



Monthly Activity Report

**Consumer Protection and Enforcement
Division | California Public Utilities
Commission | July 2018**

TABLE OF CONTENTS

TABLE OF CONTENTS	1
OVERVIEW	2
CONSUMER AFFAIRS	2
<i>Monthly Highlights</i>	2
<i>Key Activities</i>	2
<i>Citations/Fines/Refunds</i>	3
<i>Compliance with Ordering Paragraphs</i>	4
<i>Docket Activity</i>	5
<i>Outreach/Training/Other Activities</i>	5
<i>Legislation of Interest</i>	6
TRANSPORTATION OVERSIGHT	6
<i>Monthly Highlights</i>	6
<i>Key Activities</i>	6
<i>Citations/Fines/Refunds</i>	8
<i>Compliance with Ordering Paragraphs</i>	10
<i>Docket Activity</i>	11
<i>Outreach/Training/Other Activities</i>	13
<i>Legislation of Interest</i>	13
UTILITIES ENFORCEMENT	14
<i>Monthly Highlights</i>	14
<i>Key Activities</i>	14
<i>Citations/Fines/Refunds</i>	15
<i>Compliance with Ordering Paragraphs</i>	15
<i>Docket Activity</i>	16
<i>Outreach/Training/Other Activities</i>	18
<i>Legislation of Interest</i>	18

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

- Commissioner Guzman-Aceves held a roundtable discussion for CAB staff and management in San Francisco. The Commissioner provided an overview of her work in consumer protection and provided an opportunity for staff to discuss current issues in providing complaint resolutions for consumers of utility services.

KEY ACTIVITIES

In July, 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 14,298 times and opted to speak to a live representative 4,698 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 878 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of July, CAB had closed 797 written contacts and was in process of addressing an additional 1,028 written contacts.

CAB Activity for July 2018	
Data for Telephone Contacts	
Calls to Assistance Line	14,298
Live Calls Answered	4,698
Data for Written Contacts Processed*	
New Written Contacts Received	878
Written Contacts Closed	797
Written Contacts Being Processed**	1,028

* 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 July, CAB responded to three data requests. There were two requests from the Communications Division for the number of contacts regarding outages and delayed appointments for a specified time period about two Communication Companies, and there was a request from ORA for all Communication Company contacts for the span of one year.

CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$42,254.35 worth of refunds and credits in July 2018.

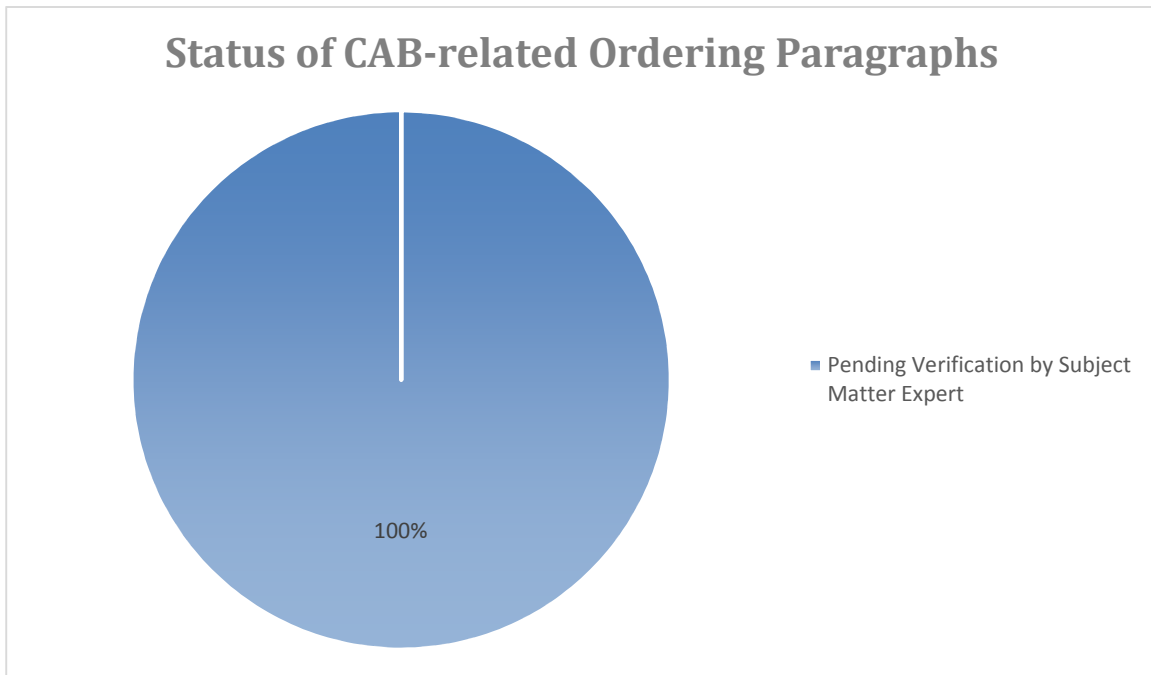
Date	Refund/Credit Amount*
July 2018	\$42,254.35
Cumulative 2018	\$600,039.61

* 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 four new CAB-related Ordering Paragraphs (OPs) enacted in July. All of 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”. In total, CAB was responsible for seven OPs in July.

CAB proactively contacts the utilities in an attempt 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 data as “In Compliance”. While no utilities complied in July, CAB continues to work with these utilities on compliance.

* Previously captured as “Not Compliance Items”.

DOCKET ACTIVITY

CAB monitored seven open proceedings in July that have consumer impacts. These items appeared on the CPUC's July Voting Agendas and decisions were reached on all of them:

- R.18-07-006: Rulemaking to establishing a framework and processes for assessing the affordability impacts of utility rate requests
- 1)
- R.18-07-005: Rulemaking to consider new approaches to disconnections and reconnections to improve energy access and contain costs
-
- D.18-07-016: Decision grants OpenFiber a Certificate of Public Convenience and Necessity to in order to provide telephone service
-
- D.18-07-032: Decision grants NGA 911, LLC a Certificate of Public Convenience and Necessity to necessity to provide telephone service
- 2)
- D.18-07-031: Decision grants Atos Public Safety, LLC for a Certificate of Public Convenience and Necessity to provide telephone service
-
- D.18-07-030: Decision grants Vesta Solutions, Inc. for a Certificate of Public Convenience and Necessity to provide telephone service
- 3)
- A.17-09-007: Application is held until the August 9, 2018 for Bandwidth.com CLEC seeking approval to transfer control to another entity

** 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 Southern California Edison to discuss non-residential billing statement format changes and potential customer impacts.

LEGISLATION OF INTEREST

CAB followed AB 33, which revises the law to allow Pacific Gas and Electric Company, to issue bonds to recover costs, in excess of insurance proceeds, that were incurred due to the wildfires that occurred in northern California in 2017.

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

- The Transportation Oversight program successfully transferred jurisdiction over household goods movers, private carriers, charter vessels, and commercial air operators to other agencies pursuant to SB 19 (Hill, 2017).

KEY ACTIVITIES

Carrier Application and Permit Activity

In July 2018, TEB staff received 233 applications this month (new, renewals, refiles, transfers), and issued 229 permits. TEB completed but cannot approve 333 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). One new TNC application is under review.

Passenger Carrier Activity	Total
New Applications Docketed	50
Renewal Applications Docketed	166
Refile Applications Docketed	13
Transfer Applications Docketed	4
Authorities Issued	229
Authorities Suspended	527
Authorities Revoked	56
Authorities Reinstated (Suspended/Revoked)	403
New Applications Waiting for CHP Inspection or Carrier Action (drug test results, insurance).	129
Renewal Applications Waiting for CHP Inspection or Carrier Action (drug test results, insurance, or other renewal documents).	204
Pending Reinstatement from Suspension and Revocation	25
Total Active/Suspended Authorities as of 7/31/2018	6,875
Number of Voluntary Suspensions	20
Number of Voluntary Revocations	11
Number of Vehicles Added to Passenger Carrier Equipment Statements	493
Address and DBA Changes	110
Vehicle inspection requests sent to CHP	254
Returned Applications (incomplete package)	54

Enforcement Activities

TEB is working on a total of 165 cases. Investigations center on illegal carriers and violations of the Public Utilities Code, General Orders, and/or Commission decisions. TEB's cases come from a variety of sources, such as complaints from carriers or consumers, and those opened on TEB's own initiative. Cases submitted to local district attorneys' offices are in various stages of prosecution in Los Angeles, Orange, Riverside and San Diego counties.

In July 2018, TEB closed 34 cases and initiated 31 new cases.

Enforcement Activity	Household Goods	Passenger Carriers	Total
Open Cases as of 7/1/18	14	154	168
New Investigation Initiated	0	31	31
Investigations Completed	7	27	34
Cases Open as of 7/31/18	7	158	165
Cease and Desist Notices	0	26	28
Official Notices	0	2	2
Administrative Citations	0	6	6

CITATIONS/FINES/REFUNDS

TEB Activity	Moving Companies	Passenger Carriers	Total
Fine Assessed	\$0	\$29,000	\$29,000
Fines Paid	\$2,000	\$17,283.33	\$19,283.33
Overcharge Refunds/Claims Settlements by CIU Rep	\$0	\$802.85	\$802.85

- F-5444. AAA Golden Auto Inc., El Monte (TCP 36117). Case PSG-4664. Fine: \$5,000. Violations:** Failed to enroll drivers in the DMV EPN program; failed to enroll drivers in the Controlled Substance and Alcohol Testing Certification Program; and failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for year 2016. Carrier agreed to pay fine. (Esguerra)
- F-5450. Hodari Makalani and Lynette Baker dba LA Hood Life & Hip Hop Tours (TCP 28884-S). PSG-4519. Fine: \$2,000. Violations:** Engaged driver without evidence of workers compensation insurance; failed to maintain and enroll three drivers in DMV EPN Program; failed to enroll three drivers in a

drug consortium and testing program; and failed to display the TCP number on advertisements. (Quach)

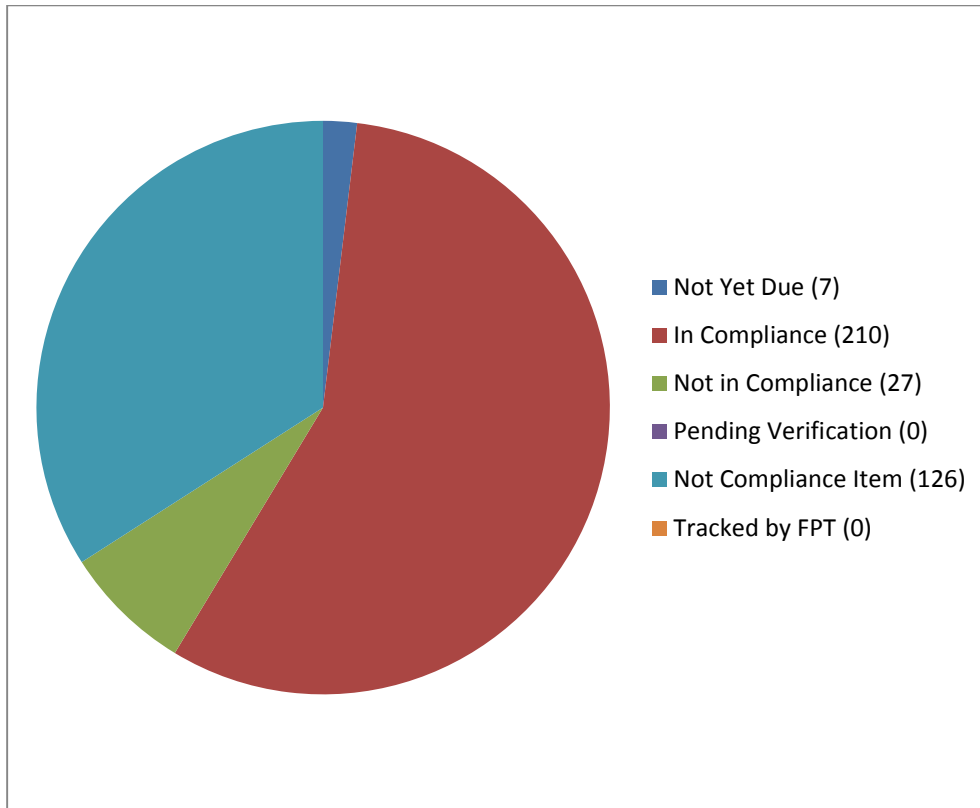
- **F-5451. Fidel Rutwaza, dba Star City Tours (TCP 16056-S). PSG-4522. Fine: \$1,000. Violation:** Failed to provide access to records. (Quach)
- **F-5452. Eric's Luxury Limousine LLC, Glendale (TCP 32326). PSG-4582 Fine: \$1,000. Violations:** Failed to provide access to records. (Northington)
- **F-5454. Benjamin Mateo Starr, an individual, San Diego (TCP 34394). Case PSG- 4501. Fine: \$1,000. Violation:** Failed to provide access to records. (McGuire)
- **F-5455. Gold Star Charter & Tours Inc., Santa Clara (TCP 37773). Case: PSG-4650. Fine: \$2,000. Violations:** Operated without a valid authority; engaged two (2) drivers without workers' compensation (WKCP) insurance. (Lei)
- **F-5456. Tahir Sufian Abdella, dba Ammar Limousine Service, San Jose (TCP 26070). Case PSG-4600. Fine: \$2,000. Violations:** Engaged one employee-driver without evidence of WKCP insurance coverage on file and in effect with the Commission; failure to produce sub-carrier contract. (Ow)
- **F-5458. Sunrise LAX Parking Inc, Los Angeles (TCP 23642). Case: PSG-4700 Fine: \$5,000. Violations:** Operated as a charter-party carrier during suspension and after revocation of its operating authority 149 days; Engaged thirteen employee-drivers without evidence of workers' compensation insurance of file; Failed to enroll thirteen drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; Failed to enroll seven drivers in the Controlled Substance and Alcohol Testing Certification Program for pre-Employment Testing; Failed to display TCP number in advertisements; and Failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for two years. Carrier agreed to pay fine in full within 20 days. (Northington)
- **F-5459. ATP Enterprises dba Wings Limousine, Los Angeles (TCP 20044). Case PSG 4320. Fine: \$5,000. Violations:** Operated as a charter-party carrier after expiration of its operating authority; and failed to include pertinent information on the waybills. Carrier agreed to pay fine. (Uduefe)

- **F-5460. Mike Azra, an individual dba Majd Transportations, Los Angeles (TCP 31683). Case PSG 4676. Fine: \$5,000. Violations:** Conducted operations as a charter-party carrier of passengers without evidence of public liability and property damage (PLPD) insurance coverage in effect and on file with the Commission; failed to enroll drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; failed to enroll drivers in a mandatory Controlled Substance and Alcohol Testing Certification Program for Pre-Employment Testing; failed to keep equipment statement current; and failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for years 2015, 2016, and 2017. Carrier agreed to pay fine. (Park)

Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by PUC	C&D letters issued	Total fines collected
LAX (Los Angeles International Airport)	8 (unlicensed)	8	6	6	\$6,000

COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 370 separate Ordering Paragraphs. Most 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 the CHP and others. Other OPs uphold TEB citations and impose fines that result from those citations for violations of law and wrongdoing against consumers, or introduce new reporting requirements on carriers.

DOCKET ACTIVITY

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason / Randolph**

None to report.

Citation Appeals

None to report.

Carrier Application Proceedings

- **A.17-12-018/Catalina Clipper/Staff.** Seeks authority to operate as a scheduled Vessel Common Carrier between Newport Beach and Avalon. 5/11/18 ALJ's

Ruling requiring applicant to file a response to information request within 15 days; 5/21/18 Assigned Commissioner's scoping memo and ruling, category is Ratesetting, evidentiary hearings not needed

- A.18-01-011/Chrystelle Cruisers Wine Tours/Staff. 6/6/18 Executive Director's Order signed, D.18-06-003 issued 6/12/18.
- In the Matter of the Application of Hicham Lalej, doing business as City Loop Shuttle and Limo, for authority to operate as a passenger stage corporation between points in the Counties of San Francisco, Contra Costa, Alameda, Santa Clara, Solano, Napa, Marin, Sonoma, San Mateo, San Joaquin, Stanislaus, Monterey, Santa Cruz, Fresno and Sacramento and the San Francisco, Oakland and San Jose International Airports and grant a ZORF (Zone of Rate Freedom) applicable to the fares authorized. (HARD COPY FILING; 5/29/18 Draft Proposed Decision submitted for management staff review
- In the Matter of the Application of FlixBus, Inc. for authority to operate as a scheduled passenger stage corporation between points in the counties of: Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Merced, Monterey, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, and Ventura, and to establish a Zone of Rate Freedom. (HARD COPY FILING); 6/12/18 Executive Director's Order signed, D.18-06-007 issued 6/19/18.
- Application of Silva and Associates LLC, dba Al & Pals for authority to operate as an on-call, door-to-door passenger stage corporation between points within the City of San Clemente, CA and to establish a Zone of Rate Freedom; 5/4/18 Application filed
- In the Matter of the Application of: SONOMA COUNTY AIRPORT EXPRESS, Inc., [PSG0001120] to establish a new base tariff rates and to establish a Zone of Rate Freedom of Plus 30% or Minus 30% to that newly established tariff, pursuant to provisions of Pub. Util. Code Section 454.2; 5/15/18 Application filed
- Application of Big Bus Tours Los Angeles, Inc. for the authority to Operate as a scheduled Passenger Stage Corporation in the City and County of Los Angeles area and to establish a Zone of Rate Freedom. (HARD COPY FILING); 6/6/18 Application filed.

OUTREACH/TRAINING/OTHER ACTIVITIES

Other Actions

- None to report.

Joint Agencies work

- **07/07/2018 & 07/21/2018. Napa County Interagency Operations, Napa** – Northern California-based staff (Nera), worked with the Napa Valley Railroad Police, Napa County Sheriff's Department & Napa Police Department to address complaints of unlicensed providers of passenger transportation. A total of 32 vehicles were observed/inspected. Four were impounded for the following violations: 1) two carriers were operating without a permit; 2) one carrier was operating with a revoked permit (TCP 34250); and 3) one carrier was operating with a suspended permit (TCP 28004); and a driver without the proper class driver's license.
- **San Francisco International Airport Ground Transportation Unit and San Francisco Airport Police** – Northern California-based staff (Ow), worked with San Francisco International Airport Ground Transportation Unit and San Francisco Airport Police to address complaints of unlicensed providers of passenger transportation. A total of 394 vehicles were observed. The following violations were found: 13 suspended, revoked, expired carriers; 1 carrier not showing TCP on vehicle.

Outreach to Regulatory/Enforcement agencies

- None to report.

LEGISLATION OF INTEREST

The Transportation Oversight program is currently tracking five legislative items of interest. No bills were added to the program's tracking list in July 2018.

SB 1014 (Skinner): Requires the Commission and Air Resource Board to work collaboratively to implement annual TNC greenhouse gas (GHG) reduction targets.

SB 1080 (Roth): Requires TNCs to accept an out of state driver license from a nonresident active duty military member or dependent, if driver otherwise meets a TNC's driver requirements.

SB 1194 (Lara): This bill would prohibit CPUC-regulated bus companies from disclosing passenger records to any entity other than a law enforcement officer without a warrant or pursuant to specific exceptions.

SB 1376 (Hill): This bill would require the Commission to implement a comprehensive disability access program for TNCs according to strict standards outlined in law.

SB 1474 (Hill): This bill would authorize the CPUC to contract with the CHP or a sheriff's office to impound the vehicle of a passenger carrier in violation of the law.

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.

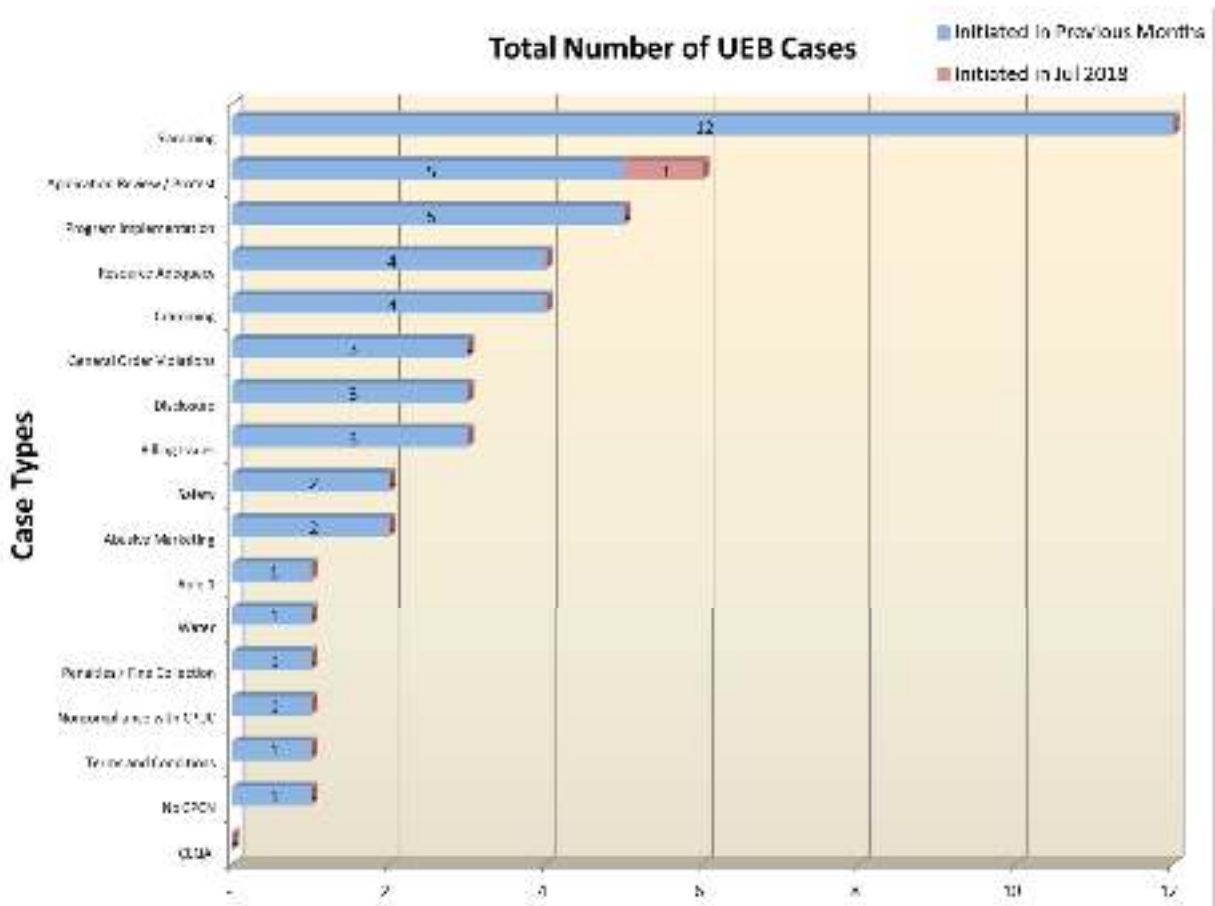
MONTHLY HIGHLIGHTS

- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Aceves/ALJ Colbert) (Advocacy):** The Commission voted to institute a formal investigation to determine whether NIU failed to comply with the Commission's rules and requirements related to the California Advanced Services Fund (CASF) grant program funding activities promoting broadband deployment, access, and adoption.
- **Veritas (A.16-10-011) (Commissioner Randolph/ALJ Chiv) (Advocacy):** CPED filed an application for rehearing of D.18-06-014 and requested that said decision be stayed. CPED asserts that the decision commits both substantive and procedural error by granting Veritas' motion to withdraw its application to register as an Interexchange Carrier.
- **Energy Resource Adequacy (RA) Citation:** Pilot Power Group, Inc. appealed an RA citation for \$100,709.20 issued to them for replacing a System RA deficiency after five business days from the date of notification. A hearing is scheduled for August 27, 2018.

KEY ACTIVITIES

UEB is currently working on a total of 50 cases. Investigations center primarily on Slamming and Application Reviews. UEB’s cases come from a variety of sources, with CPCN application reviews and UEB’s scanning activities playing key roles.

Cases by Type as of July 31, 2018

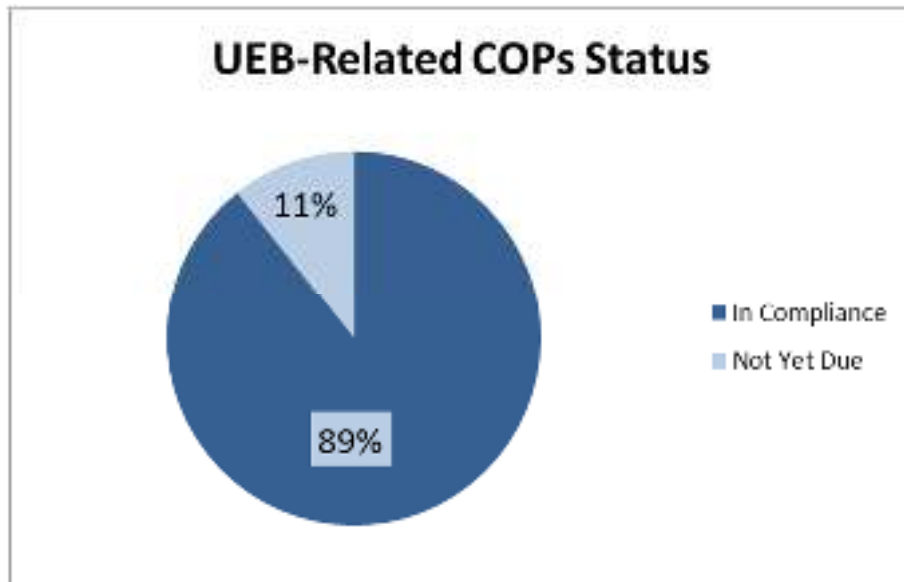


CITATIONS/FINES/REFUNDS

UEB issued no fines or penalties in July. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
July 2018	\$0
Cumulative 2018	\$2,580,710

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of July. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 Ordering Paragraphs, 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.14-01-029	In the Matter of the Application of ILATANET, LLC for Authorization to obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Burcham	Picker
A.14-05-002	Application of Silicon Business System for a Certificate of Public Convenience and Necessity to operate as a Provider of Limited	Burcham	Peterman

	Facilities-Based and Resold Telecommunication services in the State of California.		
A.15-12-014	In the Matter of the Application of Global Calling Corporation for Authorization to Obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Ayoade	Peterman
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	Peterman
A.16-10-011	Application of Veritas Prepaid Phone Co., LLC for Registration as an Interexchange Carrier Telephone Corporation pursuant to the provisions of Public Utilities Code Section 1013.	Colbert	Randolph
I.11-05-028	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of OSP Communications LLC and John Vogel, an individual, to determine whether OSP Communications LLC and John Vogel have violated the Laws, Rules and Regulations of this State in the Provision of Operator and Calling Card Services to California Consumers; and Whether The Billing Resource LLC, a Delaware Corporation, and The Billing Resource LLC d/b/a Integretel, a California Corporation should Refund and Disgorge All monies billed and collected on behalf of OSP Communications LLC.	Bemesderfer	Sandoval
I.13-10-003	Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Comcast Phone of California, LLC (U-5698-C) and its Related Entities (Collectively "Comcast") to Determine Whether Comcast Violated the Laws, Rules, and Regulations of this State in the Unauthorized Disclosure and Publication of Comcast Subscribers' Unlisted Names, Telephone Numbers, and Addresses.	Burcham	Peterman
I.15-06-018	Order Instituting Investigation on the Commission's Own 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.	Colbert	Sandoval
I.16-01-012	Order Instituting Investigation on the Commission's own motion into the operations, practices, and conduct of T C Telephone LLC, doing business as Horizon Cellular, (T C Telephone) (U6875C) and (U4410C), to determine whether T C Telephone violated the laws, rules and regulations governing the manner in which California consumers are switched from one carrier to another and billed for telephone services.	Wildgrube	Randolph
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.17-09-004	Order Instituting Investigation and Ordering NetFortris Acquisition Co., Inc. to Appear and Show Cause Why It should not be sanctioned for Violations of the Laws, Rules and Regulations of this State by Monitoring and Recording Employee Telephone Conversations without Prior Consent.	Kim & Goldberg	Peterman
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

OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff called into the July SNAP (State National Action Plan) conference call. Focus of the discussion was the FCC's Wireless Emergency Alert System. The FCC set forth procedures for authorized state and local officials to conduct live code tests of the Emergency Alert System. These tests are designed to increase the effectiveness of the local alerting systems and educate the public.
- Staff attended CPUC-wide training on Ex Parte Rules and Open Government Law.

LEGISLATION OF INTEREST

None.