

California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts - Total Presented by Company and Category
January 2014

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of January 2014, broken down by the type of the contact (i.e. Category).

Table 1 - Water 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	Billing			Not Regulated - Not Jurisdiction			Policy & Practice			Public Purpose Programs			Rates			Service			Unknown/ Pending Assigment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
WTC85	Agate Bay Water Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA346	Apple Valley Ranchos Water Company	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	1
WTA210, SWR210	California-American Water Company	9	10	19	1	-	1	-	1	1	-	-	-	1	-	1	-	1	1	-	-	-	23
WTA60	California Water Service Company	11	1	12	-	-	-	1	1	2	-	-	-	-	1	1	4	-	4	1	-	1	20
WTC288	Erskine Creek Water Company	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA133	Golden State Water Company	4	7	11	3	1	4	1	1	2	-	-	-	-	1	1	1	-	1	3	-	3	22
WTC194	Hillview Water Company	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA314	Park Water Company	5	2	7	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	8
WTA337	San Gabriel Valley Water Company	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
WTA168	San Jose Water Company	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
WTC126	Sea Ranch Water Company, The	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTD98	Tahoe Swiss Village Utilities, Inc.	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	1
	Total	32	21	53	5	1	6	3	4	7	-	-	-	4	2	6	6	1	7	5	-	5	84