

February
2018

MONTHLY DATA REPORT



Consumer
Protection and
Enforcement
Division
California Public
Utilities Commission



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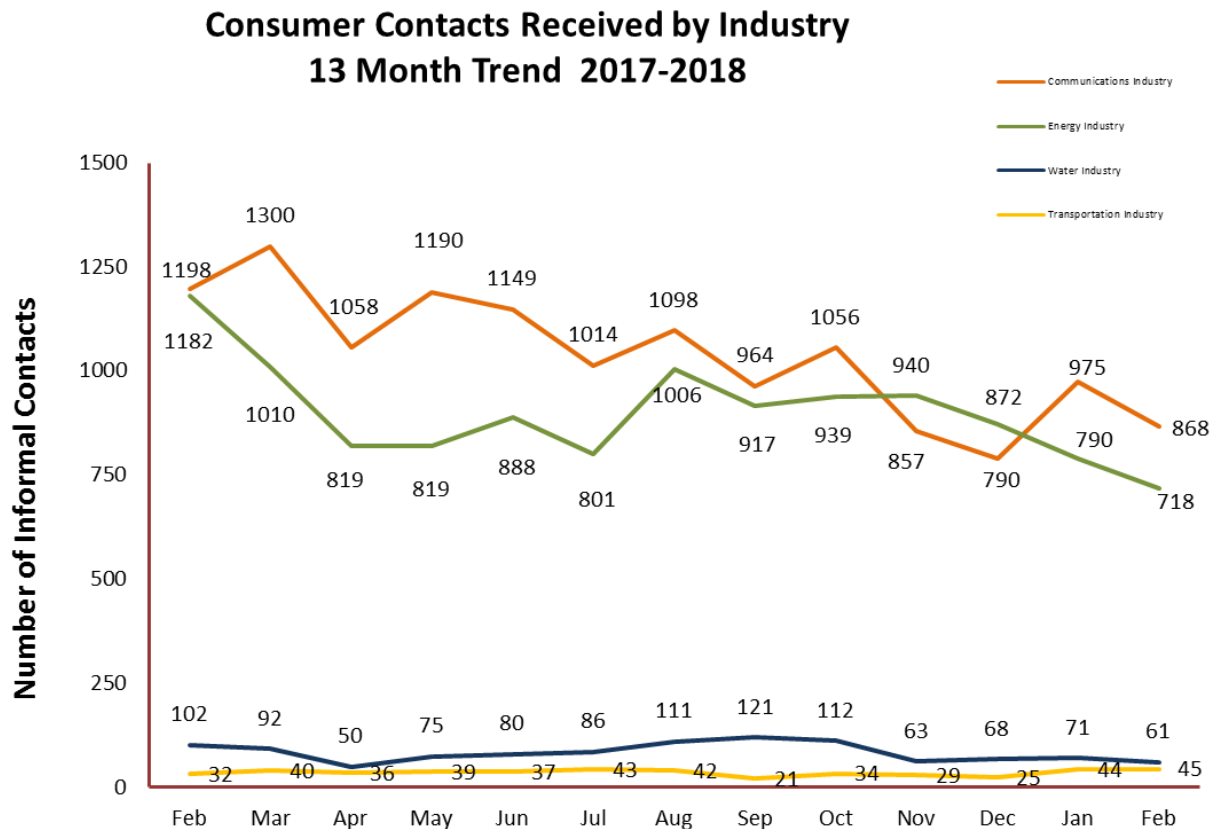
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able to assist consumers with an informal complaint resolution process, with answers to questions, and with referral information. In assisting consumers, we are able to gain a useful picture of consumer issues and trends.

This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents both annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual trend data, and Page 3 through Page 6 report data by industry for the current month. For context, the report also includes comparable data from the previous month. Page 7 presents contact data specifically related to safety concerns, by industry. A glossary of terms used in this report can be found on Page 8.

The Consumer Protection and Enforcement Division serves as the first line of support for consumers of CPUC-regulated services. CPED collects and resolves consumer informal complaints, enforces laws and regulations governing transportation carriers, and investigates allegations of utility waste, fraud, and abuse.

Overview

1,692 CONTACTS (February 2018)



Overall, 1,692 total informal consumer contacts were received during February 2018 across the four regulated industries. January shows a decrease of approximately 10% from the 1,880 informal contacts received during January 2018; and a 19% decrease from the prior 12-month average of 2,090.

Communications: 868 categorized informal contacts related to Communications were received during February 2018, which is a decrease of 11% from the 975 contacts received during January 2018. The contacts received during January experienced an 18% decrease compared to the prior 12-month average of 1,054.

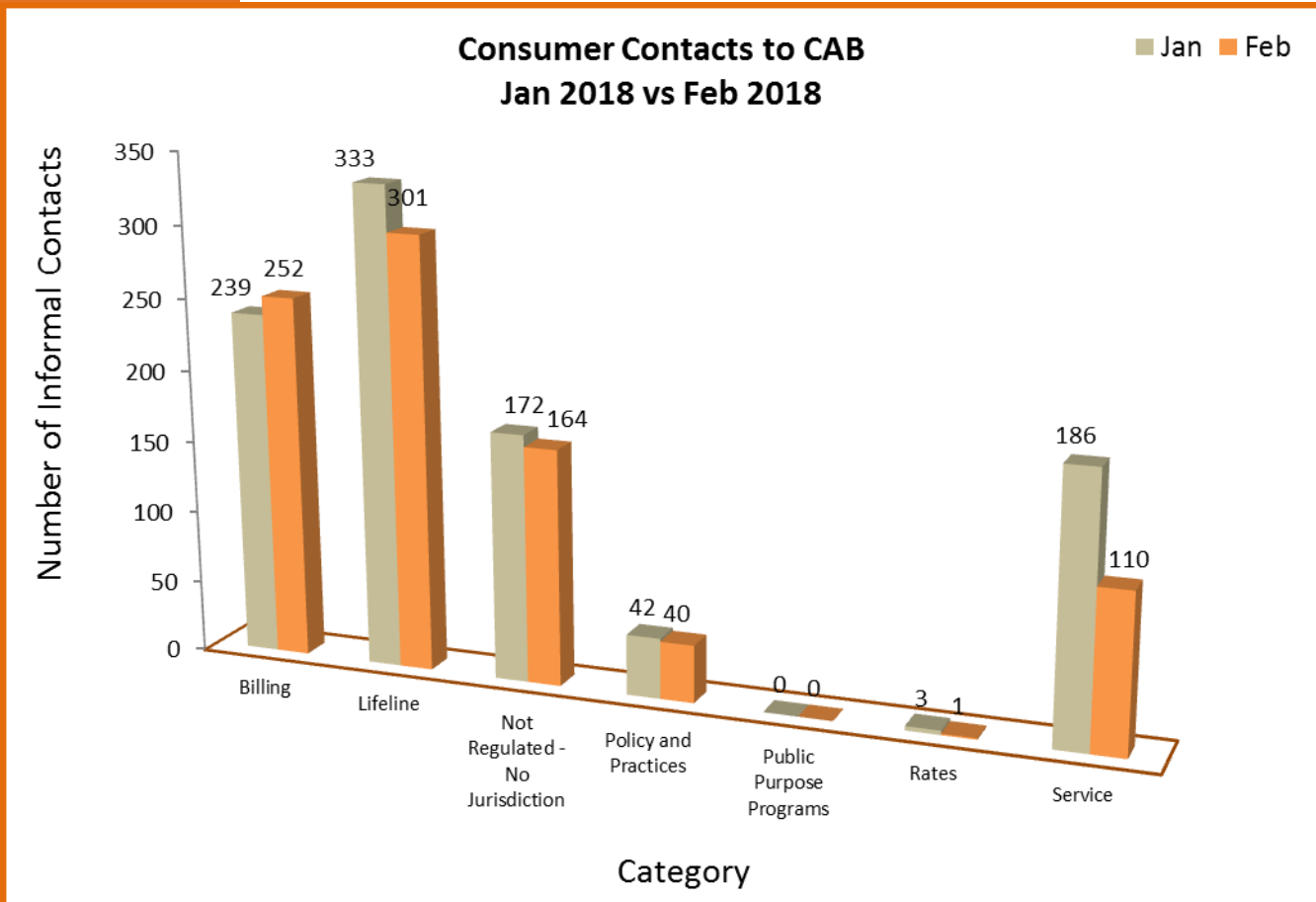
Energy: 718 categorized informal contacts related to Energy were received during February 2018, which is a decrease of 9% from 790 contacts received during January 2018. Contacts received in February are 22% lower than the prior 12-month average of 915.

Water: 61 categorized informal contacts related to Water were received during February 2018. This is a 14% decrease from the 71 contacts received in January 2018. Water contacts went to below average with February being 29% lower than the prior 12-month average of 86.

Transportation: 45 Transportation-related contacts were received during February 2018. This is 2% increase from 44 contacts received in January 2018. Transportation contacts are 28% higher than the prior 12 month average of 35.

Communications

868 CONTACTS (February 2018)



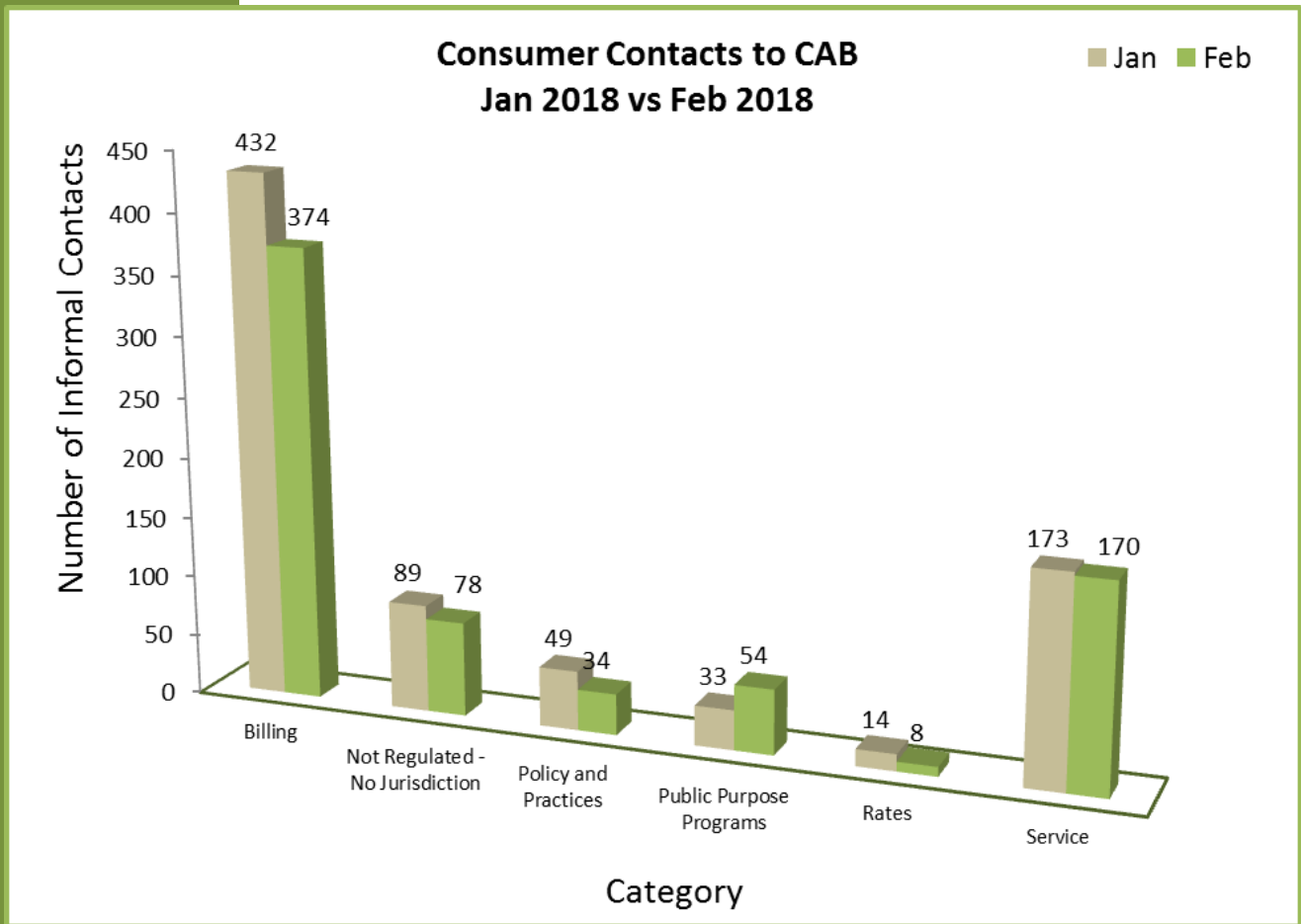
During February 2018, CAB received 868 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Service-related complaints dropped by 41% and returned to a more historical level in February.

In addition to the 868 categorized contacts, CAB received 155 uncategorized (pending processing and misdirected) contacts.

Energy

718 CONTACTS (February 2018)



In February 2018, CAB received 718 Energy-related informal contacts allocated amongst the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Billing contacts decreased by 13% in February, however there were no specific drivers that can be identified for the decrease.

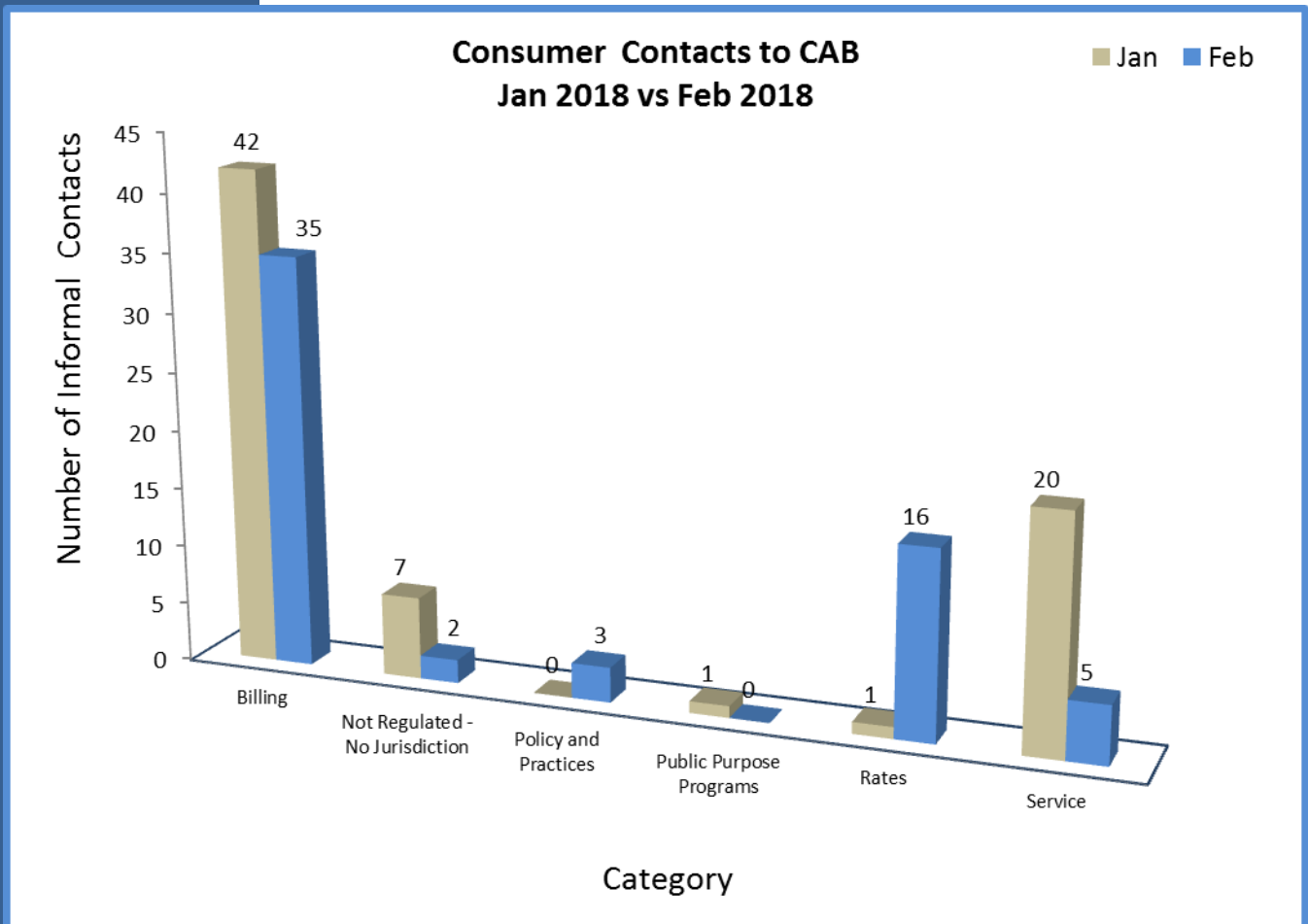
There was an increase in the Public Purpose Programs contacts partially due to an increase in solar-related billing and appointment issues.

In addition to the 718 categorized contacts, CAB also received 60 uncategorized (pending processing and misdirected) contacts.



Water

61 CONTACTS (February 2018)



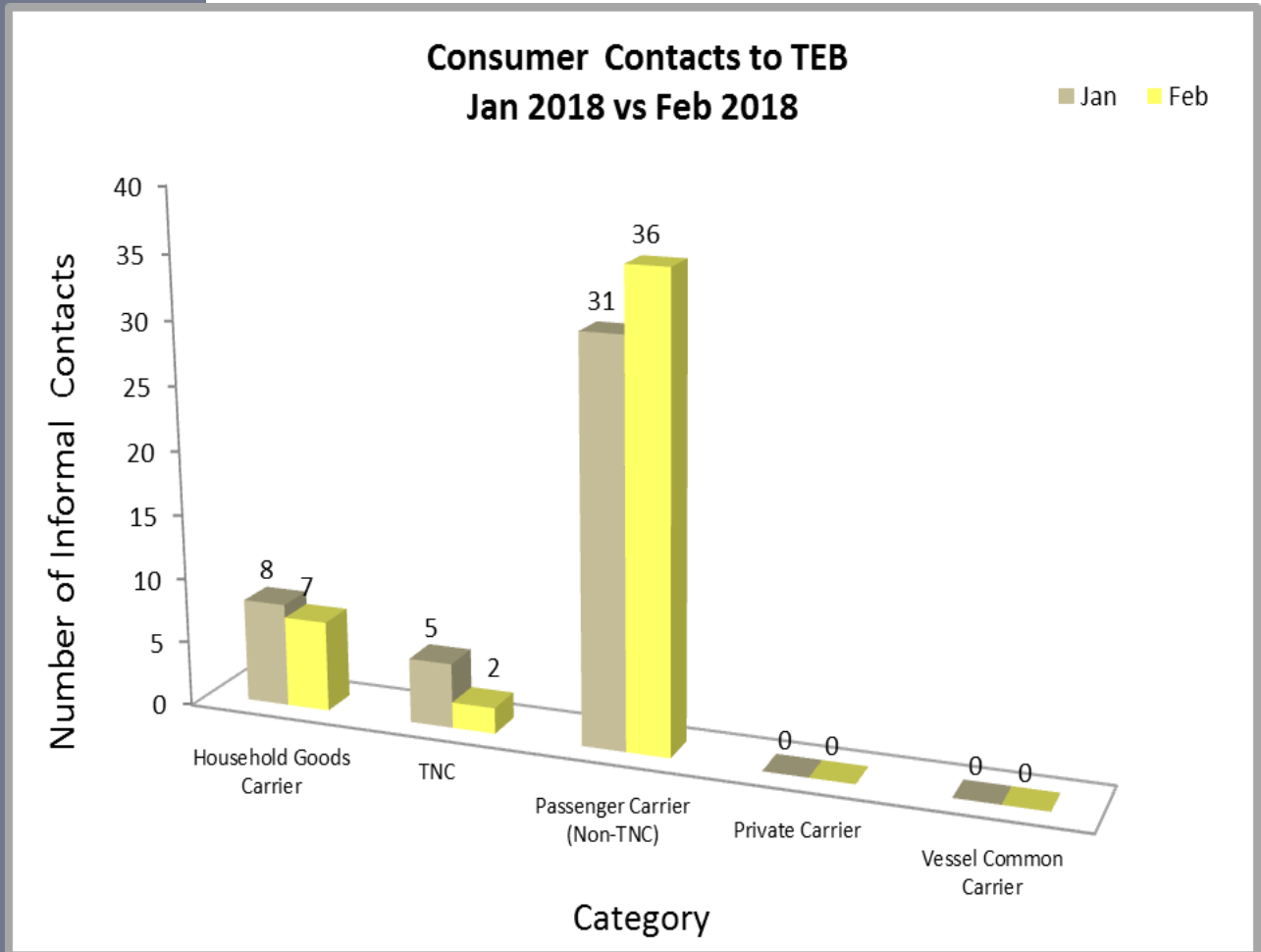
CAB received 61 Water-related informal contacts in February 2018, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

There is a significant increase in consumer contacts regarding Rates due to rate protests about Golden State Water Company.

In addition to the 61 categorized contacts, CAB received 30 uncategorized (pending processing and misdirected) contacts.

Transportation

45 CONTACTS (February 2018)



TEB received a total of 45 transportation complaints in February 2018, allocated into one of the five defined categories of Household Goods Carrier, TNC, Passenger Carrier (Non-TNC), Private Carrier, or Vessel Common Carrier.

Safety Concerns Across Industries

During February 2018, CPED received **50** safety-related contacts identified as having a safety concern component across the four reported industries. The contacts presented below are a subset of those presented on pages 3-6 of this report. Safety contacts are classified by the type of safety concern.

Communications	8
Emergency Services/Health Concerns	3
Property Restoration	1
Utility Infrastructure	4

Energy	14
Company Practice	3
Consumer Property	5
Emergency Services/Health Concerns	1
Property Restoration	1
Utility Infrastructure	4

Water	1
Utility Infrastructure	1

Transportation	27
Operating Without Active Authority	27

Definitions for Safety-Related Contacts:

Company Practice includes service-related issues perceived to impact consumer safety such as lengthy appointment wait times for service restoration.

Consumer Property includes issues with consumer owned property such as unsafe appliances (heaters, stoves, etc.)

EMF/Power Surges/Voltage fluctuations include cases related to Electromagnetic Field (EMF) concerns (e.g. Smart Meters), consumer household power surges and electricity voltage fluctuations.

Emergency Services/ Health Concerns include immediate or perceived concerns due to potential outages or events, such as inability to reach 911 during phone outage, or failure of medical equipment during power outages.

Gas Leak includes any concerns related to gas leaks in the utility distribution system or in the consumer's premises.

Operating Without Active Authority involves operations without a valid permit or certificate, including operations with a suspended or revoked permit or certificate.

Property Restoration includes issues regarding ground hazards such as holes, trenches, tripping hazards, debris removal, tree trimming and street lighting.

Security Concerns includes issues perceived to impact consumer security such as phone line privacy issues, unlisted phone numbers, or utility personnel identification.

Utility Infrastructure includes issues regarding infrastructure that is faulty or in disrepair such as hanging cables, exposed wires, leaning utility poles, analog meters and transformers.

Water Safety or Quality includes immediate or perceived concerns relating to water quality such as color, odor or presence of chemicals in drinking water.

Definitions

Consumer Affairs Branch

The following definitions were compiled to assist with understanding consumer contacts information.

Type of Contacts Definitions	
Informal Consumer Contacts	Informal Contacts are consumers' communications received by CAB via phone calls, letters and electronic submissions (email/web form). Contacts can consist of complaints, questions, or feedback from consumers regarding the policies and practices of specific utilities or the CPUC. These contacts are reported as Categorized or Uncategorized.
Categorized Contacts	These are informal contacts which have sufficient information to be allocated into one the defined categories: Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service based on the primary (overarching) reason for the contact.
Uncategorized Contacts	These are contacts which are pending assignment, lack sufficient information to be processed (Unknown), or contacts in which the consumer intended to contact some other entity, and mistakenly contacted CAB (Misdirected).

Category Definitions	
Billing	Consumer contacts related to disputed items appearing on a consumer's utility bill, the appearance of the bill, or other utility charges.
Lifeline (Billing & Appeals)	Consumer contacts related to the Lifeline Program, which assists low income telecommunications customers. It includes items related to Lifeline Appeals or Lifeline Billing disputes.
Not Regulated – No Jurisdiction	Consumer contacts related to concerns, disputes, and issues where the CPUC does not have jurisdiction.
Policy and Practices	Consumer contacts related to utility and/or CPUC policies and practices.
Public Purpose Programs	Consumer contacts related to programs that assist utility consumers, including income-based and disability-based programs.
Rates	Consumer contacts related to rate design, rate protests and baseline rates.
Service	Consumer contacts related to the service provided to the consumer by the utility.
Uncategorized Definitions	
Misdirected	Consumer contacts intended for some other entity such as consumer attempting to contact their utility. CAB assists these consumers by redirecting them to the entity best able to address their concerns.
Pending Assignment	Category not identified due to case pending processing.
Unknown	Category not identified due to lack of information from consumer.