California Public Utilities Commission
Consumer Service and Information Division

Water 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 - 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
WTC190	Bass Lake Water Company	Billing	Other Charges	1
			Total ICs	*1*
WTA210, SWR210	California-American Water Company	Billing	Bill Adjustment	1
		Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Meter Reading Issue	1
		Policy and Practices	Safety	1
			Total ICs	*7*
WTA60	California Water Service Company	Billing	Bill Adjustment	1
		Service	Disconnection Non Payment	1
			Total ICs	*2*
WTC288	Erskine Creek Water Company	Service	Refusal To Serve	1
			Total ICs	*1*
WTA133	Golden State Water Company	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Policy and Practices	Safety	3
			Total ICs	*6*
WTC142	Lukins Brothers Water Company, The	Policy and Practices	Safety	1
			Total ICs	*1*
WTA314	Park Water Company	Billing	Bill Adjustment	1
			Total ICs	*1*
WTA337	San Gabriel Valley Water Company	Billing	Bill Adjustment	1
			Total ICs	*1*
WTA168	San Jose Water Company	Service	Refusal To Serve	1
			Total ICs	*1*
			Total ICs Sent [1]	*21*

[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.