

**Energy Industry**  
**Consumer Contacts that Require Enhanced Processing**  
**Presented by Utility Company, Category and Subcategory**  
**March 2016**

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 - Energy 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
ELC933	Liberty Utilities (CalPeco Electric) LLC	Billing	Estimated Billing	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>2</b>
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Adjustment	6
		Billing	Bill Not Received	3
		Billing	Deposits	3
		Billing	Disputed Customer of Record	5
		Billing	Energy Diversion	2
		Billing	Estimated Billing	3
		Billing	High Bill	42
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Meter Inaccuracy	4
		Billing	Meter Reading Issue	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	7
		Policy and Practices	Abusive Marketing	11
		Policy and Practices	Safety	1
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	3
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	3
		Service	Outage	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>117</b>
ELC901	PacifiCorp	Policy and Practices	SMART METER	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Estimated Billing	2
		Billing	High Bill	10
		Billing	Meter Reading Issue	1
		Billing	Payment Arrangements	2
		Policy and Practices	Health	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
				<b>Total ICs</b>
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	7
		Billing	Bill Not Received	3
		Billing	Deposits	6
		Billing	Disputed Customer of Record	6
		Billing	Estimated Billing	2
		Billing	High Bill	21
		Billing	Meter Inaccuracy	2
		Billing	Other Charges	2
		Billing	Payment Arrangements	5
		Policy and Practices	Safety	2
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	7
		<b>Total ICs</b>	<b>78</b>	
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	4
		Billing	Deposits	1
		Billing	Disputed Customer of Record	3
		Billing	Estimated Billing	17
		Billing	High Bill	142
		Billing	Meter Inaccuracy	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Policy and Practices	Safety	3
		Policy and Practices	SMART METER	2
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	5
Service	Refusal To Serve	1		
		<b>Total ICs</b>	<b>195</b>	
GAS905	Southwest Gas Corporation	Billing	Bill Adjustment	1
		Billing	High Bill	9
		Billing	Payment Error	1
		<b>Total ICs</b>	<b>11</b>	
<b>Total ICs Sent <sup>1</sup></b>				<b>424</b>

<sup>1</sup> 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.