



Monthly Activity Report

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

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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

- Staff in CAB's Los Angeles Office met with staff from Commissioner Guzman-Aceves' office regarding the CPUC's informal complaint process and consumer protection assistance that CAB provides to Californians
- CAB staff reviewed its informal complaint process with Community Choice Aggregators (CCAs) who operate in California but were unaware of that process and provided them with instructional packets detailing requirements for them to engage with CAB in responding to informal complaints.

KEY ACTIVITIES

In October, 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 16,631 times and opted to speak to a live representative 3,448 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 1,068 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of October, CAB had closed 1,350 written contacts and was in process of addressing an additional 1,381 written contacts.

CAB Activity for October 2018	
Data for Telephone Contacts	
Calls to Assistance Line	16,631
Live Calls Answered	3,448
Data for Written Contacts Processed*	
New Written Contacts Received	1068
Written Contacts Closed	1350
Written Contacts Being Processed**	1,381

* 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 October, CAB responded to five data requests. There was a request from the Legal Division for all contacts filed by a specific customer of a Water Company, a request from the Water Division for the number of contacts received for a specified Water Company, a request from the Communications Division for all contacts received for a two year period related to a specific Communications Company, a request from the Los Angeles Office of the City Attorney for any contacts pertaining to two Solar companies for a specified time period, and a request from an Energy Company for a list of the outstanding Informal Complaints they needed to resolve for the Consumer Affairs Branch.

CITATIONS/FINES/REFUNDS

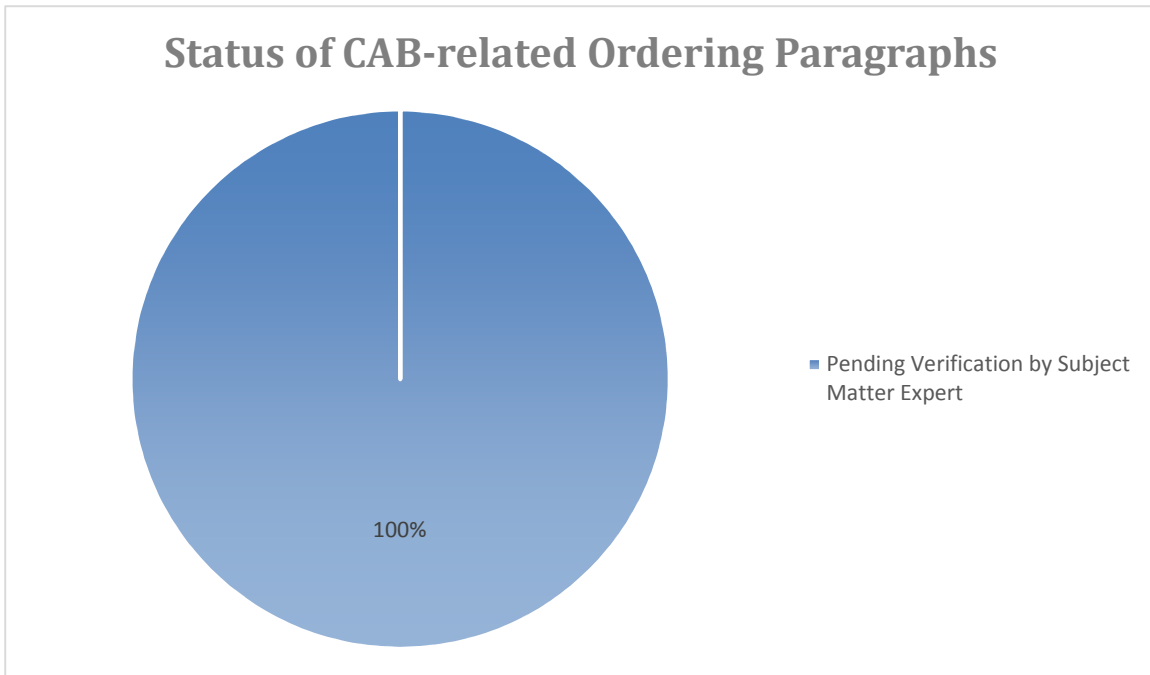
CAB helped California consumers secure \$55,299.27 worth of refunds and credits in October 2018.

Date	Refund/Credit Amount*
October 2018	\$55,299.27
Cumulative 2018	\$793,320.33

* 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. One complaint lodged against an Energy company resulted in a bill adjustment of \$26,126.79. The utility, through a system billing error, had underbilled the residential consumer for a substantial length of time, and back billed the consumer beyond the three months permitted by tariff.

COMPLIANCE WITH ORDERING PARAGRAPHS



There was one CAB-related Ordering Paragraph (OP) enacted in October. However, in total, CAB was responsible for eight 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 as “In Compliance”; six utilities complied in October.

*Previously captured as “Not Compliance Items”.

DOCKET ACTIVITY

CAB monitored 16 open proceedings in October that have consumer impacts. These items appeared on the CPUC’s October Voting Agendas and decisions were reached on the following:

- 1--D1810007: This decision develops a successor to Existing Net Energy Metering Tariffs pursuant to Public Utilities Code Section 2827.1, and to address other issues related to Net Energy Metering.
- 2--D1810012: This decision denies relief to F.S. Friedman in his case vs. Frontier California, Inc.
- 3--D1810021: This decision extends the statutory deadline for completion of this proceeding, the OIR regarding revisions to the California Universal Telephone Service (LifeLine) Program.
- 4--D1810024: This decision extends the statutory deadline for completion of this proceeding until December 13, 2018: BB's Deli, LLC, Complainant vs. San Diego Gas & Electric Company.
- 5--D1810030: This decision denies requested relief and dismisses complaint of Gold Country Development, LLC.

6--D1810034: This decision denies relief to David J. Prager in his case vs. Frontier Communications of America, Inc.

7--D1810039: This decision grants a certificate of public convenience and necessity to Allied Telesis Capital Corp. to operate as a competitive local carrier to provide resold and limited facilities-based local exchange service, interexchange services, and voice over internet protocol services to commercial and enterprise customers.

8--D1810040: This decision approves the unopposed Residential Baseline Season Restructuring Settlement Agreement between the active parties in this proceeding; adopts a new residential winter baseline months/season structure, minimizing bill volatility for residential customers as directed by SB 711; and authorizes PG&E to implement the Residential Baseline Season structure.

9--D1810053: This decision extends the statutory deadline for resolving this matter until July 31, 2019, California Cable & Telecommunications Association vs. San Diego Gas & Electric Company.

10--D1810054: This decision extends the statutory deadline for completion of this proceeding until April 27, 2019, the Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company.

11--R1810007: This rulemaking implements Senate Bill 901, pertaining to wildfire mitigation plans.

12--RES G-3541: This resolution approves \$5,870,000 for Southern California Gas Company (SoCalGas) to reduce natural gas heating load during periods of system constraint by controlling residential thermostats.

13--RES T-17627: This resolution approves Red Pocket, Inc., a prepaid wireless reseller to be authorized as a California LifeLine prepaid wireless service provider.

14--RES T-17632: This resolution approves the California Public Utilities Commission portion of the prepaid surcharge and user fee rate to be assessed on the sales price of prepaid wireless telephone service transacted in California, effective from January 1 through December 31 of the year 2019.

15--RES UEB-003: This resolution adopts a citation program application to Core Transport Agents for enforcing compliance; authorizes the Director of the Consumer

Protection and Enforcement Division or his/her designee to serve citations to core transport agents.

16--RES W-5175: This resolution grants Lake Alpine Water Company's General Rate Increase to produce additional annual revenues for Test Year 2018, to be paid by the ratepayers (20.7%).

** 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

In October, CAB launched a pilot program allowing consumers to leave voicemails after hours and on weekends with requests for assistance. Voicemails are responded to during normal business hours. CAB will be monitoring the effectiveness of the program and analyzing whether it should continue it beyond the pilot.

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

- On 10/8 a Proposed Decision adopting TEB’s settlement with Rasier regarding adherence to the CPUC’s rules on zero tolerance of drugs and alcohol for TNC drivers was published. The Commission will consider the Proposed Decision at the 11/8 voting meeting.

KEY ACTIVITIES

Carrier Application and Permit Activity

In October 2018, TLAB staff received 229 applications (new, renewals, refiles, transfers), and issued 224 permits. TEB completed but cannot approve 355 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). No new TNC applications are under review.

Passenger Carrier Activity	Total
New Applications Docketed	68
Renewal Applications Docketed	146
Refile Applications Docketed	6
Transfer Applications Docketed	9
Authorities Issued	224
Authorities Suspended	418
Authorities Revoked	60
Authorities Reinstated (Suspended/Revoked)	305
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	169
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	186
Pending Reinstatement from Suspension and Revocation	16
Total Active/Suspended Authorities as of 10/31/2018	6,864
Number of Voluntary Suspensions	33
Number of Voluntary Revocations	6

Number of vehicles added to Passenger Carrier Equipment Statements	525
Address and DBA Changes	153
Vehicle inspection requests sent to CHP	281
Returned Applications (incomplete package)	42

Enforcement Activities

TEB is working on a total of 169 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, San Diego, and Santa Clara counties.

In October 2018, TEB closed 41 cases and initiated 50 new cases.

Enforcement Activity	Volume
Open Cases as of 10/1/18	160
New Investigation Initiated	50
Investigations Completed	41
Cases Open as of 10/31/18	169
Cease and Desist Notices	15
Official Notices	6
Administrative Citations	15

CITATIONS/FINES/REFUNDS

TEB Activity	Amount
Fine Assessed	\$57,000
Fines Paid	\$11,565
Overcharge Refunds/Claims Settlements by CIU Rep	\$234.36

- F-5472. Hydra Networks LLC, Antioch, TCP 36239. Case: PSG-4653. Fine: \$2,500. Violations: Carrier 1) failed to provide access to records; 2) underreported its Public Utilities Commission Transportation Reimbursement Account (PUCTRA) fees; and 3) operated as a taxi service. Carrier also failed to display TCP number on bumper, operated on airport property without authorization, and failed to maintain waybills.
- F-5475. A Plus Limousine Services, Inc., San Diego, TCP 12740. Case: PSG-4530. Fine: \$1,000. Violations: Carrier 1) used drivers without the required School Pupil Activity Bus (SPAB) or Pupil Activity Bus (PAB) certificate; 2) failed to pre-employment drug test a driver; and 3) failed to maintain and include required information on the carrier's waybills.
- F-5481. Dale Anthony Dilworth dba La'Schick Transportation, Vallejo, TCP 20016. Case: PSG-4826. Fine: \$3,000. Violations: Carrier 1) operated after revocation of his permit and 2) illegally displayed a TCP number on his vehicle.
- F-5485. Prudlo Fantucci Tours, Inc., Napa, TCP 29720. Case: PSG-4830. Fine: \$3,000. Violations: Carrier 1) operated after revocation of its TCP certificate and 2) illegally displayed a TCP number on its vehicle.
- F-5486. Caceres Charter LLC dba Caceres Charter LLC, Maywood, TCP 36508. Case: PSG-4752. Fine: \$5,000. Violations: Carrier 1) operated after revocation of its TCP certificate; 2) operated without evidence of Public Liability & Property Damage (PL & PD) insurance; and 3) allowed a driver to operate a bus without the proper bus driver's license. Carrier also failed to ensure a driver completed a pre-employment drug test, enroll drivers in the Department of Motor Vehicles (DMV) Employer Pull Notice (EPN) program, complete and maintain a sub-carrier agreement, maintain its equipment statement, issue and maintain complete waybills, and report accurate PUCTRA fees for 2016.
- F-5487. OCC & Associates LLC dba OCC Transportation, Perris, TCP 29734. Case: PSG-4518. Fine: \$1,000. Violation: Carrier failed to provide access to records.
- F-5488. MMN Industries, Inc. dba Air Time Shuttle and Mega Airport Parking, Inglewood, TCP 21078. Case: PSG-4716. Fine: \$2,500. Violations: Carrier failed to 1) provide evidence of workers' compensation insurance; 2) enroll drivers in the DMV EPN program; and 3) send drivers for pre-employment drug and

alcohol tests. Carrier also failed to display its TCP number in its advertisements and report accurate PUCTRA fees for 2016 and 2017.

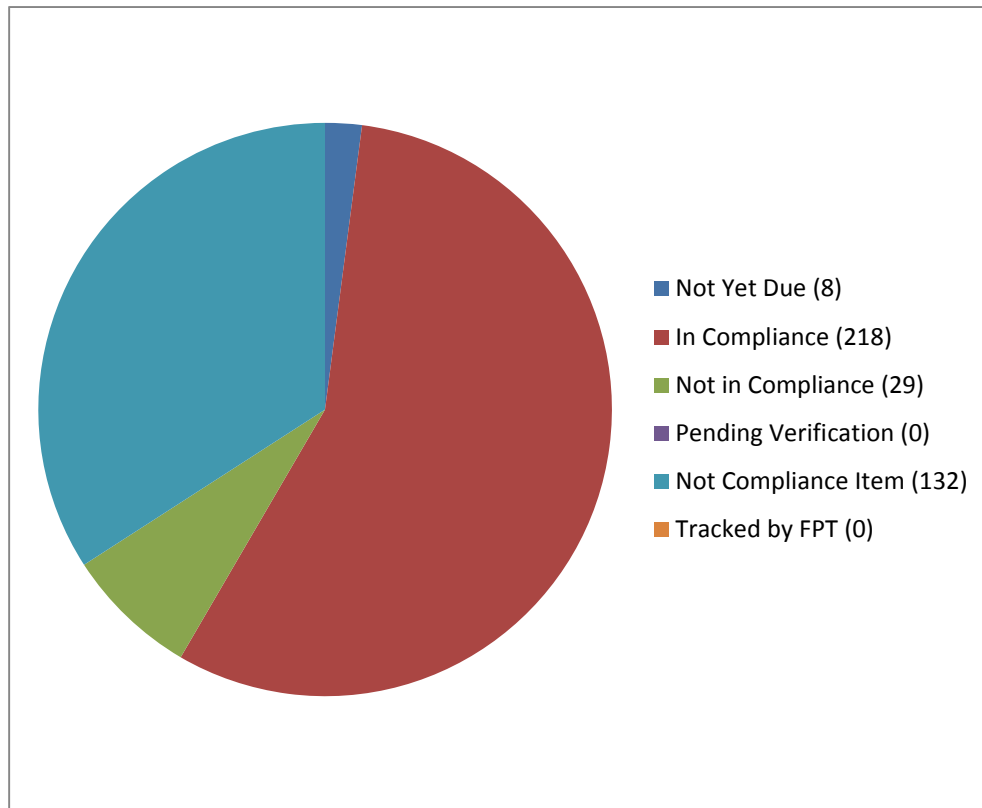
- F-5489. US Bus Charter & Limo, Inc. dba US Coachways, Inc., Staten Island, NY, TCP 37601). Case: PSG-4438. Fine: \$20,000. Violations: Carrier 1) operated without authority; and 2) advertised as a charter-party carrier prior to obtaining authority.
- F-5490. Maps Express LLC dba Maps Express LLC, Pasadena, TCP 27686. Case: PSG-4710. Fine: \$2,000. Violations: Carrier failed to 1) enroll drivers in the DMV EPN program; 2) report accurate PUCTRA fees for 2015 and 2016; and 3) maintain records and waybills.
- F-5491. B. Sayles and J. Williams dba A Limo Excursion, American Canyon, TCP 25723. Case: PSG-4641. Fine: \$3,000. Violations: Carrier 1) operated a vehicle not listed on its equipment statement; 2) underreported PUCTRA for 2015, 2016 and 2017; and 3) issued incomplete waybills.
- F-5492. Bay Area Limousine and Tours LLC, San Bruno, TCP 33185. Case: PSG-4717. Fine: \$4,000. Violations: Carrier 1) operated after suspension of its certificate; 2) operated without evidence of PL & PD insurance; and 3) failed to maintain and produce records. Carrier also failed to enroll a driver in the DMV EPN program.
- F-5493. El Limo LLC, Daly City, TCP 30379. Case: PSG-4633. Fine: \$4,000. Violations: Carrier failed to 1) obtain workers' compensation insurance and 2) send a driver for a pre-employment drug test. Carrier also underreported PUCTRA fees.
- F-5494. AY Limo LLC, Rolling Hills Estate, TCP 35594. Case: PSG-4705. Fine: \$1,000. Violation: Carrier failed to provide access to records.
- F-5496. Stars City Transportation LLC, Simi Valley, TCP 32181. Case: PSG-4804. Fine: \$2,000. Violations: Carrier failed to 1) enroll a driver in the DMV EPN program; and 2) provide access to records.
- F-5497. Armando Jimenez Diaz dba Vanity Limousine and Wine Tours, Winchester, TCP 28177. Case: PSG-4728. Fine: \$3,000. Violations: Carrier failed to 1) maintain evidence of workers' compensation insurance on file; 2) enroll an employee-driver in the DMV EPN Program; send a driver for a pre-employment

drug test; and 3) utilize subcarrier agreements. Carrier also failed to issue and maintain complete waybills.

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)	11 (unlicensed)	10	4	10	\$4,000

COMPLIANCE WITH ORDERING PARAGRAPHS



The Transportation Program is currently responsible for 387 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

- **I.17-04-009 / Rasier Zero Tolerance Rules / Mason / Randolph.**

ALJ Mason published a proposed decision on October 8, 2018, adopting the Zero Tolerance settlement agreement between CPED and Rasier-CA, LLC, which includes a \$750,000 fine. The Commission will consider the proposed decision at the November 8, 2018 voting meeting.

Citation Appeals

- None filed in October.

Carrier Application Proceedings

- **A.18-06-011 / GoGo Technologies, Inc. (dba GoGo Grandparent) / Chiv/ Randolph**

On October 25, 2018, ALJ Chiv published a proposed decision to grant CPED's Motion to Dismiss GoGo Technologies' application to become an unregulated passenger carrier. Opening comments are due November 14, 2018. The Commission will consider the Proposed decision at the November 29, 2018 voting meeting.

- **A.18-07-010 / Application of Tesloop, Inc.** for authority to operate a scheduled shuttle service Passenger Stage Corporation between Points in Culver City, Greater Los Angeles, the San Fernando Valley, Orange County, Anaheim, Rosemead, Ontario, and San Diego and the Greater Palm Springs, and San Francisco, the Bay Area, Central Coast, Central Valley, Sacramento Area, and Lake Tahoe Region; and to establish a Zone of Rate Freedom. / **10/24/18 Executive Director's Order signed, Decision 18-10-027 issued 10/30/18**

- **A.18-07-014 / Application of Winery Hopper, LLC** for authority to operate as a scheduled passenger stage corporation between points in Riverside County; and to establish a Zone of Rate Freedom (ZORF). (HARD COPY FILING) / **10/23/18 Draft Proposed Decision submitted for management staff review**
- **A.18-08-002 / Application of Pablito Incorporated** for authority to operate as a scheduled Passenger Stage Corporation between points in Los Angeles and Long Beach, Irvine, San Diego and Santa Monica and to establish a Zone of Rate Freedom. (HARD COPY FILING) / **10/23/18 Draft Proposed Decision submitted for management staff review**
- **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 / **10/16/18 Application filed**

OUTREACH/TRAINING/OTHER ACTIVITIES

Other Actions

- None.

Joint Agencies Work

- TEB staff met with SFO's GTU and San Francisco Airport Police on October 3, 2018 as part of an ongoing monthly strategic initiative to better understand, collaborate and resolve SFO-related enforcement issues.
- TEB staff met with the San Diego District Attorney's Office Workers' Compensation Fraud Task Force on October 10, 2018 along with several other state agencies for a planning meeting for a two-week maximum enforcement detail on businesses that do not have valid workers' compensation insurance coverage.
- TEB staff attended the quarterly Joint Enforcement Strike Force meeting on October 25, 2018 to discuss issues regarding the underground economy. Staff met privately with a supervisor from the Employment Development Department and a manager from the Department of Insurance regarding ongoing investigations.

- TEB staff, San Francisco International Airport’s (SFO) Ground Transportation Unit (GTU) and San Francisco Airport Police jointly address complaints of unlicensed providers of passenger transportation at the airport. This month, the assigned TEB investigator inspected 554 vehicles and found eight carriers operating with a suspended, revoked or expired permit and one carrier that needed to update its equipment list.

Outreach to Regulatory/Enforcement Agencies

- None.

Training

- TEB supervisors and staff attended multiple CalHR training classes, which included Writing Effective Policies and Procedures; Writing Excellent Letters, Memos, and Emails; and Excel.
- TEB and TLAB staff attended a workshop and a class on Tableau Software.
- TLAB staff presented on autonomous vehicles (AVs) at the CPUC Energy Division “First Friday Forum” on October 5.

LEGISLATION OF INTEREST

None.

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

- **Resolution UEB-003 Core Transport Agent (CTA) Citation Program:** The Commission approved Resolution UEB-003, adopting the CTA Citation Program authorizing CPED to serve citations to CTA in the amount of \$1,000 for

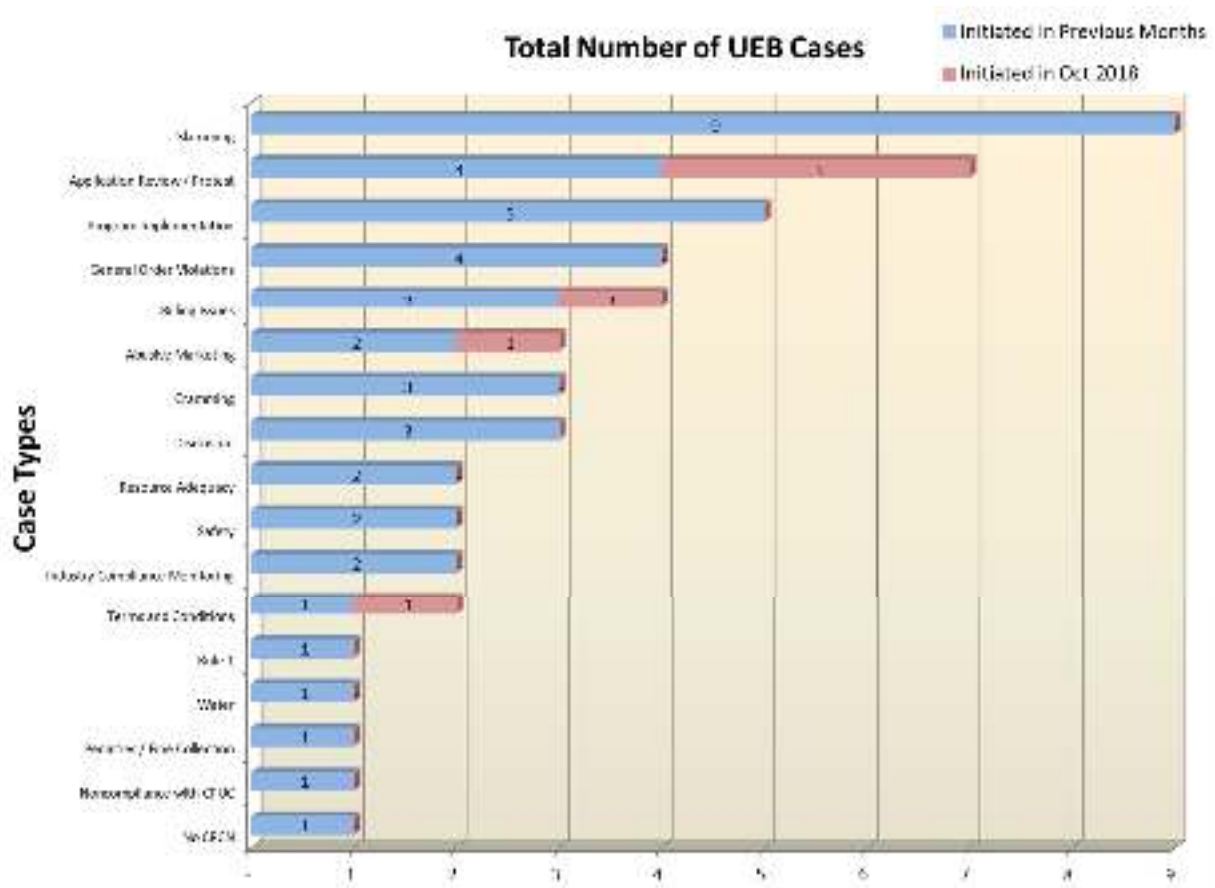
each violation subject to the requirements set forth in Commission Decision 18-02-002, pursuant to Public Utilities Code 985.

- **Pacific Gas and Electric Company (I.18-07-008) (Commissioner Guzman-Aceves/ ALJ Kelly) (Advocacy):** UEB staff and Legal counsel attended a prehearing conference to determine the positions of the parties, issues, and other procedural matters. The Commission adopted this formal investigation to determine whether PG&E improperly disconnected 6,255 of its customers.
- **SoCalGas (I.17-04-021) (Commissioner Rechtschaffen/ ALJ Ayode) (Advocacy):** In accordance with the ALJ's ruling to reopen the evidentiary record, UEB filed reply comments to recommend that the Commission delete Rule 14C and 16A from SoCalGas' tariff to limit the company's ability to issue estimated bills. If the Commission does not adopt UEB's recommendation, then UEB requests that the Commission open an industry wide rulemaking to ensure consistency of tariffs across the other Industry Owned Utilities.
- **TC Telephone Slamming Citation (K.18-10-001):** TC Telephone appealed the Slamming citation for \$119,000 issued to them for violation of TPV requirements. After the appeal, UEB submitted the Compliance Filing as required by Resolution ALJ-299.

KEY ACTIVITIES

UEB is 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, Inter-Division referrals, and UEB's own scanning activities playing key roles.

Cases by Type as of October 31, 2018

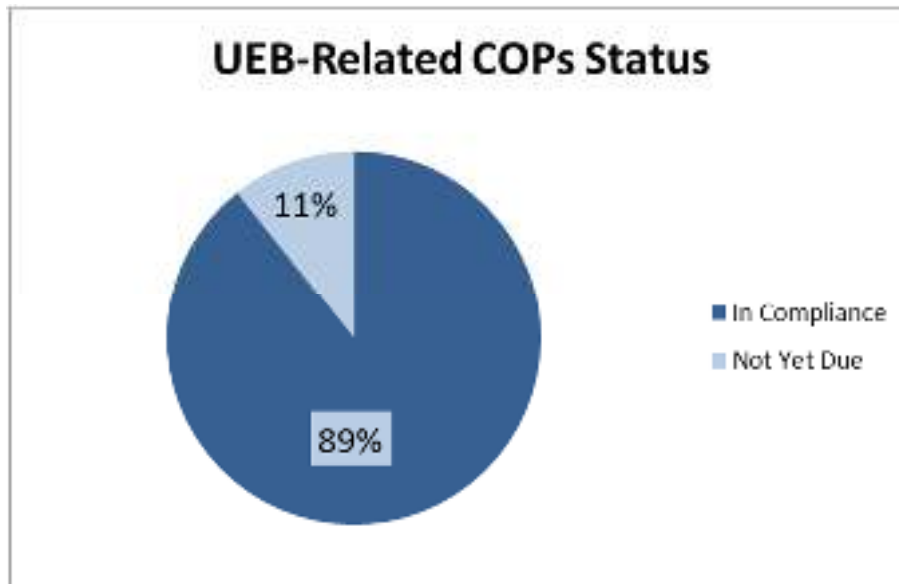


CITATIONS/FINES/REFUNDS

UEB did not issue any fines or penalties in October. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
October 2018	\$0
Cumulative 2018	\$4,123,452

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of October. 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	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.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.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
K.18-05-018	Appeal of PILOT POWER GROUP, INC. from Citation E-4195-42 issued on April 24, 2018 by the Consumer Protection and Enforcement Division.	Jungreis	N/A
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

- Staff called into the October SNAP (State National Action Plan) conference call. Speakers from the FCC discussed implantation of the One-touch make-ready (OTMR) policy. This policy allows for installers to perform all simple work at one time when preparing a pole for new wireline attachments.

LEGISLATION OF INTEREST

None.