



# Consumer Protection and Enforcement Division



## Monthly Activity Report December 2020

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## OVERVIEW

The Consumer Protection and Enforcement Division (CPED) implements California Public Utilities Commission (Commission) regulations, policies, and licensing for transportation carriers; investigates and enforces against passenger carrier misconduct; and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of two separate programs: Passenger Transportation and Utilities Enforcement.

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

## PASSENGER TRANSPORTATION

The Commission's Transportation 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 which has three Units (San Francisco Enforcement Unit, Los Angeles Enforcement Unit, and Sacramento Enforcement Unit) and the Transportation Licensing and Analysis Branch (TLAB). TEB investigates alleged violations, conducts joint inspections, issues warning notices and 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 Licensing 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 functions as the Commission's subject matter expert on policy matters, and advises decision makers regarding for-hire carriers.

Key Activities

**Investigations**

In December 2020, TEB closed 12 investigation cases and initiated 6 new cases.

**Table 1. TEB 2020 Enforcement Activity**

2020 Enforcement Activity	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	YTD
Open Investigations	111	139	129	134	146	140	116	96	89	94	96	<b>87</b>	1377
New Investigations Initiated	46	16	30	34	18	4	6	11	19	20	0	<b>6</b>	210
Investigations Completed	18	26	25	22	24	28	26	18	14	18	9	<b>12</b>	240
Cease and Desist Notices	28	19	17	12	25	3	7	11	7	9	4	<b>8</b>	144
Official Notices	3	7	5	4	4	3	1	0	0	1	0	<b>2</b>	30
Telephone Disconnects	2	3	0	0	0	0	0	0	0	1	0	<b>0</b>	6
Citations	6	8	11	3	14	26	0	11	5	11	5	<b>2</b>	102
Citations Appealed	0	0	2	1	0	2	0	2	1	0	0	<b>1</b>	9

Consumer complaints decreased by one complaint in October compared to the prior month. This month, the Consumer Intake Unit (CIU) received just four complaints.

**Table 2. TEB Consumer intake Unit (CIU) Complaints Received**

October 2020 CIU Complaint Activity	
Open complaints as of October 1, 2020	2
New complaints received during month	0
Complaints closed during month	0
Complaints Referred to Enforcement	0
Open complaints as of October 31, 2020	2

**Table 3. TEB Open Investigations**

Investigations from CIU Complaints Referred to Enforcement												
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Open Investigations as of first day of month	31	42	31	27	32	33	25	24	24	22	20	20
New Investigations Initiated	17	2	9	11	8	0	1	4	3	2	0	0
Closed Investigations During Month	6	13	13	6	7	8	2	4	5	4	0	2
Open Investigations as of last day of month	42	31	27	32	33	25	24	24	22	20	20	18
Investigations open longer than 6 months	8	11	10	11	18	7	6	12	15	11	14	10
% of total open investigations	19%	35%	37%	34%	54%	28%	25%	50%	68%	55%	70%	56%

### Carrier Application and Permit Activity

As of December 2020, TLAB’s Licensing Section has received 2086 applications (New, Renewals, Refiles, and Transfer) and issued 1876 permits. Currently, TLAB has completed 219 additional applications but cannot approve them until the California Highway Patrol (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).

**Table 4. TLAB Passenger Carrier Activity**

<b>Year-to-Date Passenger Carrier Activity</b>	<b>Total</b>
New Applications Docketed	352
Renewal Applications Docketed	1577
Refile Applications Docketed	127
Transfer Applications Docketed	30
Authorities Issued	1876
Authorities Suspended	5153
Authorities Revoked	1406
Authorities Reinstated (Suspended/Revoked)	2737
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	219
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	256
Pending Reinstatement from Suspension and Revocation	31
Voluntary Suspensions	1271
Voluntary Revocations	144
Vehicles added to Passenger Carrier Equipment Statements	3599
Address and DBA Changes	1921
Vehicle inspection requests sent to CHP	2590

**Transportation Call Center Statistics**

Beginning February 12, 2020, all Licensing staff are available to answer calls from applicants and carriers inquiring about pending applications, addition of vehicles (equipment updates), or general inquiries. The number of calls has been increasing because of COVID-19 and the Licensing section’s efforts to direct applicants and carriers to our phone lines. A total of 2178 calls have been received to date.

Citations/Fines/Refunds/Telephone Disconnects

**Table 5. TEB Fine Citations, Fines Paid, Consumer Refunds and PUCTRA Underpayment Fees**

TEB Fines/Refunds	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	YTD
<b>Fines Assessed</b>	\$34,500	\$21,000	\$30,500	\$26,000	\$66,000	\$68,000	\$0	\$31,000	\$16,000	\$33,000	\$12,000	\$25,000	\$363,000
<b>Fines Paid</b>	\$13,590	\$14,040	\$37,233	\$11,190	\$3,002	\$19,173	\$4,400	\$20,900	\$11,950	\$12,000	\$1,250	\$3,900	\$152,628
<b>Overcharge Refunds/ Settlements by TEB Consumer Unit</b>	\$1,496	\$559	\$2,269	\$0.00	\$522	\$41.50	\$0	\$0	\$724	\$48.50	\$0	\$0	\$5,660
<b>PUCTRA Underpayment Fees</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$636.95	\$1,601	\$0.00	\$9,545	\$0	\$0	\$0	\$11,783



## Citations

- F-5733. Elite Party Bus, LLC dba Elite Event Transportation, San Diego, Unlicensed. Case: PSG-5328. Fine: \$5,000. Violation: 1) carrier advertised without valid authority.
- F-5734. 805 All Inclusive Tours LLC dba 805 All Inclusive Tours, Lompoc, Unlicensed. Case: PSG-5507. Fine: \$2,000. Violation: 1) carrier advertised without valid authority.
- F-5735. Isik Erkan dba Limo Service, Sacramento (TCP 24289). Case PSG- 5508. Fine: \$1,000. Violations: carrier 1) advertised after expiration of authority. (Nera)
- F-5736. Thomas Jarman dba Destination Napa Valley, Napa (TCP 36911). Case: PSG- 5330. Fine: \$2,000. Violations: carrier 1) failed to enroll driver in DMV EPN program; 2) failed to enroll driver in Controlled Substance and Alcohol Testing Certification Program; and 3) underreported gross revenue and underpaid PUCTRA fees. (Ramirez)
- F-5737. Robert L. Johnson Jr., San Dimas, Unlicensed. Case: PSG-5233. Fine: \$1,000. Violation: 1) carrier advertised without valid authority.
- F-5738. Vineyard Coast Transportation, LLC, Temecula, TCP 28743. Case: PSG-5313. Fine: \$3,000. Violation: 1) Carrier operated and advertised without valid authority.

## Los Angeles Airport Citation Program

**Table 6. LAX Citations and Fines Collected**

Month	Citations issued by LAX	Citations issued by CPUC	Vehicles impounded	C&D letters issued by TEB-S	Total fines collected
January	16	8	15	16	\$8,000
February	19	11	15	16	\$10,250
March	2	0	2	2	\$0
April	0	0	0	0	\$0
May	2	1	1	2	\$1,000
June	0	0	0	0	\$0
July	3	3	3	3	\$3,000
August	1	1	1	1	\$1,000
September	10	10	10	10	\$10,000
October	0	0	0	0	\$0
November	2	2	2	2	\$2,000
December					
Year to date	55	36	49	52	\$35,250

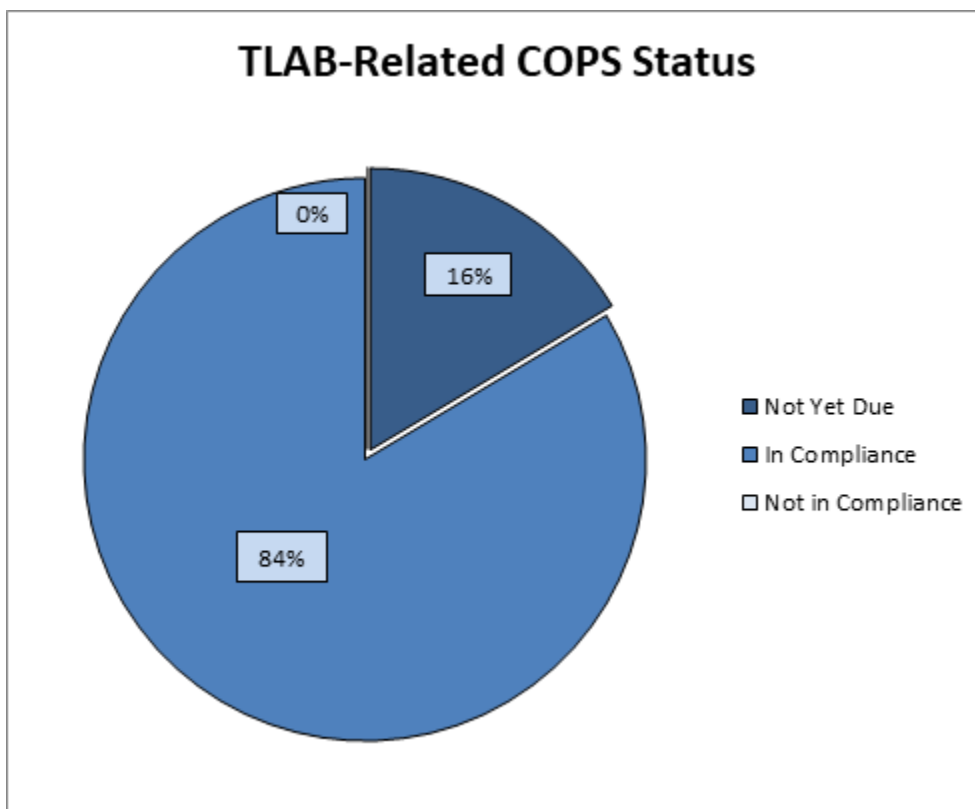
## Telephone Disconnects

- None to report

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## Compliance with Ordering Paragraphs

**Figure 1. Compliance with Ordering Paragraphs**



The Transportation Program is currently responsible for 613 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. OPs also introduce new reporting requirements and transportation policies.

## Docket Activity

### Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.**
  - 1) 12/14/2020: Presiding Officer's Decision Imposing Penalties against Uber for violating rulings related to information on sexual assault and harassment claims.
  - 2) 12/21/2020: Assigned ALJ Rulemaking on Uber and Lyft's Motion for Confidential Treatment of Certain Information in their 2020 Annual Reports.
  - 3) 12/23/2020: Rehearing Request for Decision 20-11-046 regarding Deployment of Drivered and Driverless Autonomous Vehicle Passenger Service filed by San Francisco Municipal Transportation Agency.

### Formal Enforcement Proceedings

- **No Olls or OSCs**

### Citation Appeal Proceedings

- **K.20-10-014 / Mohammedzeyn Adgo, dba All Point Limo (TCP 23256) Appeal / ALJ Jungreis.** On October 27, 2020, received defendant's appeal and filed by ALJ Docket Office. The following documents were submitted to ALJ Jason Jungreis on November 13, 2020: Citation # F-5708, Investigator's Report, Amended Citation # F-5706, Trips from November 4, 2019 through November 22, 2019, and Case Tracker notes. No hearing date has been set.
- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim**

On September 26, 2019, appeal was received and filed by ALJ Docket Office. April 2020, no hearing date scheduled by the ALJ. May 2020, no hearing date scheduled by ALJ. Status conference scheduled on January 29, 2021. Appeal has not been scheduled to date.
- **K.20-04-012 / Duc Tuan Tony Nguyen dba WineCab (Unlicensed) Appeal / ALJ Zhang**

On March 10, 2020, appeal was received and filed by the ALJ Docket Office. The carrier requested and was granted a 30-day extension effective March 17, 2020 to file an amended appeal. Carrier filed the appeal on April 14, 2020. On August 13, 2020, parties entered into a settlement agreement in principle. Appellant and CPED filed a joint motion with ALJ to remove the evidentiary hearing scheduled for August 18, 2020 and enter the settlement into the record and formally withdraw the appeal. On August 17, 2020, the ALJ issued a ruling granting the joint motion to remove evidentiary hearing and ordered a settlement update on

September 1, 2020, which was provided. ALJ established September 30, 2020 to file a joint motion for adoption of settlement. TEB and appellant unable to reach agreement. A request submitted on December 10, 2020 for assistance from the Commission's Alternative Dispute Resolution (ADR) Program, a meeting will be scheduled to discuss this with the assigned ALJ as the next step.

- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP (TCP35518-B) Appeal / ALJ Goldberg**  
On June 1, 2020, received defendant's appeal.  
On June 10, 2020, appeal was filed by the ALJ Docket Office. No Hearing date has been set.  
July 1, 2020, Attorney Hill is discussing a possible settlement with appellant's attorney.  
No update for December.
- **K.20-06-008 / Hamidullah Hamidi dba All Access Limo Service (TCP 31413-B) Appeal / ALJ Goldberg**  
On June 24, 2020, received defendant's appeal and filed by ALJ Docket Office.  
No hearing date has been set.  
No update for December.
- **K.20-08-005 / Erick Pierre dba Pilot Limousines Services (TCP 23628-B) Appeal / ALJ (unassigned)**  
On August 6, 2020, received defendant's appeal and filed by ALJ Docket Office.  
No hearing date has been set.  
On September 23, 2020, a Status Conference was held to discuss procedures and set a hearing date during the week of October 26, 2020.  
WebEx appeal hearing scheduled for November 3, 2020 at 9:00AM. WebEx appeal hearing held on November 3, 2020. Awaiting ALJ decision.
- **K (unassigned)/CYC Holdings, Inc. dba CYC Transport (TCP 36382-B) Appeal / ALJ (unassigned)**  
On November 8, 2020, Docket Office received defendant's appeal.  
No update for December.
- **K (unassigned)/About Time Limousines LLC (TCP 21892) Appeal / ALJ (unassigned)**  
On December 30, 2020, Docket Office received defendant's appeal.  
No compliance filing or hearing date yet.

## Carrier Application Proceedings

- **A.19-09-011** / Application of PropSF, LLC (VCC94) to amend its Vessel Common Carrier Authorization to Add Unscheduled Prearranged Service Between Points in San Francisco, Marin, the Peninsula, and the East Bay, Establish Rates and a ZORF for Unscheduled Service, and Request a ZORF of 20% for Both Scheduled and Unscheduled Services / 12/23/20 **Status Conference transcript issued.**
- **A.20-09-004** / Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Angel Island State Park / 12/22/20 **Scoping Ruling issued**
- **A.20-09-005** / Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Tiburon / 12/22/20 **Scoping Ruling issued**
- **A.20-10-009** / Application of 9 Line Xpress LLC for authority to operate as a scheduled and on-call passenger stage corporation between points in Camp Pendleton CA, Oceanside CA, Santa Monica CA, San Diego CA and between private residences in Rocklin CA and Roseville CA to SMF Airport and SFO Airport, and to establish a Zone of Rate Freedom / **12/7/20 Decision 20-12-017 issued.**
- **A.20-03-010** / Application of Transit Systems Unlimited, Inc. for authority to Operate as Self-Insured Charter-Party Carrier of Passengers pursuant to Public Utilities Commission General Order No. 115-G / 12/21/2020 **CPED's response to Transit's Motion to Strike.**

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## Outreach/Training/Other Activities

### Outreach

### Joint Agencies

- **Napa County Interagency Operations, Napa** – Northern California-based staff (Nera) worked with the Napa County District Attorney's office and St. Helena Police Department to address complaints of unlicensed providers of for-hire passenger transportation.
- **San Francisco International Airport (SFO) Ground Transportation Unit and San Francisco Airport Police.** Northern California-based staff, San Francisco International Airport Ground Transportation Unit and San Francisco Airport Police working jointly to

address complaints of unlicensed providers of passenger transportation at San Francisco International Airport.

### Surveillance – TEB-Los Angeles

- The Transportation Enforcement Branch Los Angeles (TEB-LA) continued to conduct field activities throughout Southern California, including Airports, transit centers and the entertainment district. The main purpose of these activities was to monitor passenger transportation carriers' (PTC) activities during COVID-19 and report if drivers of these vehicles are complying with face covering and social distance state mandates. TEB staff continued to observe an increase of airport ground traffic during the month of October coming off the COVID -19 era historical lows. TEB Staff did observe that drivers for PTC were wearing face covering and complying with social distance mandates where applicable. High volume of TNC vehicles are not in compliance with the required trade dress.

### Training for Managers, Supervisors, and Staff

- TEB Staff attended CPUC Workplace Harassment Prevention for Employees
- TEB Staff attended Bridging the Diversity Gap.
- TEB Staff attended Your Role in Workplace Diversity.

## UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring 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 penalties and remedies for consumers.

### Monthly Highlights

- **Comcast Phone of California (UEWM TEL-00651) Issued \$4,484,000 in Customer Credits:** Comcast self-reported to CPED on January 6, 2020, that it wrongly made accessible on its directory website "Ecolisting.com" information of approximately 44,000 non-published and unlisted California customers from October 22 to November 14, 2019. After conducting an investigation, UEB found that Comcast discovered the error and promptly corrected it within two days of detection. Additionally, Comcast's records show that no search

inquiries were performed on the non-published listings on its directory website during the time it was wrongly made accessible. UEB's investigation included reviewing the Comcast directory listing process, internal email correspondence between Comcast management and its Information Technology group and performing a root cause analysis to determine the extent of the error. UEB did not uncover evidence of intentional misconduct or any information that contradicts Comcast's assertion that the incident occurred due to errors in data processing and a programming bug in Comcast's new scheduling platform.

Because of compliance and detection systems put in place from the settlement agreement with CPED in 2015 (D.15-09-009) involving a similar event in which confidential customer information was made public, Comcast was able to quickly identify and correct these errant listings. In addition, UEB also verified that none of the California listings were provided to other online publishers, printed phone books, or directory assistance providers. Furthermore, from November 1, 2019, to November 1, 2020, UEB did not find any complaints filed with the Consumer Affairs Branch regarding the accessibility of the subject unlisted customer information.

Comcast voluntarily agreed to extend to this incident the terms in the 2015 Commission approved settlement between CPED and Comcast (in D. 15-09-000). Although Comcast has not been ordered by the Commission to compensate the affected customers in this incident, Comcast initiated and issued credits of \$100 to all impacted customers, and \$2,000 to customers identified with safety concerns based on the 2015 Settlement Agreement. Finally, Comcast notified UEB that it has discontinued directory listings as an offering and feature for its residential telephone customers and terminated its Ecolisting.com website effective March 5, 2020. On January 5, 2020, UEB verified that Comcast issued the credits to all impacted customers and those identified with having possible safety concerns, respectively, consistent with the terms of the previous settlement. The credits totaled approximately \$4,484,000. UEB staff is satisfied with Comcast's proactive steps in addressing this incident and has concluded its investigation.

- **Disconnections/Reconnections OIR (R.18-07-005):** The Commission approved Resolution UEB-006 to create a citation program to enforce utility compliance with the disconnection provisions of D.20-06-003.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** The Commission issued D.20-12-055 adopting a settlement between CPED and Korean Churches for Community Development (KCCD), a member of the NIU coalition. Based on the settlement, KCCD must pay \$15,000 penalty to the State General Fund. In addition, the Commission granted CPED's motion to dismiss the other remaining

members of NIU from the proceeding. The case against the one remaining respondent in the proceeding, Community Union, remains ongoing.

- **Net Energy Metering (NEM) Citation Program (UEB-004):** Resolution UEB-004, which was scheduled to be voted on the regular agenda Commission meeting in November has been held to December. Resolution UEB-004 establishes a NEM citation program to enforce compliance with the consumer protection measures authorized by the Commission in Decisions (D.)16-01-044, D.18-09-044 and D.20-02-011.
- **San Jose Clean Energy RA Citation Appeal (K.20-04-005):** SJCE filed its opening brief and served its opening testimony.
- **Clean Power Alliance of Southern California RA Citation Appeal (K.20-05-006):** The Assigned ALJ issued draft resolution ALJ-394, dismissing Citation No. E-4195-82.

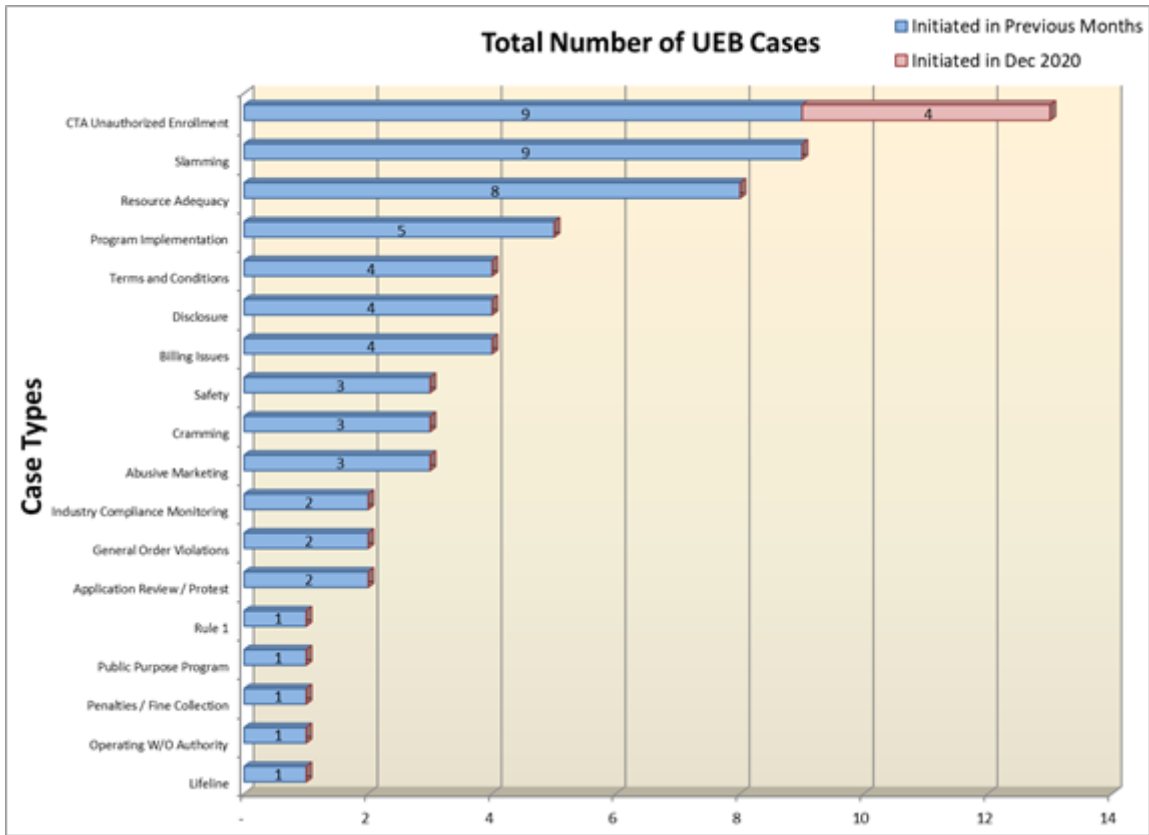


Key Activities

UEB is working on a total of 67 cases. Investigations center primarily on CTA Unauthorized Enrollment, Slamming, and Resource Adequacy. UEB’s cases come from a variety of sources, with Inter-Division referrals and UEB’s own scanning activities playing key roles.

Cases by Type as of December 31, 2020

Figure 1. UEB Total Number of Cases by Type Chart



Citations/Fines/Reparation

As a result of CPED’s investigation into Comcast for wrongly making accessible non-published and unlisted information on its directory website, Comcast extended to this incident the terms in the 2015 Commission approved settlement between CPED and Comcast (in D.15-09-009) and refunded approximately \$4,484,000 to impacted customers.

The Commission adopted a settlement agreement between CPED and Korean Churches for Community Development. KCCD must pay \$15,000 to the State of California General Fund.

UEB did not issue any citations during the month of December 2020.

Updated Cumulative January through December 2020 fines, reparations and penalties imposed are shown below.

**Table 7. UEB Fines, Reparations, and Penalties**

Date	Citations/Fines/Reparation
December 2020	\$15,000
December 2020 – Comcast Customer Credits	\$4,484,000
Cumulative 2020	\$15,005,856

- 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 of registration pursuant to PU Code Section 983.5.

In December, UEB reviewed 101 CTA-related complaints received by the Consumer Affairs Branch (CAB) in November 2020 and identified 36 needing investigation. UEB issued four data requests for proof of enrollment authorization for 35 customers. One complaint did not contain enough information in CAB’s Consumer Information Management System (CIMS) to be included in the data requests. UEB received 25 TPVs and three signed contracts as proof of customer authorization. Seven customers did not have service accounts with the alleged CTAs. Staff’s investigation for November is ongoing with Bolt Energy Services, LLC due to concerns with the submitted signed contracts as proof of enrollment authorization.

**Table 8. UEB CTA-Related Complaints**

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
September	101	36	4	Pending	Pending	0

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## COMPLIANCE WITH ORDERING PARAGRAPHS

There were no new Ordering Paragraphs added to UEB's COPS tracker for the month of December. UEB was responsible for 41 separate Ordering Paragraphs. As of December 2020, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus 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.

UEB-Related Proceedings

**Table 9. UEB-Related Proceedings**

<b>Docket No.</b>	<b>Title</b>	<b>ALJ</b>	<b>Commissioner</b>
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Aceves
R.18-12-005	Ruling directs Pacific Gas and Electric Company to show cause why it should not be sanctioned for violation of Public Utilities Code § 451 and Commission statutes by failing to properly communicate with its customers, and coordinate with local governments and Public Safety Partners during the Public Safety Power Shutoff (PSPS) events during October 9 - November 1, 2019, resulting in a risk to public safety.	Semcer/ Poirier	Batjer
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.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	Rechtschaffen
I.19-12-009	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Frontier Communications to Determine Whether Frontier Violated Laws, Rules and Regulations through Service Outages and Interruptions and Disclosing and Publishing Customer Addresses.	Zhang	Randolph
K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195-0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kim	N/A

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K.20-04-005	Appeal of San Jose Clean Energy to citation E-4195-74 issued on April 10, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-05-006	Appeal of Clean Power Alliance of Southern California to citation E-4195-82 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A

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Outreach/Training/Other Activities

**SNAP:** The FCC announced the winning bids for its Rural Digital Opportunity Fund auction. There are 180 winning bidders with the 10-year support amount totaling \$9.23 billion and covering 5,220,833 locations in 49 states and one territory. Of the 5,295,771 locations in the 61,766 eligible census block groups, approximately 99% of the locations are covered by winning bids. While winning bids are for a range of performance tiers, winning bids for downstream speeds of at least 100 megabits per second (Mbps) cover 99.7% of these locations, with over 85% of locations covered by winning bids for Gigabit speed service.