

California Public Utilities Commission
Consumer Service and Information Division

**Water Industry
Consumer Contacts - Total Presented by Company and Category
February 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 **February 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 | |
| WTA210, SWR210 | California-American Water Company | 3 | 7 | 10 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | 12 |
| WTA60 | California Water Service Company | 5 | 6 | 11 | 2 | - | 2 | - | - | - | - | - | - | - | - | - | 1 | - | 1 | 3 | - | 3 | 17 |
| WTA133 | Golden State Water Company | 3 | 4 | 7 | 1 | - | 1 | - | - | - | - | - | 1 | - | 1 | 1 | - | - | 1 | 3 | 1 | 4 | 14 |
| WTA314 | Park Water Company | 1 | 1 | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| WTD380 | Ramona Water Company | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | 1 |
| WTD280 | Rolling Green Utilities, Inc | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTA337 | San Gabriel Valley Water Company | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTA168 | San Jose Water Company | 2 | 1 | 3 | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | 4 |
| WTC126 | Sea Ranch Water Company, The | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | 1 | - | - | 1 |
| WTA339 | Suburban Water Systems | 2 | - | 2 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | - | 4 |
| | Total | 17 | 19 | 36 | 6 | - | 6 | - | - | 0 | - | - | 0 | 1 | 1 | 2 | 4 | - | 4 | 8 | 1 | 9 | 57 |