California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
January 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 - 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	Category	Subcategory	Count
WTC85	**Agate Bay Water Company**	Billing	Other Charges	1
			Total ICs	*1*
WTA210, SWR210	**California-American Water Company**	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	High Bill	5
		Billing	Other Charges	1
		Policy and Practices	Safety	1
		Service	Disconnection Non Payment	1
			Total ICs	*11*
WTA60	**California Water Service Company**	Billing	Payment Arrangements	1
		Policy and Practices	Safety	1
			Total ICs	*2*
WTA133	**Golden State Water Company**	Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	4
			Total ICs	*7*
WTC194	**Hillview Water Company**	Policy and Practices	Safety	1
				1
WTA314	**Park Water Company**	Billing	High Bill	2
			Total ICs	*2*
WTA168	**San Jose Water Company**	Billing	High Bill	1
			Total ICs	*1*
			Total ICs Sent [1]	*25*

[1] 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.