1901009: THE OUTCOME: California American Water Company will adjust and refund Complainant Richard Kasbeer. Water Rate Adjustment Mechanism (WRAM) surcharge, and Seaside Basin surcharge based on a ¾ inch meter rate for the period starting August 2017.
3. D1901027: This decision modified Presiding Officer's Decision (D1810024) on the Complaint Filed by BB's Deli, LLC Against San Diego Gas & Electric Company.
4. D1901029: This decision rules that Text Messaging Services ARE NOT subject to Public Purpose Program Surcharges.
5. D1901031: This decision (Thomas B. Prescott vs. Southern California Edison Company) grants in part and denies complaint in part. Decision adopts Southern California Edison Company's offer to reduce the \$3,527 deficiency bill by \$1,500.
6. D1901050: This decision upholds the previous decision in favor of PG&E re DeJong Brothers Farming, et al vs. PG&E regarding Commission denial to prevent removal of almond trees.
7. RES T-17640: This ruling approves Cal.net, Inc., a competitive local exchange carrier, to be designated as an Eligible Telecommunications Carrier to be supported by the federal high-cost and Lifeline fund.

The following item was held for a future meeting:

Res E-4962: PROPOSED OUTCOME: Application which approves cost recovery for a new long-term renewable energy power purchase agreement between Southern

California Edison Company and Wistaria Solar, LLC. The power purchase agreement is approved without modification.

** A Certificate of Public Convenience and Necessity is required to lawfully operate a utility company in California and is granted by the CPUC.

OUTREACH/TRAINING/OTHER ACTIVITIES

- CAB met with Southern California Edison regarding the closure of payment offices in rural locations.
- CAB met with Greenwave regarding informal consumer contacts about the CARE Public Purpose Program

LEGISLATION OF INTEREST

None.

TRANSPORTATION OVERSIGHT

The Commission's Transportation Oversight program oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, transportation network companies, and ferries). The program consists of two branches: the Transportation Enforcement Branch (TEB) and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, issues citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also staffs a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

TLAB's License Section analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and certificates, and tracks carrier compliance with permit requirements while TLAB's Analysis Section serves a role analogous to that of an "industry division" by functioning as the Commission's subject matter expert and advising decision-makers regarding for-hire carriers.

MONTHLY HIGHLIGHTS

- TLAB introduced three new forms in January: one form for “employers of record” to simplify and clarify workers’ compensation insurance requirements and two forms for power of attorney privileges (a declaration and revocation) so that a designee can be assigned to assist with carrier business on that carrier’s behalf.

KEY ACTIVITIES

Carrier Application and Permit Activity

In January 2019, TLAB staff received 267 applications this month (new, renewals, refiles, transfers), and issued 212 permits. TLAB completed but cannot approve 389 additional applications until the CHP completes bus terminal inspections (CHP requires 60 days) and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days). Two new TNC applications are under review.

Passenger Carrier Activity	Total
New Applications Docketed	50
Renewal Applications Docketed	200
Refile Applications Docketed	12
Transfer Applications Docketed	5
Authorities Issued	212
Authorities Suspended	422
Authorities Revoked	91
Authorities Reinstated (Suspended/Revoked)	291
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	150
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	239
Pending Reinstatement from Suspension and Revocation	14
Total Active/Suspended Authorities as of 01/31/2019	6,734
Number of Voluntary Suspensions	13
Number of Voluntary Revocations	23
Number of vehicles added to Passenger Carrier Equipment Statements	435
Address and DBA Changes	161
Vehicle inspection requests sent to CHP	383

Returned Applications (incomplete package)	63
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Enforcement and Complaint Activities

As of the end of January 2019, TEB is working on a total of 139 investigations. TEB closed 27 investigations and initiated 22 new cases. The Consumer Intake Unit (CIU) received 25 complaints, resolved six, and referred 19 complaints to the Enforcement Unit for further investigation.

Enforcement Activity	Volume
Open Cases as of 1/1/19	144
New Investigations Initiated	22
Investigations Completed	27
Cease and Desist Notices	27
Official Notices	1
Administrative Citations	4
Complaint Activity	Volume
Open complaints as of 12/31/2018	6
New complaints, by complainant type:	25
Consumer	20
Competitor	5
Government Agency	0
Complaints referred to Enforcement Unit	19
Complaints Closed by CIU	6
Open complaints as of 1/31/2019, and by duration:	6
0-30 days	6
31-60 days	0
61-90 days	0
Over 90 days	0

CITATIONS/FINES/REFUNDS

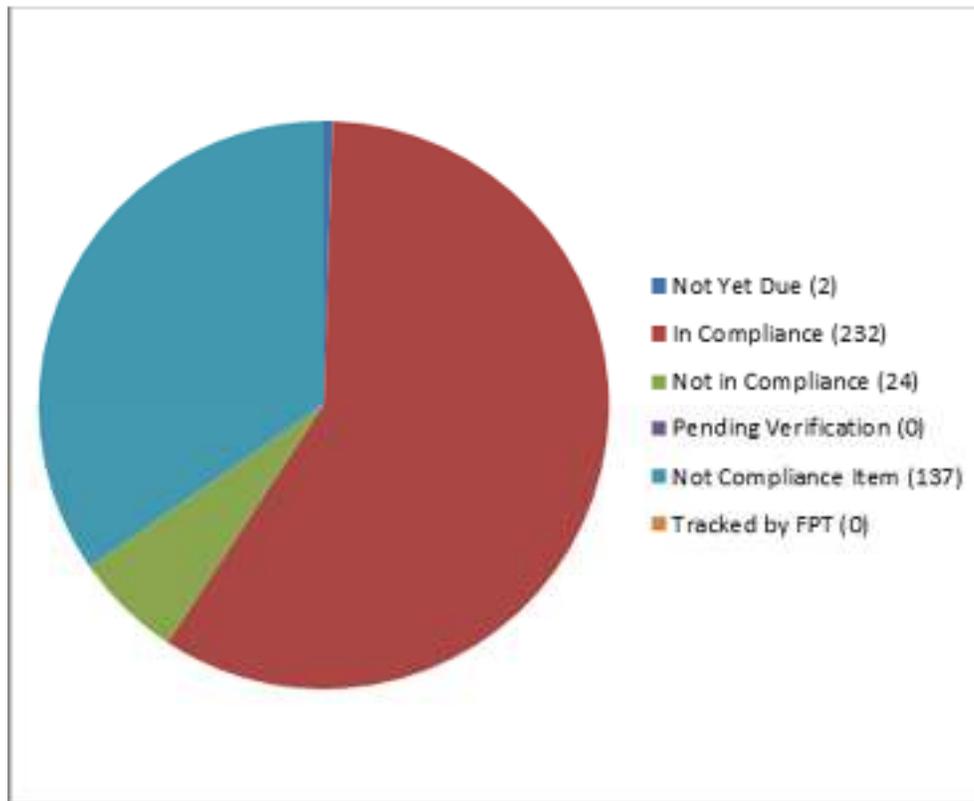
TEB Activity	Amount
Fine Assessed	\$25,000.00
Fines Paid	\$27,498.33
Overcharge Refunds/Claims Settlements by CIU Rep	\$482.25

- F-5502. Elegant Wine Tours LLC, Napa, TCP 34406. Case: PSG-4669. Fine: \$4,000. Violations: carrier 1) operated without authority; 2) failed to maintain workers' compensation insurance; 3) failed to enroll drivers in the DMV EPN program; and 4) failed to drug test drivers.
- F-5513. A List Limousine Service Inc., Inglewood, TCP 10984. Case: PSG-4781. Fine: \$2,000. Violations: carrier 1) failed to drug test drivers; and 2) underreported PUCTRA fees for three years.
- F-5514. Limo4Me, Inc. dba LA Party Bus, OC Party Bus, and Limo4Me.Com, Santa Fe Springs, TCP 33732. Case: PSG-4788. Fine: \$16,000. Violations: carrier 1) operated after expiration of authority; 2) operated after suspension of authority; and 3) underreported PUCTRA for one year. Carrier also failed to 4) enroll drivers in DMV EPN program; 5) drug test drivers; 6) file DBA's with the Commission; 7) display TCP number in advertisements; and 8) maintain workers' compensation insurance.
- F-5515. Howling Inc. dba Howling Wine Jaunts, Healdsburg, TCP 34874. Case PSG-4732. Fine: \$3,000. Violations: carrier 1) operated without authority; 2) failed to drug test driver; and 3) failed to maintain documentation. Carrier also failed to 4) utilize waybills and 5) file PUCTRA fees.

Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by CPUC	Warning letters issued by CPUC	Total fines collected
LAX (Los Angeles International Airport)	10 (10 - unlicensed carriers)	10	3	10	\$3,000

COMPLIANCE WITH ORDERING PARAGRAPHS



The Transportation Program is currently responsible for 395 separate Ordering Paragraphs. Many Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by CHP and others. Other OPs uphold TEB enforcement actions and impose fines for carrier violations of law and wrongdoing against consumers. And finally, OPs introduce new reporting requirements and transportation policies.

DOCKET ACTIVITY

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason / Randolph**
 - No updates.

Enforcement Proceedings

- None

Citation Appeals

- **K.18-12-002 / Sacramento Limousine, Inc. (TCP 27769) Appeal / ALJ Jungreis**
Hearing set for February 5, 2019 in Sacramento

- **K.19-01-007 / CYC Holdings, Inc. (TCP 36382) Appeal / ALJ Kelly**
Hearing set for March 14, 2019 in Los Angeles

Carrier Application Proceedings

- **A.18-10-006 / Application of Chariot Transit Inc. (PSG0035485) for authority to operate as a scheduled passenger stage corporation between points in the Cities of Berkeley, Emeryville, and Oakland and the City and County of San Francisco; and to establish a Zone of Rate Freedom / 1/15/19 Chariot contacted re: application status – application will be withdrawn per news Chariot will cease operations in March 2019**
- **A.18-09-008 / Application of AFISHINADO INC., dba Afishinado Charters for authority to operate as an “on-call” passenger Vessel Common Carrier operating from Avalon Harbor to various points on Catalina Island, including: Campus by the Sea, All C.I.M.I. facilities, White’s Landing, Two Harbors, Howland’s Landing, Emerald Bay / 1/29/19 Protest to Application filed – will be assigned to an Administrative Law Judge**
- **A.18-09-010 / Application of CLASSIC TRANSPORTERS INC., for Certificate of Public Convenience and Necessity under Section 1031, et seq., of the Public Utilities Code, to operate an on-call, door-to-door, passenger stage, between San Francisco (SFO), Oakland (OAK), and San Jose (SJC) International Airports, on the one hand, and points in the counties of Alameda, Contra Costa, Marin, Santa Clara, San Francisco, and San Mateo, on the other hand; and to establish a Zone of Rate Freedom / 1/17/19 Executive Director’s Order signed, Decision 19-01-010 issued 1/22/19.**

OUTREACH/TRAINING/OTHER ACTIVITIES

Other Actions

- None to Report

Joint Agencies Work

- None to Report

Outreach to Regulatory/Enforcement Agencies

- None to report

Training

Enforcement staff attended multiple training courses in January 2019:

- **Excel Level 2 Training, Sacramento CA, January 23, 2019.** Goal: to improve skills in the use of Excel formulas. Staff gained experience in effectively streamlining and analyzing spreadsheet data. For example, TEB staff created and used named ranges as well as count, sum, lookup, date, time, and text functions to analyze various spreadsheet data.
- **Time Management, Sacramento CA, January 29, 2019.** Goal: to increase ability to use time as a limited resource. Staff learned how to set goals and priorities, streamline processes, handle unexpected interruptions, and apply time-saving techniques to conquer paper pile up.
- **Implementing Strengths-Based Leadership, Sacramento CA, January 30, 2019.** Goals: to utilize the Gallup Strengths Finder assessment to gain an understanding of a team's strengths and how to more effectively channel those strengths to increase performance. Staff identified why focusing on strengths can lead to increased engagement, enhanced their self-awareness, learned new ideas and techniques and developed a plan to guide their team to the next level.
- **Training for Trainers, Sacramento CA, January 10, 17, 24, 30, 2019.** Goal: to learn how to follow a systematic approach to creating training programs. Through a series of practical exercises, Staff identified the need for training in the workplace, designing learning methods and materials, practicing facilitation skills, and evaluating training effectiveness.

- **Interpersonal Skills, Sacramento CA, January 24-25, 2019.** Goal: to enhance ability to initiate and maintain viable workplace relationships that foster a productive exchange of information. Staff were provided with insights and skills to help them maximize their productivity as they interact with others to effectively accomplish workplace goals and objectives.
- **Roles and Responsibilities of the Superior Analyst, Sacramento CA, January 8, 2019.** Goal: to provide greater insight into the knowledge, skills, and abilities needed to perform as a superior analyst. Staff learned how to apply behaviors that support the organization and contribute to professionalism, identify roles and responsibilities in a given context and work effectively within the organization hierarchy and reporting procedures.

Other Actions

- Secured an interoffice agreement with Office of State Printing to mail & print Quarterly & Annual Public Utilities Commission Transportation Reimbursement Account (PUCTRA) fee Postcard reminders
- The Licensing Section is working on our Virtual Call Center to open the phone lines on a part time basis.
- The Licensing Section created two new forms – a Power of Attorney Declaration form (PL739-POA) and a Revocation of Power of Attorney Declaration form (PL739-POA-REVK) to allow applicants to grant/revoke Power of Attorney privileges to specified individuals within their companies. This was developed because, periodically, licensed carriers go on disability, a long-term trip and wish to assign someone else to take care of their TCP or TNC affairs with the Commission while they are away.

- The Licensing Section created a new form called the “Employer of Record” form for use by carriers who have contracted with an employment agency and claim that the employment agency is responsible for providing Workers’ Compensation insurance coverage to all employees included under said contract.

LEGISLATION OF INTEREST

The Transportation Oversight program is currently tracking one legislative item of interest. The one bill was added to the program’s tracking list in January 2019.

AB 73 (Committee on Budget): This bill was amended on 1/30 to clarify certain provisions enacted into statute as a result of last year’s SB 1194 (Lara) relating to provision of passenger records. It would clarify that CPUC investigators would not be prohibited from asking for passenger records as part of an investigation.

UTILITIES ENFORCEMENT

The Utilities Enforcement program is overseen by the Utilities Enforcement Branch (UEB). UEB protects California utility consumers from fraud and abuse by ensuring that service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the CPUC to seek appropriate remedies for consumers and/or penalties.

MONTHLY HIGHLIGHTS

- **Miron Enterprises, LLC (A.18-10-005) (Commissioner Randolph/ALJ Kline):** UEB staff, Legal counsel and Miron Enterprise attended a pre-hearing conference and informed the ALJ that the parties have reached a preliminary settlement agreement to resolve the protested issues. CPED protested Miron’s registration as an Interexchange Carrier Telephone Corporation for operating in California without prior Commission authorization and failing to pay user fees and surcharges to the Commission.
- **Southern California Gas Company (SoCalGas) OII (I.17-04-021) (Commissioner Rechtschaffen/ALJ Ayoade) (Advocacy):** The ALJ issued a Presiding Officer’s Decision that found SoCalGas violated its Tariff Rules 12.A, 14.A and 14.D when it failed to render bills based on a monthly duration, but

instead issued 13.57 million bills with 34-60 billing days between 2014 and 2016, and failed to prorate 153,358 of these bills. The decision also found that SoCalGas violated its Tariff Rules 12.A and 14.A when it issued delayed bills with up to 45 billing days to approximately 47,000 mostly residential customers during the winter months of 2015 and 2016. To deter future violations, the decision ordered SoCalGas to pay penalties and reparation in the total amount of \$8,058,200 for violations of Rules 12.A, 14.A, and 14.D.

- **Pacific Gas and Electric Company (I.18-07-008) (Commissioner Guzman-Aceves/ ALJ Kelly) (Advocacy):** CPED and PG&E filed a joint motion requesting that the Assigned Commissioner’s Scoping Memo and Ruling, issued on December 18, 2018, be amended to include the 217 electric service disconnections that took place on October 20, 2018. The ALJ advised the parties that the motion will be granted, but it may take several weeks to process the amended scoping memo. CPED also informed the ALJ that CPED and PG&E are diligently working toward settlement and have made considerable progress.
- **San Jose Water Company (I.18-09-003) (Commissioner Aceves/ALJ Bemederfer) (Advocacy):** UEB staff and Legal counsel attended a pre-hearing conference to address the scope and schedule of the investigative proceeding.
- **Preferred Long Distance (I.18-05-012) (Commissioner Rechtschaffen/ALJ McKenzie) (Advocacy):** In response to the ALJ’s ruling, CPED and Preferred Long Distance filed a joint status report updating the ALJ on settlement efforts.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Aceves/ALJ Colbert) (Advocacy):** In response to the ALJ’s ruling, CPED and NIU updated the ALJ on settlement efforts, and parties made a request for an ALJ Neutral and an Alternate Dispute Resolution.
- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation pursuant to Public Utilities (PU) Code Section 983.5.

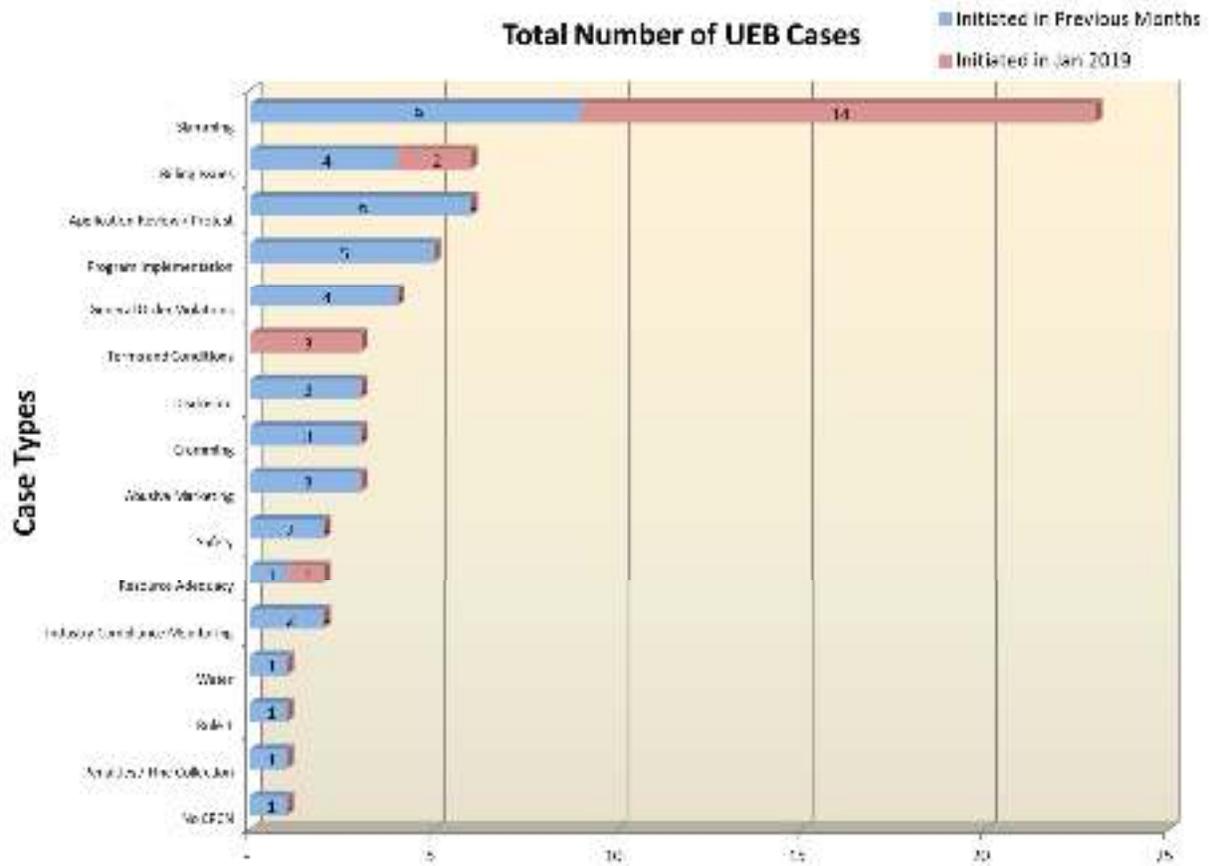
- UEB reviewed 82 CTA-related complaints for November 2018 and identified 18 needing investigation. UEB issued 4 data requests for proof of enrollment authorization and reviewed 13 TPVs.
- UEB reviewed 154 CTA-related complaints for December 2018 and identified 47 needing investigation. UEB issued 7 data requests for proof of enrollment authorization and is awaiting responses.
- UEB issued 4 letters to CTAs to cease and desist from acts constituting grounds for suspension or revocation of authority to operate based on November and December 2018 complaints. These acts include abusive marketing, false advertising, etc.

Month	CTA-Related Complaints		Data Requests Issued	Proof of Authorization		Cease and Desist Letters Issued
	Total	Unauthorized Enrollment		TPVs	Contracts	
November	82	18	4	13	2	4
December	154	47	7	Pending	Pending	

KEY ACTIVITIES

UEB is working on a total of 66 cases. Investigations center primarily on Slamming, Billing Issues and Application Reviews. UEB's cases come from a variety of sources, with CPCN application reviews, Inter-Division referrals, and UEB's own scanning activities playing key roles.

Cases by Type as of January 31, 2019

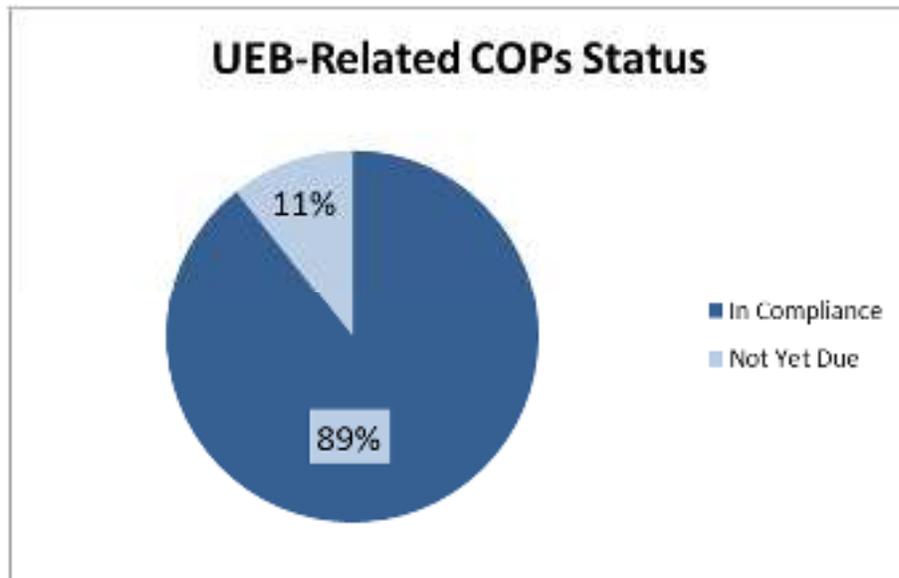


CITATIONS/FINES/REFUNDS

There are no fines or penalties issued in January 2019. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
January 2019	\$0
Cumulative 2018	\$4,133,452

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of January. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those, 25 (representing 89%) have been complied with, and compliance with the remaining 3 are not yet due. None are out of compliance.

Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

DOCKET ACTIVITY

Docket No.	Title	ALJ	Commissioner
A.16-04-006	Application of CereTel Incorporated for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Shiroma
A.18-10-005	Application of Miron Enterprises, LLC for Registration as an Interexchange Carrier Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1013.	Kline	Randolph
I.15-06-018	Order Instituting Investigation on the Commission’s Own	Colbert	Rechtschaffen

	Motion into the Operations and Practices of Mesa-Crest Water Company (U333W) with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.		
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.17-09-021	Order Instituting Investigation on the Commission's Own Motion into the Long Term Debt Financing practices of Lake Alpine Water Company (U148WTD); and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for Violations of Public Utilities Code Sections 818, 823(b) and 823(d).	DeAngelis & Goldberg	Peterman
I.18-05-012	Order Instituting Investigation Into the Operations and Practices of Preferred Long Distance, Inc. to Determine Whether Respondents Violated the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Switched from Telephone Carriers and Billed for Telephone Products and Services.	McKenzie	Rechtschaffen
I.18-07-008	Order Instituting Investigation into Pacific Gas and Electric Company's (U39E) Failure to Provide a 24-hour Notice Prior to Residential Electric Service Disconnections Between July 1 and July 18, 2016 and the Adequacy of its Remedy Going Forward.	Kelly	Aceves
I.18-07-009	Order Instituting Investigation on the Commission's Own Motion into the California's One Million New Internet Users Coalition's Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Aceves
I.18-09-003	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices and Conduct of the San Jose Water Company (U168W) Regarding Overbilling Practices.	Bemesderfer	Aceves
K.18-10-001	Appeal of TC Telephone from Citation No.1308 - 1426 issued on August 8, 2018 by the Consumer Protection and Enforcement Division.	Zhang	N/A

OUTREACH/TRAINING/OTHER ACTIVITIES

- No SNAP (State National Action Plan) conference call in January took place due to the partial Federal Government shut down.

LEGISLATION OF INTEREST

None.