

Energy Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

September 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
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	3
		Billing	Bill Not Received	1
		Billing	Deposits	3
		Billing	Disputed Customer of Record	5
		Billing	Estimated Billing	2
		Billing	High Bill	28
		Billing	Meter Reading Issue	1
		Billing	Other Charges	6
		Billing	Payment Arrangements	5
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Safety	6
		Policy and Practices	SMART METER	4
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	4
		Service	Outage	3
		Service	Voltage Levels	1
			Total ICs	85
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric	Billing	Bill Not Received	2
		Billing	Crossed Meter Billing	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	8
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1

Utility Code	Utility Name	Category	Subcategory	Count
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	5
		Billing	Crossed Meter Billing	1
		Billing	Deposits	5
		Billing	Disputed Customer of Record	8
		Billing	Estimated Billing	3
		Billing	High Bill	23
		Billing	Late Payment Charge - LPC	2
		Billing	Meter Reading Issue	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	6
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	1
		Service	Outage	7
		Service	Refusal To Serve	2
				Total ICs
GAS904	Southern California Gas Company	Billing	Backbilling	5
		Billing	Balance/Level Pay Plan	1
		Billing	Bill Adjustment	1
		Billing	Deposits	4
		Billing	Disputed Customer of Record	6
		Billing	High Bill	9
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Policy and Practices	SMART METER	2
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnection Non Payment	2
		Service	Outage	1
				Total ICs
GAS905	Southwest Gas Corporation	Billing	High Bill	2
				Total ICs
			Total ICs Sent ¹	224

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.