

Water Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
February 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 |
|------------------------------------|-----------------------------------|----------------------|---------------------|-----------|
| WTA210, SWR210 | California American Water Company | Billing | High Bill | 7 |
| | | Billing | Meter Reading Issue | 1 |
| | | Total ICs | | 8 |
| WTA60 | California Water Service Company | Billing | Bill Adjustment | 2 |
| | | Billing | High Bill | 2 |
| | | Billing | Other Charges | 1 |
| | | Total ICs | | 5 |
| WTA133 | Golden State Water Company | Billing | High Bill | 3 |
| | | Billing | Meter Reading Issue | 1 |
| | | Policy and Practices | Safety | 1 |
| | | Total ICs | | 5 |
| WTA314 | Park Water Company | Billing | High Bill | 1 |
| | | Total ICs | | 1 |
| WTA168 | San Jose Water Company | Billing | High Bill | 1 |
| | | Total ICs | | 1 |
| Total ICs Sent ¹ | | | | 20 |

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.