

## Energy Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory April 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code                        | Utility Name                          | Category                | Subcategory                                    | Count     |
|-------------------------------------|---------------------------------------|-------------------------|--|-----------|
| ELC933                              | California Pacific Electric Company   | Service                 | Outage   | 1         |
|                                     |                                       |                         | <b>Total ICs</b>                               | <b>1</b>  |
| MUL39,<br>ELC39,<br>GAS39,<br>STM39 | Pacific Gas & Electric Company (PG&E) | Billing                 | Backbilling                                    | 1         |
|                                     |                                       | Billing                 | Bill Adjustment                                | 9         |
|                                     |                                       | Billing                 | Deposits                                       | 3         |
|                                     |                                       | Billing                 | Disputed Customer of Record                    | 7         |
|                                     |                                       | Billing                 | Electric Service Provider Contract Termination | 1         |
|                                     |                                       | Billing                 | High Bill                                      | 20        |
|                                     |                                       | Billing                 | Meter Reading Issue                            | 1         |
|                                     |                                       | Billing                 | Other Charges                                  | 5         |
|                                     |                                       | Billing                 | Payment Arrangements                           | 6         |
|                                     |                                       | Policy and Practices    | Abusive Marketing                              | 6         |
|                                     |                                       | Policy and Practices    | Safety   | 3         |
|                                     |                                       | Policy and Practices    | SMART METER                                    | 2         |
|                                     |                                       | Public Purpose Programs | CARE Recertification                           | 2         |
|                                     |                                       | Service                 | Delayed Orders/Missed Appointments             | 2         |
|                                     |                                       | Service                 | Disconnection Non Payment                      | 1         |
|                                     |                                       | Service                 | Outage   | 1         |
|                                     |                                       |                         | <b>Total ICs</b>                               | <b>70</b> |
| EIC901                              | PacifiCorp                            | Service                 | Disconnection Non Payment                      | 1         |
|                                     |                                       |                         | <b>Total ICs</b>                               | <b>1</b>  |
| MUL902,<br>ELC902,<br>GAS902        | San Diego Gas & Electric Company      | Billing                 | Bill Adjustment                                | 1         |
|                                     |                                       | Billing                 | Deposits                                       | 1         |
|                                     |                                       | Billing                 | High Bill                                      | 2         |
|                                     |                                       | Billing                 | Other Charges                                  | 2         |
|                                     |                                       | Policy and Practices    | Safety   | 1         |
|                                     |                                       | Public Purpose Programs | CARE Recertification                           | 1         |
|                                     |                                       | Service                 | Outage   | 1         |
|                                     |                                       |                         | <b>Total ICs</b>                               | <b>9</b>  |

| Utility Code                       | Utility Name                       | Category                | Subcategory                        | Count      |
|------------------------------------|------------------------------------|-------------------------|------------------------------------|------------|
| ELC338,<br>MUL338,<br>GAS338       | Southern California Edison Company | Billing                 | Backbilling                        | 1          |
|                                    |                                    | Billing                 | Bill Adjustment                    | 8          |
|                                    |                                    | Billing                 | Deposits                           | 5          |
|                                    |                                    | Billing                 | Disputed Customer of Record        | 9          |
|                                    |                                    | Billing                 | High Bill                          | 12         |
|                                    |                                    | Billing                 | Other Charges                      | 2          |
|                                    |                                    | Billing                 | Payment Arrangements               | 5          |
|                                    |                                    | Policy and Practices    | Safety                             | 1          |
|                                    |                                    | Policy and Practices    | SMART METER                        | 3          |
|                                    |                                    | Public Purpose Programs | CARE Recertification               | 6          |
|                                    |                                    | Public Purpose Programs | Net Energy Metering (NEM)          | 1          |
|                                    |                                    | Rates                   | Baseline                           | 1          |
|                                    |                                    | Service                 | Delayed Orders/Missed Appointments | 2          |
|                                    |                                    | Service                 | Disconnected In Error              | 1          |
|                                    |                                    | Service                 | Disconnection Non Payment          | 2          |
|                                    |                                    | Service                 | Outage                             | 7          |
|                                    |                                    | Service                 | Refusal To Serve                   | 1          |
|                                    |                                    |                         | <b>Total ICs</b>                   | <b>67</b>  |
| GAS904                             | Southern California Gas Company    | Billing                 | Backbilling                        | 2          |
|                                    |                                    | Billing                 | Bill Adjustment                    | 2          |
|                                    |                                    | Billing                 | Disputed Customer of Record        | 3          |
|                                    |                                    | Billing                 | Estimated Billing                  | 3          |
|                                    |                                    | Billing                 | High Bill                          | 8          |
|                                    |                                    | Billing                 | Master/Sub Meters (Mobile Homes)   | 1          |
|                                    |                                    | Billing                 | Other Charges                      | 1          |
|                                    |                                    | Billing                 | Payment Arrangements               | 1          |
|                                    |                                    | Policy and Practices    | Abusive Marketing                  | 1          |
|                                    |                                    | Service                 | Delayed Orders/Missed Appointments | 3          |
|                                    |                                    | Service                 | Disconnected In Error              | 2          |
|                                    |                                    | Service                 | Disconnection Non Payment          | 4          |
|                                    |                                    | Service                 | Outage                             | 1          |
|                                    |                                    |                         |                                    |            |
| GAS905                             | Southwest Gas Corporation          | Billing                 | Bill Not Received                  | 1          |
|                                    |                                    | Billing                 | Deposits                           | 1          |
|                                    |                                    | Billing                 | Late Payment Charge - LPC          | 1          |
|                                    |                                    | Service                 | Disconnected In Error              | 2          |
|                                    |                                    |                         | <b>Total ICs</b>                   | <b>5</b>   |
| <b>Total ICs Sent <sup>1</sup></b> |                                    |                         |                                    | <b>185</b> |

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.