



# *Monthly Activity Report*

**Consumer Protection and Enforcement  
Division | California Public Utilities  
Commission | August 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 programs: Consumer Affairs, Transportation Oversight, and Utilities Enforcement.

This report contains information reflecting the month's activity within each of the three CPED programs. Information about each program 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

The Consumer Affairs program is overseen by the Consumer Affairs Branch (CAB). 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

- In August 2018, CAB experienced a 66.3% increase in contacts from energy consumers as compared the prior 12-month average. The primary driver of the increase was complaints about San Diego Gas and Electric (SDG&E) regarding high bills and high usage charges, including a large number of complaints from consumers in Orange County. In response, CAB met with SDG&E and asked the company to comprehensively respond to these complaints, e.g. perform baseline and meter checks, offer payment arrangements, provide information about assistance programs (CARE), etc.
- CAB actively participated in interagency coordination efforts regarding net energy metering/ solar energy services. Led by Commissioner Guzman-Aceves, the group involves various CPUC units (including CAB) as well the Contractor State License Board, Attorney General, and Department of Budget Oversight. CAB typically provides consumer assistance with solar billing true-up and interconnection issues. CAB's primary focus in the interagency group is assisting with the sharing complaint data and consumer referrals between agencies.

- CAB bid farewell to Phillip Enis as its Program Manager. Until a replacement is selected, Risa Hernandez is acting as Interim Program Manager.

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## KEY ACTIVITIES

In August, 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 18,578 times and opted to speak to a live representative 3,404 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 1,524 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of August, CAB had closed 839 written contacts and was in process of addressing an additional 1,725 written contacts.

CAB Activity for August 2018	
<b>Data for Telephone Contacts</b>	
Calls to Assistance Line	18,578
Live Calls Answered	3,404
<b>Data for Written Contacts Processed*</b>	
New Written Contacts Received	1524
Written Contacts Closed	839
Written Contacts Being Processed**	1,725

\* 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 August, CAB responded to five data requests. There were three requests from the Legal Division, one for the number of contacts regarding Smart Meters as related to health issues for a specified time period, one for all Water Utility contacts for a specified period, and one regarding the number of Core Transport Aggregator (CTA)

contacts with a focus on aggressive marketing tactics. Also, CAB responded to a request from the Communications Division for 911 outage data where the consumer was not able to connect to emergency services, and a request for data from a Commissioner for the number of contacts about issues with reconnecting service after disconnection for nonpayment in a specific region for customers of a major energy provider.

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#### CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$68,863.09 worth of refunds and credits in August 2018.

Date	Refund/Credit Amount*
August 2018	\$68,863.09
Cumulative 2018	\$668,902.70

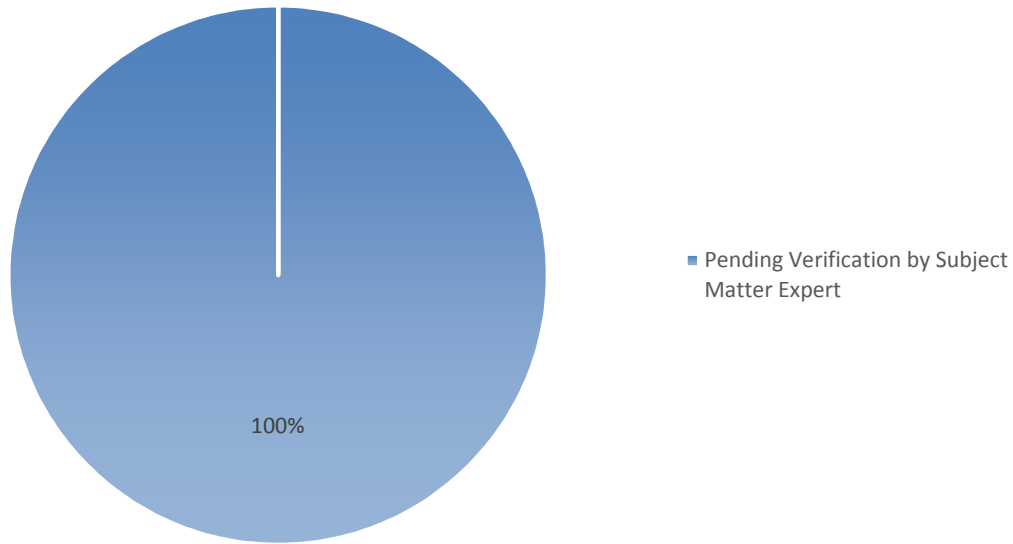
\* Refund amounts may be underreported in cases where a utility does not share refund information in its response to CAB. This may occur in cases where Voice over Internet Protocol (VoIP) telephone service is involved. VoIP services are governed under Public Utilities Code Section 710. Also, CAB does 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

## Status of CAB-related Ordering Paragraphs



There were zero new CAB-related Ordering Paragraphs (OPs) enacted in August. However, in total, CAB was responsible for four OPs that are “Pending Verification by Subject Matter Expert” from previous months.

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 addition, the OP’s status is updated in the COPs database as “In Compliance”.

No utilities complied in August.

\* Previously captured as “Not Compliance Items”.

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### DOCKET ACTIVITY

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

1. Res M-4836: This Resolution demonstrates the Commission's compliance with the statutory requirement to collaborate with the Contractors State License Board ("CSLB") on a "solar energy system disclosure document".
2. D1808018: This decision grants the Application of PacifiCorp for an Expedited Order Authorizing Special Charges and Tariffs for Smart Meter Opt-Out and Privacy/Data Release Programs Related to Advanced Metering Infrastructure Deployment.
3. D1808027: This Rulemaking will make revisions to the California Universal Telephone Service (LifeLine) Program.
4. D1808004: This Rulemaking is regarding Emergency Disaster Relief Program.
5. D1808005: This decision denies relief to the plaintiffs, Dr. Amy Gelfand, David Misch vs. Southern California Edison.

The following items were held until the September 13, 2018 meeting:

6. Application 1709007: The proposed outcome is to deny the application of Bandwidth.com CLEC, LLC for Approval to Transfer Control of Bandwidth.com CLEC, LLC to David A. Morken Pursuant to California Public Utilities Code Section 854(a).
7. Application 1705022: The proposed outcome will grant Application of California Water Service Company for a Certificate of Public Convenience and Necessity to Provide Water Service to Travis Air Force Base and to Establish Rates.
8. Application 1801014: The proposed outcome will grant Netly, LLC a Certificate of Public Convenience and Necessity to Provide Full Facilities-Based and Resold Local Exchange Telecommunications Services and Non-Dominant Interexchange Service within California.

\*\* 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 PG&E reading the implementation of D.18-02-002, *Decision on Phase II Issues Regarding Core Transport Agents (CTAS)*. PG&E and CAB coordinated on expected changes in the volume of consumer complaints that CAB may receive regarding CTAs now that the decision has been finalized.

- CAB met with SFE, a CTA doing business in California. CAB reviewed its informal complaint handling process and requirements that the CTA must follow for effective complaint processing.

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## LEGISLATION OF INTEREST

Like other CPUC units, CAB is actively involved in analyzing and monitoring SB 901, a bill that addresses numerous issues concerning wildfire prevention and mitigation and that affects multiple state agencies including the CPUC. The bill includes provisions regarding response and recovery, funding for mutual aid, fuel reduction and forestry policies, wildfire mitigation plans by electric utilities, and cost recovery by electric corporations (IOUs) of wildfire-related damages in the event of extensive liability resulting from claims under inverse condemnation. This bill passed conference committee and was recently enrolled. The governor is expected to sign this bill in the coming weeks.

## TRANSPORTATION OVERSIGHT

The Commission's Transportation Oversight program oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, transportation network companies, and ferries). The program consists of two branches: the Transportation Enforcement Branch (TEB) and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, issues citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also staffs a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

TLAB's License Section analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and certificates, and tracks carrier compliance with permit requirements while TLAB's Analysis Section serves a role analogous to that of an "industry division" by functioning as the Commission's subject matter expert and advising decision-makers regarding for-hire carriers.

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## MONTHLY HIGHLIGHTS



- The Legislature approved several important transportation-related bills that would transform both enforcement and policy-making. Notable enforcement-related bills include SB 1194 (Lara) and SB 1474 (Hill). Notable policy-making bills include SB 1014 (Skinner) and SB 1376 (Hill).

## KEY ACTIVITIES

### Carrier Application and Permit Activity

In August 2018, TEB staff received 219 applications this month (new, renewals, refiles, transfers), and issued 259 permits. TEB completed but cannot approve 333 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). Three new TNC applications are under review.

Activity	Passenger Carrier
<b>New Applications Docketed</b>	<b>58</b>
<b>Renewal Applications Docketed</b>	<b>147</b>
<b>Refile Applications Docketed</b>	<b>11</b>
<b>Transfer Applications Docketed</b>	<b>3</b>
<b>Authorities Issued</b>	<b>259</b>
<b>Authorities Suspended</b>	<b>311</b>
<b>Authorities Revoked</b>	<b>85</b>
<b>Authorities Reinstated (Suspended/Revoked)</b>	<b>278</b>
<b>New Applications waiting for CHP inspection or carrier action (drug test results, insurance).</b>	<b>129</b>
<b>Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).</b>	<b>204</b>
<b>Pending Reinstatement from Suspension and Revocation</b>	<b>25</b>
<b>Total Active/Suspended Authorities as of 8/31/2018</b>	<b>6,875</b>
<b>Number of Voluntary Suspensions</b>	<b>20</b>
<b>Number of Voluntary Revocations</b>	<b>11</b>
<b>Number of vehicles added to Passenger Carrier Equipment Statements</b>	<b>493</b>
<b>Address and DBA Changes</b>	<b>110</b>
<b>Vehicle inspection requests sent to CHP</b>	<b>254</b>

**Enforcement Activities**

TEB is working on a total of 153 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 August 2018, TEB closed 28 cases and initiated 23 new cases.

<b>Enforcement Activity</b>	<b>Passenger Carriers</b>
<b>Open Cases as of 8/1/18</b>	<b>158</b>
<b>New Investigation Initiated</b>	<b>23</b>
<b>Investigations Completed</b>	<b>28</b>
<b>Cases Open as of 8/31/18</b>	<b>153</b>
<b>Cease and Desist Notices</b>	<b>18</b>
<b>Official Notices</b>	<b>5</b>
<b>Administrative Citations</b>	<b>7</b>

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**CITATIONS/FINES/REFUNDS**

<b>TEB Activity</b>	<b>Passenger Carriers</b>
<b>Fine Assessed</b>	<b>\$36,000</b>
<b>Fines Paid</b>	<b>\$19,865</b>
<b>Overcharge Refunds/Claims Settlements by CIU Rep</b>	<b>\$33.45</b>

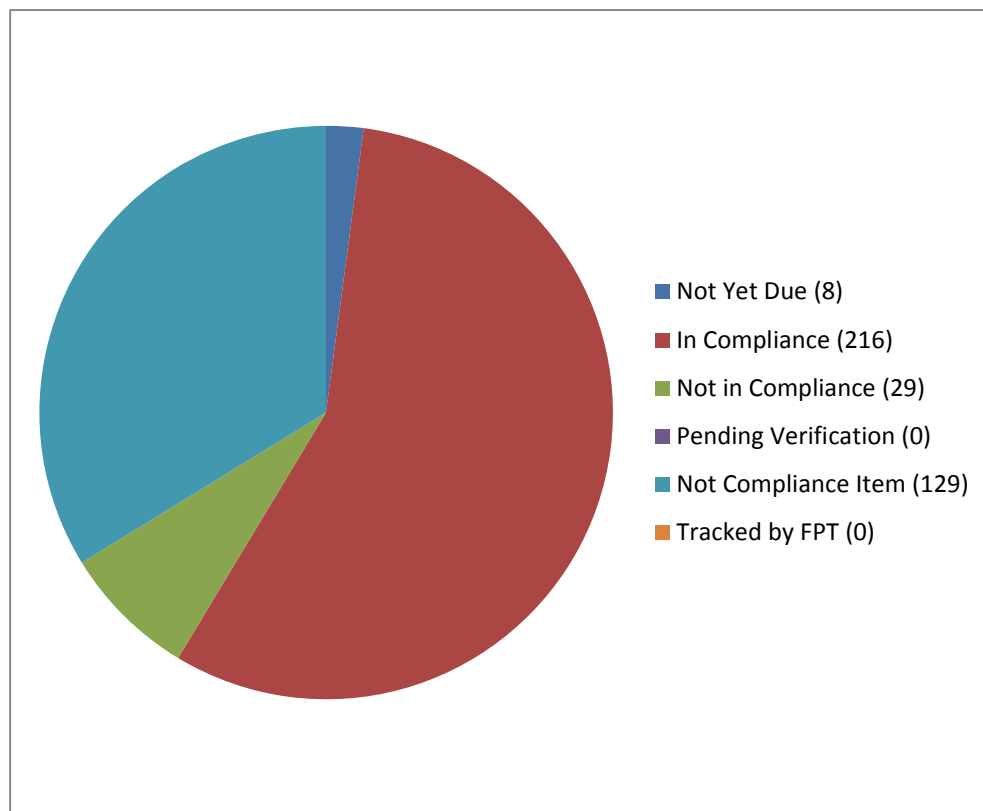
- F-5432. MBM Travel Services LLC, doing business as Napa Valley Chauffeur, Vallejo (TCP 33044). Case: PSG-4620. Fine: \$8,000. Violations: Failed to enroll drivers in a controlled substance and alcohol testing certification program; underreported gross revenue; unauthorized use of operating authority; used contract employees; failed to update Equipment Statement; failed to maintain waybills.
- F-5453. Best Way Limo Inc., Hayward (TCP 20815). Case: PSG-4632. Fine: \$3,000. Violations: Failure to maintain and provide access to records; Failed to enroll drivers in the Controlled Substance and Alcohol Testing Certification Program; Underreported gross revenue and underpaid PUCTRA fees.
- F-5461. Fidel Rutwaza, dba Star City Tours (TCP 16056-S). PSG-4522. Fine: \$4,000. Violations: Operated during a period of suspension; failed to enroll drivers in a mandatory drug & alcohol consortium and testing program; failed to enroll drivers in DMV EPN program; failed to report accurate PUCTRA fees for year 2016; failed to display the TCP number in written advertisements.
- F-5462. Ventura Transit System, Inc. Camarillo (TCP 23334). Case PSG-4707. Fine: \$5,000. Violations: Failed to enroll twenty-five drivers in DMV Employer Pull Notice (EPN) Program; Failed to enroll twenty-four drivers in the Controlled Substance and Alcohol Testing Certification Program for pre-Employment Testing; Failed to update equipment statement and report all vehicles; Failed to display TCP number in advertisements; and Failed to report accurate PUCTRA fees for three years. Carrier agreed to pay fine in two payments.
- FC5464. Steve Williams, dba Williams Hart Transportation (TCP 37852-B). PSG-4527. Fine: \$3,000. Violations: Operated without a valid permit; conducted operations without evidence of PLPD insurance; failed to enroll a driver in DMV EPN Program; failed to enroll a driver in a drug and alcohol consortium and testing program; advertised prior to issuance of a valid permit; failed to display the TCP number on advertisements; failed to include pertinent information on the waybills.
- F-5465. Rafo Investment, Inc. dba SD Luxury Limos, El Cajon (TCP 36213). Case PSG-4758. Fine: \$12,000. Violation: Operated after suspension; engaged employee-drivers without evidence of workers' compensation insurance; failed to enroll drivers in the DMV EPN program; failed to enroll drivers in the Controlled Substance and Alcohol Testing Certification Program; failed to provide access to records; failed to include pertinent information on the waybills.

- F-5467. Airvan Transport LLC, Corona (PSC/TCP 21971). Case PSG-4683. Fine: \$1,000. Violation: Failed to provide access to records.

### Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by PUC	C&D letters issued	Total fines collected
LAX (Los Angeles International Airport)	10 (unlicensed)	10	6	9	\$6,000

### COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 382 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**

None to Report.

### Citation Appeals

None to report.

### Carrier Application Proceedings

- **A.17-12-018/Catalina Clipper/Staff.** (VCC-95) Seeks authority to operate as a scheduled Vessel Common Carrier between Newport Beach and Avalon. 5/3/18 Notice of Reassignment from ALJ Colbert to ALJ Kline; 5/11/18 ALJ Ruling requiring applicant to file a response to information request within 15 days; 5/21/18 Assigned Commissioner's scoping memo and ruling, category is Ratesetting, evidentiary hearings not needed. 9/12/18, still awaiting PL/PD Insurance and tariffs.
- **A.18-01-011/Chrystelle Cruisers Wine Tours/Staff [PSG37981].** 4/27/18 Draft Proposed Decision submitted for management review. D.18-06-003 issued on 6/12/18 approving application.
- In the Matter of the Application of Hicham Lalej, doing business as City Loop Shuttle and Limo, PSG-29759, for authority to operate as a passenger stage corporation between points in the Counties of San Francisco, Contra Costa, Alameda, Santa Clara, Solano, Napa, Marin, Sonoma, San Mateo, San Joaquin, Stanislaus, Monterey, Santa Cruz, Fresno and Sacramento and the San Francisco, Oakland and San Jose International Airports and grant a ZORF (Zone of Rate Freedom) applicable to the fares authorized. (HARD COPY FILING); 9/12/18 Carrier in voluntary suspension.
- In the Matter of the Application of FlixBus, Inc. for authority to operate as a scheduled passenger stage corporation between points in the counties of: Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Merced, Monterey, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara,

Santa Cruz, Solano, Sonoma, Stanislaus, and Ventura, and to establish a Zone of Rate Freedom. (HARD COPY FILING); D.18-06-007 issued on 6/19/18 Executive Director's Order Granting Application.

- Application of Silva and Associates LLC, dba Al & Pals for authority to operate as an on-call, door-to-door passenger stage corporation between points within the City of San Clemente, CA and to establish a Zone of Rate Freedom. 5/4/18 Application filed; 9/17/18 Application is approved pending carrier submission of tariffs and acceptance letter.
- In the Matter of the Application of: SONOMA COUNTY AIRPORT EXPRESS, Inc., [PSG0001120] to establish a new base tariff rates and to establish a Zone of Rate Freedom of Plus 30% or Minus 30% to that newly established tariff, pursuant to provisions of Pub. Util. Code Section 454.2. 5/15/18 Application filed. 9/17/18 Carrier has both TCP and PSC authority to operate.

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

##### **Other Actions**

- None to report.

##### **Joint Agencies work**

- None to report.

##### **Outreach to Regulatory/Enforcement agencies**

- None to report.

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#### LEGISLATION OF INTEREST

The Transportation Oversight program is currently tracking five legislative items of interest. No bills were added to the program's tracking list in August 2018.

**SB 1014 (Skinner):** Requires the Commission and Air Resource Board to work collaboratively to implement annual TNC greenhouse gas (GHG) reduction targets.

**SB 1080 (Roth):** 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 CPUC-regulated bus companies from disclosing passenger records to any entity other than a law enforcement officer without a warrant or pursuant to specific exceptions.

**SB 1376 (Hill):** This bill would require the Commission to implement a comprehensive disability access program for TNCs according to strict standards outlined in law.

**SB 1474 (Hill):** This bill would authorize the CPUC to contract with the CHP or a sheriff's office to impound the vehicle of a passenger carrier in violation of the law.

## UTILITIES ENFORCEMENT

The Utilities Enforcement program is overseen by the Utilities Enforcement Branch (UEB). 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.

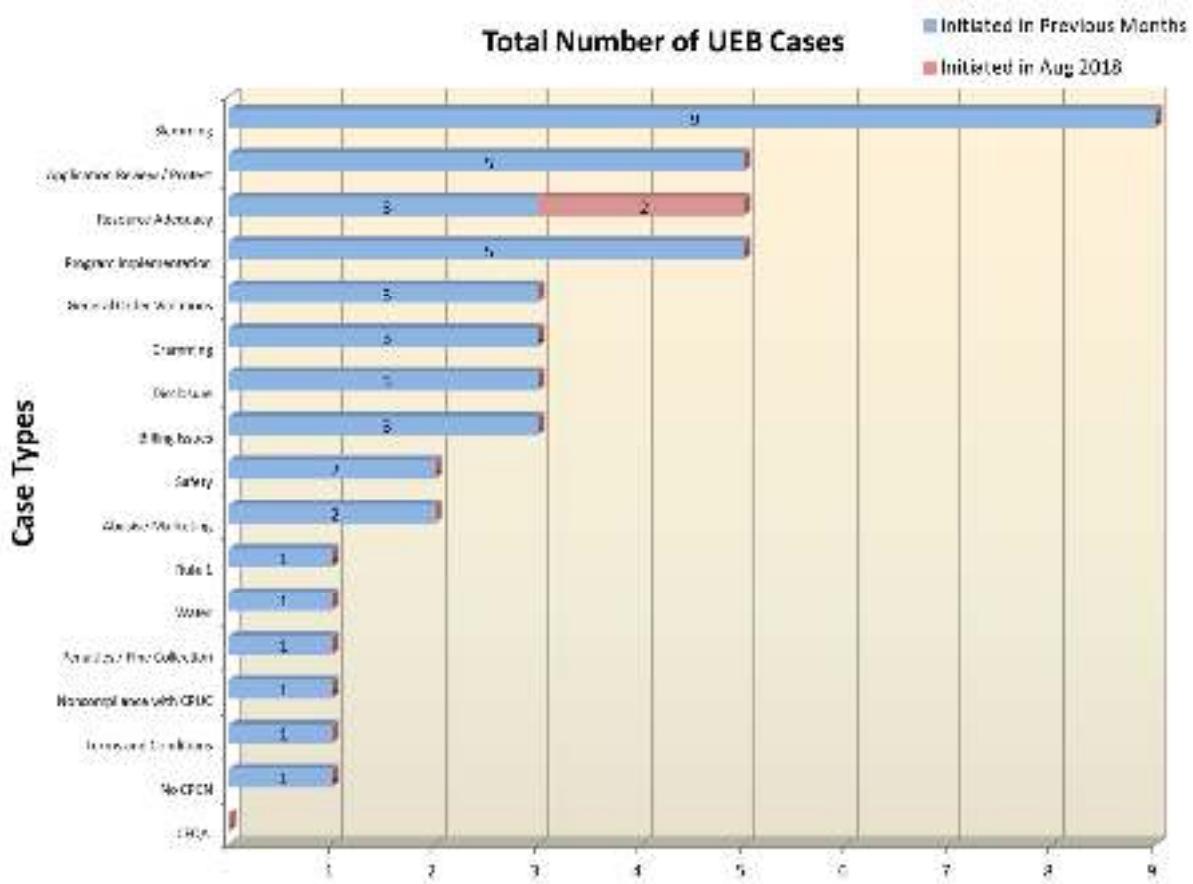
### MONTHLY HIGHLIGHTS

- **TC Telephone Slamming Citation:** UEB issued 119 citations against TC Telephone in the total amount of \$119,000 for failing to provide a third-party verification tape (TPV) and to verify specific information as required by Resolution UEB-001 and 002.
- **Energy Resource Adequacy (RA) Citation:** UEB issued the following RA citations in August:
  - \$4,861 to Just Energy Solutions for its failure to meet its month-ahead RA obligation and to remedy the deficiency after five business days from the date of notification by Energy Division.
  - \$1,118,880 to Pioneer Community Energy for remedying a deficiency after five business day from the date of notification by Energy Division. Pioneer has fully paid the citation.
- **Pilot Power Group Citation Appeal (K.18-05-018) (ALJ Jungreis) (Advocacy):** UEB and Legal participated in an evidentiary hearing to address the appeal by Pilot Power Group for the \$100,709 RA citation issued to the company for remedying a System RA deficiency after five business days from notification.

## KEY ACTIVITIES

UEB is currently working on a total of 46 cases. Investigations center primarily on Slamming, Application Reviews and Resource Adequacy Citation Reviews. UEB's cases come from a variety of sources, with CPCN application reviews, Energy and Executive Division referrals and UEB's scanning activities playing key roles.

### Cases by Type as of August 31, 2018



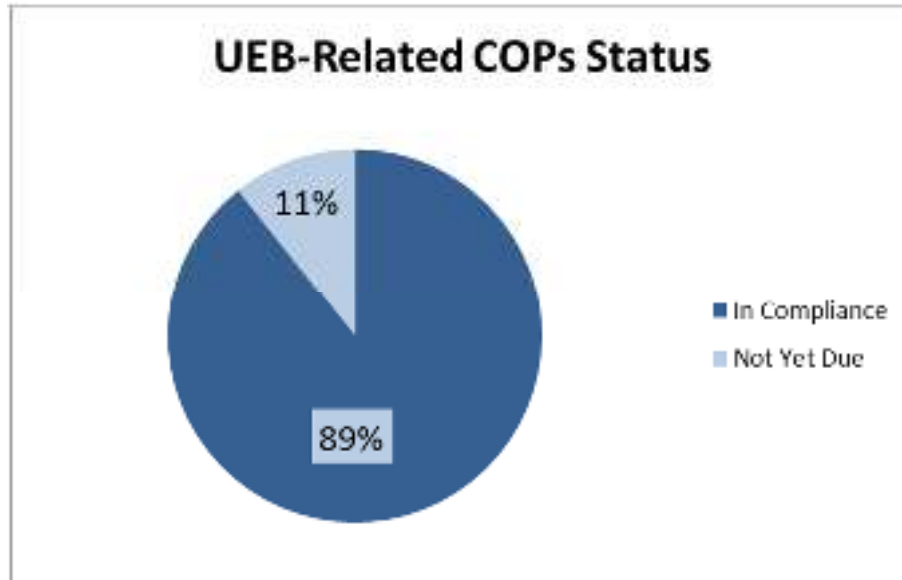
## CITATIONS/FINES/REFUNDS

UEB issued Resource Adequacy citations in August for \$4,862 and \$1,118,880 against two energy companies for their failure to meet RA obligations and to remedy the deficiencies as required. UEB also issued a Slamming citation for \$119,000 against a telecommunications company for its failure to comply with TPV requirements. Cumulative 2018 fines and penalties imposed are shown below.



Date	Citations/Fines/ Reparation Amounts
August 2018	\$1,242,742
Cumulative 2018	\$3,833,452

## COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of August. 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

<b>Docket No.</b>	<b>Title</b>	<b>ALJ</b>	<b>Commissioner</b>
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.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.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 Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
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
I.18-05-012	Order Instituting Investigation Into the Operations and Practices of Preferred Long Distance, Inc. to Determine Whether Respondents Violated the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Switched from Telephone Carriers and Billed for Telephone Products and Services.	McKenzie	Rechtschaffen
I.18-07-008	Order Instituting Investigation into Pacific Gas and Electric Company's (U39E) Failure to Provide a 24-hour Notice Prior to Residential Electric Service Disconnections Between July 1 and July 18, 2016 and the Adequacy of its Remedy Going Forward.	Kelly	Aceves
I.18-07-009	Order Instituting Investigation on the Commission's Own Motion into the California's One Million New Internet Users Coalition's Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Aceves
K.18-05-018	Appeal of PILOT POWER GROUP, INC. from Citation E-4195-42	Jungreis	N/A

	issued on April 24, 2018 by the Consumer Protection and Enforcement Division.		
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#### OUTREACH/TRAINING/OTHER ACTIVITIES

- Pursuant to a Public Records Request Act made by the Alameda District Attorney's (DA) office for CAB complaints related to CTAs, staff met with the DA to explain to them the details of the complaints related to unfair business practices, and to go over CPED's proposal for a CTA citation program.
- Staff attended the State of the CPUC address.

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#### LEGISLATION OF INTEREST

None.