



# *Monthly Activity Report*

**Consumer Protection and Enforcement  
Division | California Public Utilities  
Commission | April 2018**

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## OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of three separate branches: the Consumer Affairs Branch (CAB), the Transportation Enforcement Branch (TEB), and the Utilities Enforcement Branch (UEB).

This report contains information reflecting the month's activity within each of the three CPED branches. Information about each Branch is collected in seven different sections: (1) Monthly Highlights, (2) Key Activities, (3) Citations/Fines/Refunds, (4) Compliance with Ordering Paragraphs, (5) Docket Activity, (6) Outreach/Training/Other Activities, and (7) Legislation of Interest.

## CONSUMER AFFAIRS BRANCH

CAB provides assistance to consumers over the phone and in writing by answering questions and addressing informal complaints regarding CPUC-regulated communications, energy, and water utilities. CAB also acts as a conduit of consumer information for CPUC decision-makers.

### MONTHLY HIGHLIGHTS

- **CPUC Strategic Directive Presentation:** On April 25<sup>th</sup> 2018, at the Commissioner's Finance and Administrative Committee Meeting, CPED Director Zanjani presented on the process measurements and future plans for CAB with respect to consumer protection, education and assistance. The presentation can be found at: [http://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Test\\_Calendar/SD%2006%20Presentation%20Final.pdf](http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Test_Calendar/SD%2006%20Presentation%20Final.pdf)

### KEY ACTIVITIES

In April, CAB provided assistance to consumers that contacted us seeking assistance via our statewide 800 number. Through the 800 number, consumers accessed CAB's consumer assistance information line menus 16,047 times and opted to speak to a live representative 4,761 times. Live consumer calls regularly result in referral to the utilities' high-level internal consumer assistance groups for expedited resolution of consumer-identified issues. Live calls may also result in providing answers to

consumer questions or providing them with referral information on utilities, service providers, and other entities that are not regulated by the CPUC.

In addition to assisting consumers with complaints, questions and information referrals via telephone, CAB received 844 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of March, CAB had closed 881 written contacts and was in process of addressing an additional 942 written contacts.

CAB Activity for April 2018	
<b>Data for Telephone Contacts</b>	
Calls to Assistance Line	16,047
Live Calls Answered	4,761
<b>Data for Written Contacts Processed*</b>	
New Written Contacts Received	844
Written Contacts Closed	881
Written Contacts Being Processed**	942

\* Written contacts closed may differ from the number of written contacts received in a month since cases received in previous months may be resolved in the current month.

\*\* Depending on the timing of when written contacts were received and the complexity of the issue, written contacts may not be resolved during the month in which they were received. These contacts are in process and are under review by CAB and the utility service provider.

CAB also responds to requests from internal and external entities for consumer contact data. In April, CAB responded to five data requests. There was a request from the Energy Division for the number of contacts for a specified time period about Demand Response Providers, a request from the Utilities Enforcement Branch for the number of solar /net energy metering complaints against a provider for a specified time period, a request from the Water Branch for specific information pertaining to a particular Water Company, two requests from the Legal Division for complaints against a specific Energy Company for a specified time period, and a request for all informal complaints across all Industries received in CAB for a specified time period.

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#### CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$52,522.67 worth of refunds and credits in April, 2018. Of note, one Communications case resulted in a reimbursement of

\$18,211.45 for charges incurred when a customer’s business relocated to an area the utility ultimately was not able to serve after charging the consumer for line relocation.

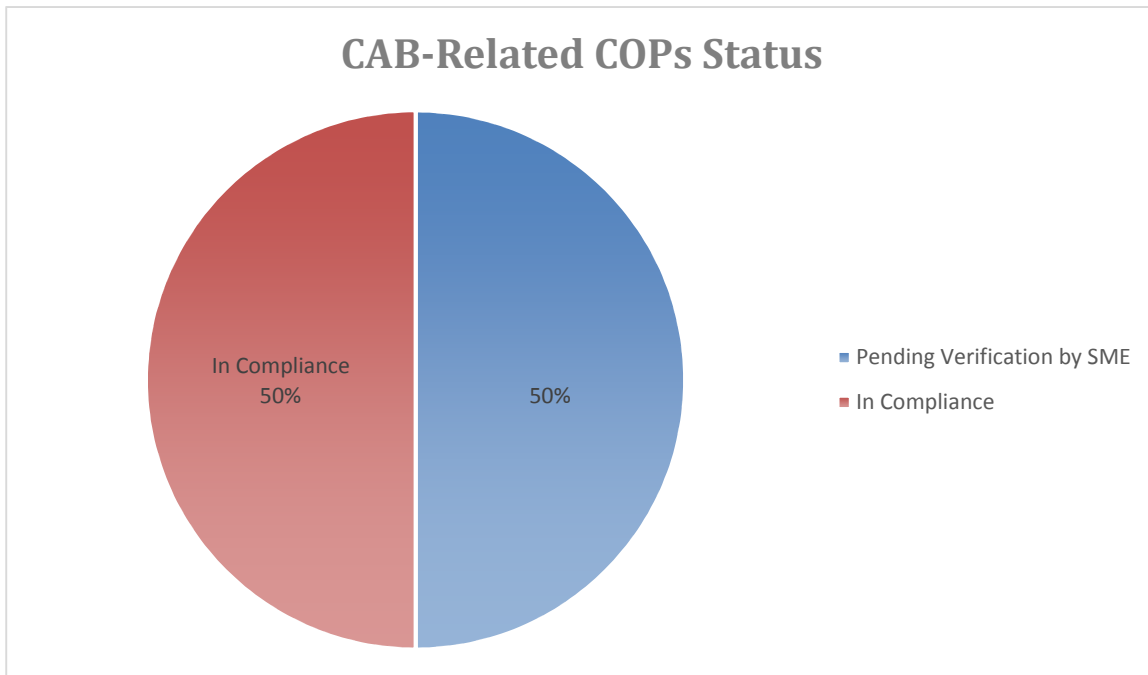
Date	Refund/Credit Amount*
April 2018	\$52,522.67
Cumulative 2018	\$427,124.59

\* Refund amounts may be underreported in cases where a utility does not share refund information in its response to CAB. This may occur in cases where Voice over Internet Protocol (VoIP) telephone service is involved. VoIP services are governed under Public Utilities Code Section 710. Also, CAB does not currently have a process that enables follow-up on consumer phone contacts that are transferred to the company for expedited resolution. Thus, the refund amount reflected may be underreported since the company may resolve the consumer’s issue after the transfer is made, including the offering of a refund.

CAB does not issue citations or fines, but instead may negotiate refunds through its informal complaint resolution process. Most refunds secured by CAB are the result of incorrect billing of a utility consumer or from discretionary refunds provided by the utility.

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**COMPLIANCE WITH ORDERING PARAGRAPHS**



There were two new CAB-related Ordering Paragraphs (OPs) enacted in April, one from D.18-04-010 and one from D.18-04-009. In total, CAB was responsible for eight OPs.

All of these CAB-related OPs require that regulated utilities, that have been granted authority to operate by the CPUC, provide CAB with contact information needed in processing informal complaints; these OPs are categorized as “Pending Verification by Subject Matter Expert”.\*

CAB proactively contacts the utilities in an attempt to gather the information and inform the utility of CAB’s role. Once the utilities comply, the information will be entered into the CPUC’s Utility Contact System (UCS) database that houses contact information for utilities authorized to provide service in California. In April, four utilities complied and the statuses of those OPs were updated to “In Compliance”.

\* Previously captured as “Not Compliance Items”.

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## DOCKET ACTIVITY

CAB monitored eight open proceedings in April that have consumer impacts. These items appeared on the CPUC’s April Voting Agendas and decisions were reached on all of them:

- D.18-04-017: Approves the Joint Application of magicJack VocalTec Ltd., Transferor and B. Riley Financial, Inc., Transferee, to Authorize the Transfer of Control of YMax Communications Corp
- D.18-04-015: Decision Granting the Relief Sought in the Complaint – Carlson vs. San Jose Water Company
- D.18-04-010: Approves the Application of Triton Networks, LLC for a Certificate of Public Convenience and Necessity
- D.18-04-009: Approves the Application of ROI Networks, LLC for a Certificate of Public Convenience and Necessity
- D.18-04-008: Approves the Joint Application of Legacy Long Distance International, Inc. for Transfer of Control to Jail Education Solutions, Inc.
- Resolution TL-19128: Revokes the Certificate of Public Convenience and Necessity of Saeed O. Ibrahim for failure to submit compliance filings per D.15-03-027

- Resolution W-5163: Revocation of Madden Creek Water Company and Tahoe Cedars Water Company's Certificates of Public Convenience and Necessity
- Resolution W-5166: Revocation of Timberland Water Company's Certificate of Public Convenience and Necessity

Six of the CAB monitored proceedings were regarding applications for CPCNs.\* CAB monitors all CPUC non-transportation CPCN proceedings due to the requirement for CAB to maintain contact information for all certificated non-transportation companies in its database.

\*\* A Certificate of Public Convenience and Necessity is required to lawfully operate a utility company in California and is granted by the CPUC.

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## OUTREACH/TRAINING/OTHER ACTIVITIES

CAB met with the CPUC's ALJ Division and Docket office to discuss coordination on formal and informal complaint processing, utilization of the CPUC's Alternative Dispute Resolution Processes for formal complaints and cross-training opportunities on complaint processing.

CAB also met the CPUC's IT Project Management Office to discuss future technology needs, project request practices and prioritization of CAB's proposed IT projects.

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## LEGISLATION OF INTEREST

There was no new Legislation of impact to CAB reviewed in the month of April.

## TRANSPORTATION ENFORCEMENT BRANCH

TEB oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, and transportation network companies) and moving companies. To that end, TEB analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and tracks carrier compliance with permit requirements. TEB also serves a role analogous to that of an "industry division," acts as the CPUC's subject matter expert and advises decision makers regarding for-hire carriers. And finally, TEB staffs a consumer complaint 800 phone line; educates consumers, carriers and state and local law enforcement and prosecutors; investigates alleged violations; issues citations; brings

cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney.

#### MONTHLY HIGHLIGHTS

- On April 6, a Proposed Decision was issued by Commissioner Randolph that would establish two pilot programs for carriers seeking to transport passengers in autonomous vehicles.

#### KEY ACTIVITIES

##### Carrier Application and Permit Activity

In April 2018, TEB staff received 233 applications this month (new, renewals, refiles, transfers), and issued 255 permits. TEB completed but cannot approve 417 additional applications until the CHP completes bus terminal inspections (CHP requires 60 days) and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days). One new TNC applications is under review.

Activity	Passenger Carrier	Household Goods	Total
New Applications Docketed	57	9	66
Renewal Applications Docketed	160	0	160
Refile Applications Docketed	12	3	15
Transfer Applications Docketed	3	1	4
Authorities Issued	251	4	255
Authorities Suspended	830	79	909
Authorities Revoked	82	15	97
Authorities Reinstated (Suspended/Revoked)	401	54	455
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	151	63	214
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	203	0	203
Pending Reinstatement from Suspension and Revocation	20	1	21
<b>Total Active/Suspended Authorities as of 4/30/2018</b>	<b>7,105</b>	<b>1,033</b>	<b>8,138</b>
Number of Voluntary Suspensions	20		20
Number of Voluntary Revocations	0		0
Number of vehicles added to Passenger Carrier Equipment	388		388



<b>Statements</b>			
<b>Address and DBA Changes</b>	155		155
<b>Vehicle inspection requests sent to CHP</b>	258		258
<b>Returned Applications (incomplete package)</b>	45		45

### Enforcement Activities

TEB is working on a total of 152 cases. Investigations center on illegal carriers and violations of the Public Utilities Code, General Orders, and/or Commission decisions. TEB's cases come from a variety of sources, such as complaints from carriers or consumers, and those opened on TEB's own initiative. Cases submitted to local district attorneys' offices are in various stages of prosecution in Los Angeles, Orange, Riverside and San Diego counties.

In April 2018, TEB closed 31 cases and initiated 30 new cases.

Enforcement Activity	Household Goods	Passenger Carriers	Total
<b>Open Cases as of 4/1/18</b>	34	119	153
<b>New Investigation Initiated</b>	3	27	30
<b>Investigations Completed</b>	5	26	31
<b>Cases Open as of 4/30/18</b>	32	120	152
<b>Cease and Desist Notices</b>	5	14	19
<b>Official Notices</b>	0	8	8
<b>Administrative Citations</b>	0	4	4

### CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
<b>Fine Assessed</b>	\$0	\$14,000	\$14,000
<b>Fines Paid</b>	\$500	\$13,701.35	\$14,201.35

<b>Overcharge Refunds/Claims Settlements by CIU Rep</b>	<b>\$775.80</b>	<b>\$86.05</b>	<b>\$861.85</b>
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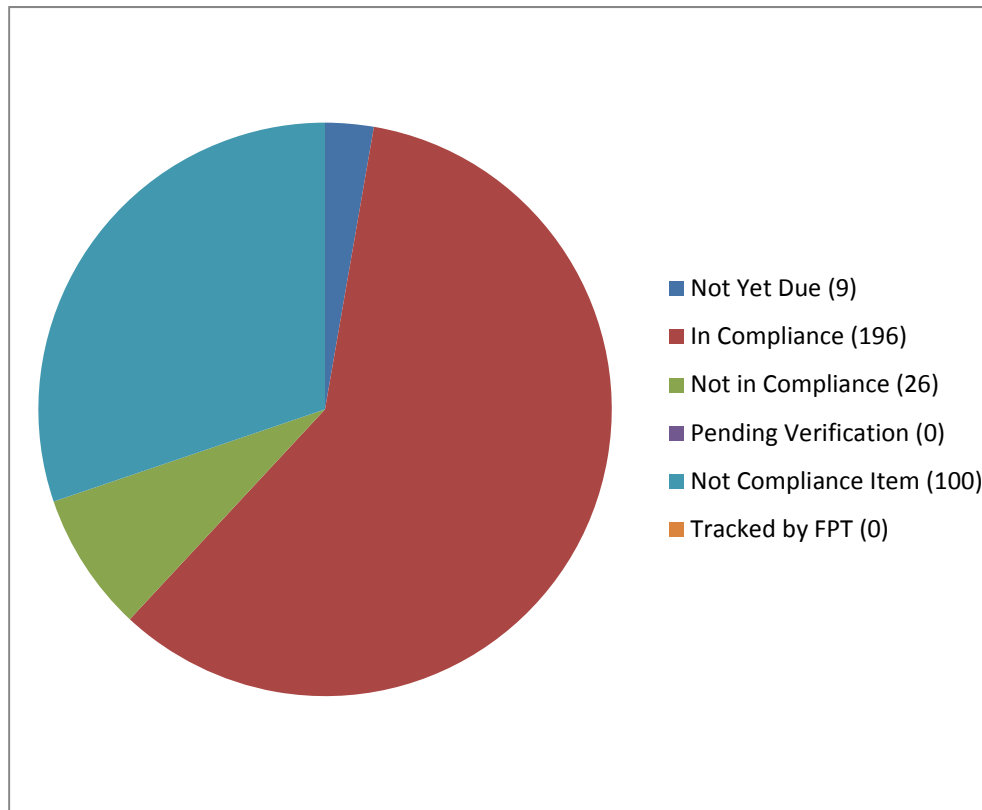
- F-5423. K2 Wine Adventures LLC, Napa (TCP 27049). Case: PSG-4503. Fine: \$3,000. Violations: Failed to have worker’s compensation insurance in effect and on file with the Commission; failed to enroll drivers in the Department of Motor Vehicles (DMV) Employer Pull Notice (EPN) program; failed to enroll drivers in a Controlled Substance and Alcohol Testing Certification Program. Carrier agreed to pay fine. (Collentine)
- F-5427. Austin Nathaniel Smith LLC dba Noble Wine Tours, Napa (TCP 31040). Case: PSG-4578. Fine: \$3,000. Violations: Failed to have an active Department of Motor Vehicles (DMV) Employer Pull Notice (EPN) account; failed to enroll drivers in a Controlled Substance and Alcohol Testing Certification Program; under-reported gross revenue and underpaid the Public Utilities Transportation Reimbursement Account (PUCTRA) fees; failed to update equipment statement; and failed to include the required information on waybills. (Ramirez)
- F-5428. Shawn R Mandolesi and Robert Mandolesi dba A Cut Above Limousine Services, Bakersfield (TCP 20107). Case: PSG-4569. Fine: \$3,000. Violations: Advertised outside of the scope of its operating authority; failed to enroll seven drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; failed to enroll drivers in a Controlled Substance and Alcohol Testing Certification Program; failed to include pertinent information on the waybills; and failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for two years. Carrier agreed to pay fine in two payments. (Northington)
- F-5431. The Jackson Limousine Service LLC, Los Angeles (TCP 37423 Pending). Case: PSG-4666. Fine: \$5,000. Violation: Advertised without having a valid permit. (Esguerra)

### Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by PUC	C&D letters issued	Total fines collected
<b>LAX</b> (Los Angeles International Airport)	<b>2</b> <b>(unlicensed)</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>\$2,000</b>

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## COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 331 separate Ordering Paragraphs. Most Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by the CHP and others. Other OPs uphold TEB citations and impose fines that result from those citations for violations of law and wrongdoing against consumers, or introduce new reporting requirements on carriers.

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## DOCKET ACTIVITY

### Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason / Randolph**
  - April 6: The Assigned Commission and ALJ issued a Proposed Decision regarding two pilot programs for charter-party carriers that utilize autonomous vehicles. Due dates for initial and reply comments are April 26 and May 4, respectively.

- April 8: Parties filed comments to the Proposed Decision to consider whether Uber is a TCP and a TNC.
- April 27: Assigned Commissioner issued a Scoping Memo regarding Phase III. C. issues, which include accessible vehicles, autonomous vehicles, transportation of minors, TNC contact information and data collection.

### Citation Appeals

None to report.

### Carrier Application Proceedings

- **A.17-04-012 / Proper Sightseeing Corporation / Yacknin.** Seeks authority to operate as a scheduled Passenger Stage Corporation with Hop On/Hop Off Service on fixed routes between points in Hollywood and Santa Monica, and to establish a Zone of Rate Freedom. Application filed April 7, 2017. Protest filed on May 4, 2017. Case reassigned to ALJ Yacknin on May 23, 2017. On 4/11/18, ALJ Yacknin issued ALJ's Ruling Setting Oral Argument for 5/2/18 per request by Screamlane Investment Corporation pursuant to Rule 13.13(b).
- **A.17-12-017/Hildago Transportation/Staff.** Seeks authority to transport passenger and baggage express, on an on-call, county-to-county fare basis, between the counties of San Diego, Orange, Los Angeles, San Bernardino, Riverside, Kern, Monterey, Tulare, Fresno, Santa Clara, San Mateo, San Francisco, Alameda and Sacramento. In January 2018, SFMTA filed response to application urging the Commission to impose conditions regarding Hidalgo's operations in San Francisco. First, Hidalgo should be required to stop only in safe, legal locations when loading passengers in San Francisco. Second, Hidalgo should be required to comply with San Francisco's street restrictions that limit vehicles based on either weight or passenger capacity from travelling on specified street segments. Active, but no activity.
- **A.17-12-018/Catalina Clipper/Staff.** Seeks authority to operate as a scheduled Vessel Common Carrier between Newport Beach and Avalon. Pre-hearing Conference held on 2/27/18. Active, but no activity.
- **A.18-01-011/Chrystelle Cruisers Wine Tours/Staff.** 4/27/18 Draft Proposed Decision submitted for management review.
- **Resolution TL-19128** revoking the CPCN for Saeed O. Ibraheim for failure to submit compliance filings was issued on 2/20/18 with a 20-day comment period and placed on 3/22/18 Commission meeting agenda. Draft resolution has been

republished for the April 26, 2018 Commission meeting. 4/26/18 Final Resolution TL-19128 issued.

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## OUTREACH/TRAINING/OTHER ACTIVITIES

### **Joint Agencies work**

- Napa County Interagency Operations, Napa, 04/07/2018 & 04/21/2018 – Northern California-based staff (Nera), working with the Napa Valley Railroad Police and Napa County Sheriff's Department to address complaints of unlicensed providers of for-hire passenger transportation. A total of 32 vehicles were observed/inspected, and two vehicles were impounded for the following violations: 1) operating with a pending permit (TCP 34406); 2) operating with an expired permit (TCP 28066); the driver was cited for not having the proper class driver's license.
- Palm Springs International Airport Inspection- 04/18/2018- In coordination with Palm Springs Airport Operations TEB and CHP participated in an airport inspection at Palm Springs International Airport in Palm Springs, CA on April 18, 2018. In attendance were Palm Springs Airport Deputy Director and Palm Springs Airport Operations Manager, two (2) CHP Officers, CPUC Supervising Investigator, and four (4) TEB Investigators. Briefing commenced at 9:45am, inspection started shortly thereafter and concluded at 1:00pm. The inspection was intended to check all TCP, PSC, and TNC for CPUC compliance. A total of thirty-eight (38) vehicles were inspected by TEB Investigators. Of the thirty-eight inspected thirty (30) were TNC. TNC were inspected at the holding lot per Airport Operations request. All vehicles in the lot were inspected for verification of TNC platform, trade dress, driver information, vehicle registration and proof of insurance. One (1) of the thirty vehicles had proof of the required TNC Umbrella Insurance, the rest were not aware of this insurance requirement and only had proof of personal automobile insurance. Some drivers did not have the trade dress in their rear window and were instructed to place the signage in the rear window. Eight (8) of the vehicles inspected were TCP and no violations were found. No observation reports and misdemeanor warnings were issued. A special request was submitted by a staff member in the Airport Operations Department asking for CPUC assistance in getting compliance from four (4) licensed carriers that are not being compliant with Palm Springs Airport TCP permit requirements. List of carriers was provided to TEB management for handling.

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## LEGISLATION OF INTEREST

TEB is currently tracking five legislative items of interest. One bill (SB 1474) was added to TEB's tracking list in April 2018.

**SB 1014 (Skinner):** Requires the Commission to implement annual TNC greenhouse gas (GHG) reduction targets. It was amended twice in April to, among other things, remove provisions relating to the Air Resources Board and establish a target of 100% ZEVs on TNC platforms by 2030.

**SB 1080 (Newman):** Requires TNCs to accept an out of state driver license from a nonresident active duty military member or dependent, if driver otherwise meets a TNC's driver requirements.

**SB 1194 (Lara):** This bill would prohibit a common carrier from disclosing passenger records to any entity other than a law enforcement officer.

**SB 1376 (Hill):** Requires the Commission to implement a disability access program for TNCs, and to assess fees to support the program.

**SB 1474 (Hill):** This bill was gutted and amended on 4/10. It would grant CPUC transportation investigators the ability to impound the vehicles of carriers for violations of the Public Utilities Code if accompanied by a law enforcement officer.

## UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by ensuring that service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the CPUC to seek appropriate remedies for consumers and/or penalties.

## MONTHLY HIGHLIGHTS

- **Mass Third-Party Verification (TPV) Slamming Citation:** Quasar filed a motion to withdraw its appeal of the Slamming Citation issued for the amount of \$411,000, and moved that the docket be closed, with prejudice.
- **SoCalGas (I.17-04-021) (Commissioner Rechtschaffen/ALJ Ayode) (Advocacy):** CPED filed a Reply Brief demonstrating that SoCalGas violated its tariff rules for failing to issue bills monthly and issuing bills with 34 or more days without proration. CPED recommends that the Commission impose a penalty of over one million dollars and restitution to customers of over five million dollars. CPED also recommends that SoCalGas be prohibited from using the incremental costs it incurred to forecast future GRC costs.

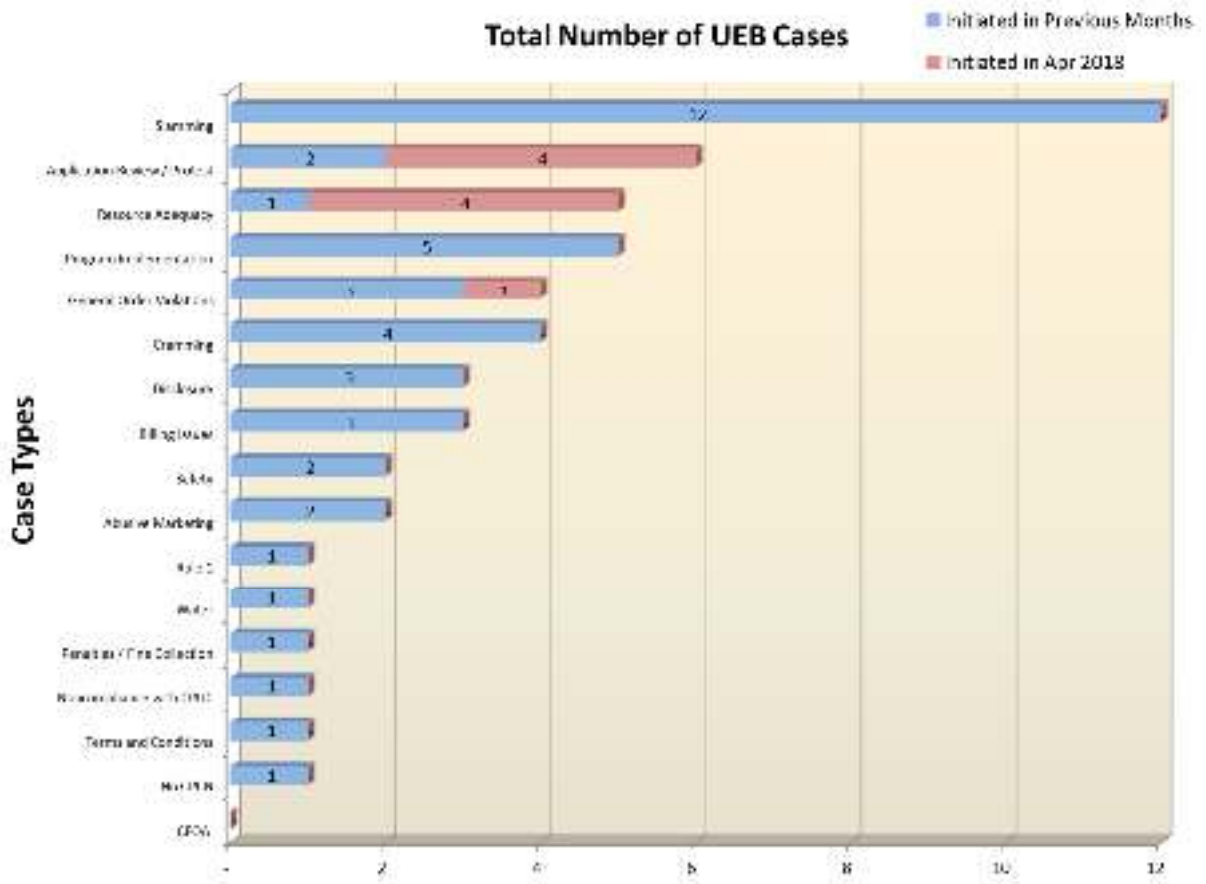
- **Energy Resource Adequacy (RA) Citations:** UEB issued the following RA citations in April:
  - \$100,709.20 to Pilot Power Group, Inc. for remedying a deficiency after five business days from the date of notification by Energy Division.
  - \$33,300 to Just Energy Solutions, Inc. for remedying a deficiency after five business days from the date of notification by Energy Division.
  - \$10,000 to American PowerNet Management, LP for remedying a deficiency within five business days from the date of notification by Energy Division.
  - \$5,000 to Direct Energy Business, LLC for remedying a deficiency within five business days from the date of notification by Energy Division.

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#### KEY ACTIVITIES

UEB is currently working on a total of 52 cases. Investigations center primarily on Slamming and Application Reviews. UEB's cases come from a variety of sources, with CPCN application reviews and UEB's scanning activities playing key roles.

## Cases by Type as of April 30, 2018



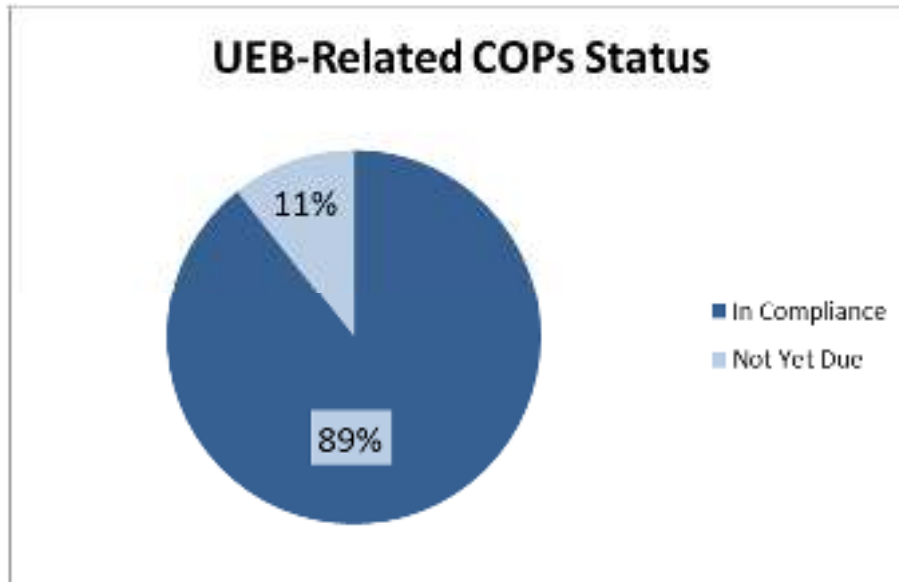
### CITATIONS/FINES/REFUNDS

UEB issued four citations for the month of April. All four citations issued were to energy companies for deficient month-ahead resource adequacy reports. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
April 2018	\$149,009
Cumulative 2018	\$149,009



COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of April. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 Ordering Paragraphs, 25 (representing 89%) have been complied with, and compliance with the remaining 3 are not yet due. None are out of compliance.

Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

DOCKET ACTIVITY

Docket No.	Title	ALJ	Commissioner
A.14-01-029	In the Matter of the Application of ILATANET, LLC for Authorization to obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Burcham	Picker
A.14-05-002	Application of Silicon Business System for a Certificate of Public	Burcham	Peterman

	Convenience and Necessity to operate as a Provider of Limited Facilities-Based and Resold Telecommunication services in the State of California.		
A.15-12-014	In the Matter of the Application of Global Calling Corporation for Authorization to Obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Ayoade	Peterman
A.16-04-006	Application of CereTel Incorporated for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Peterman
A.16-10-011	Application of Veritas Prepaid Phone Co., LLC for Registration as an Interexchange Carrier Telephone Corporation pursuant to the provisions of Public Utilities Code Section 1013.	Colbert	Randolph
I.11-05-028	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of OSP Communications LLC and John Vogel, an individual, to determine whether OSP Communications LLC and John Vogel have violated the Laws, Rules and Regulations of this State in the Provision of Operator and Calling Card Services to California Consumers; and Whether The Billing Resource LLC, a Delaware Corporation, and The Billing Resource LLC d/b/a Integretel, a California Corporation should Refund and Disgorge All monies billed and collected on behalf of OSP Communications LLC.	Bemesderfer	Sandoval
I.13-10-003	Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Comcast Phone of California, LLC (U-5698-C) and its Related Entities (Collectively "Comcast") to Determine Whether Comcast Violated the Laws, Rules, and Regulations of this State in the Unauthorized Disclosure and Publication of Comcast Subscribers' Unlisted Names, Telephone Numbers, and Addresses.	Burcham	Peterman
I.15-06-018	Order Instituting Investigation on the Commission's Own Motion into the Operations and Practices of Mesa-Crest Water Company (U333W) with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.	Colbert	Sandoval
I.16-01-012	Order Instituting Investigation on the Commission's own motion into the operations, practices, and conduct of T C Telephone LLC, doing business as Horizon Cellular, (T C Telephone) (U6875C) and (U4410C), to determine whether T C Telephone violated the laws, rules and regulations governing the manner in which California consumers are switched from one carrier to another and billed for telephone services.	Wildgrube	Randolph
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and	Ayoade	Rechtschaffen

	Issuing Untimely Monthly Bills.		
I.17-09-004	Order Instituting Investigation and Ordering NetFortris Acquisition Co., Inc. to Appear and Show Cause Why It should not be sanctioned for Violations of the Laws, Rules and Regulations of this State by Monitoring and Recording Employee Telephone Conversations without Prior Consent.	Kim & Goldberg	Peterman
I.17-09-021	Order Instituting Investigation on the Commission's Own Motion into the Long Term Debt Financing practices of Lake Alpine Water Company (U148WTD); and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for Violations of Public Utilities Code Sections 818, 823(b) and 823(d).	DeAngelis & Goldberg	Peterman

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

Staff called into the April SNAP (State National Action Plan) conference call. The discussion focused on the FCC's new Robocall laws that have been put into place. In April there was a dual FCC/FTC seminar where they demonstrated various tools consumers can use to block or eliminate robocalls. See: <https://www.fcc.gov/news-events/blog/2018/04/16/expo-showcases-solutions-stop-illegal-robocalls>

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#### LEGISLATION OF INTEREST

None.