



# *Monthly Activity Report*

**Consumer Protection and Enforcement  
Division | California Public Utilities  
Commission | June 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

- All CAB staff and management attended training on strategies for team building and communications. The training was designed to enhance teamwork and communications across CAB offices located in San Francisco, Los Angeles and Sacramento. This effort supports the PUC's efforts to decentralize operations.

### KEY ACTIVITIES

In June, 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 15,214 times and opted to speak to a live representative 4,870 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 833 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of June, CAB had closed 842 written contacts and was in process of addressing an additional 910 written contacts.

CAB Activity for June 2018	
<b>Data for Telephone Contacts</b>	
Calls to Assistance Line	15,214
Live Calls Answered	4,870
<b>Data for Written Contacts Processed*</b>	
New Written Contacts Received	833
Written Contacts Closed	842
Written Contacts Being Processed**	910

\* 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 June, CAB responded to eleven data requests. There were nine requests for the number of contacts for a specified time period about various Energy Companies from the Legal Division, a request from the Energy Division for all Community Choice Aggregator company contacts for a specified time period, and a request from the Water Division about the number of contacts for a particular Water Company for a specified time period.

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#### CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$43,186.28 worth of refunds and credits in June 2018.

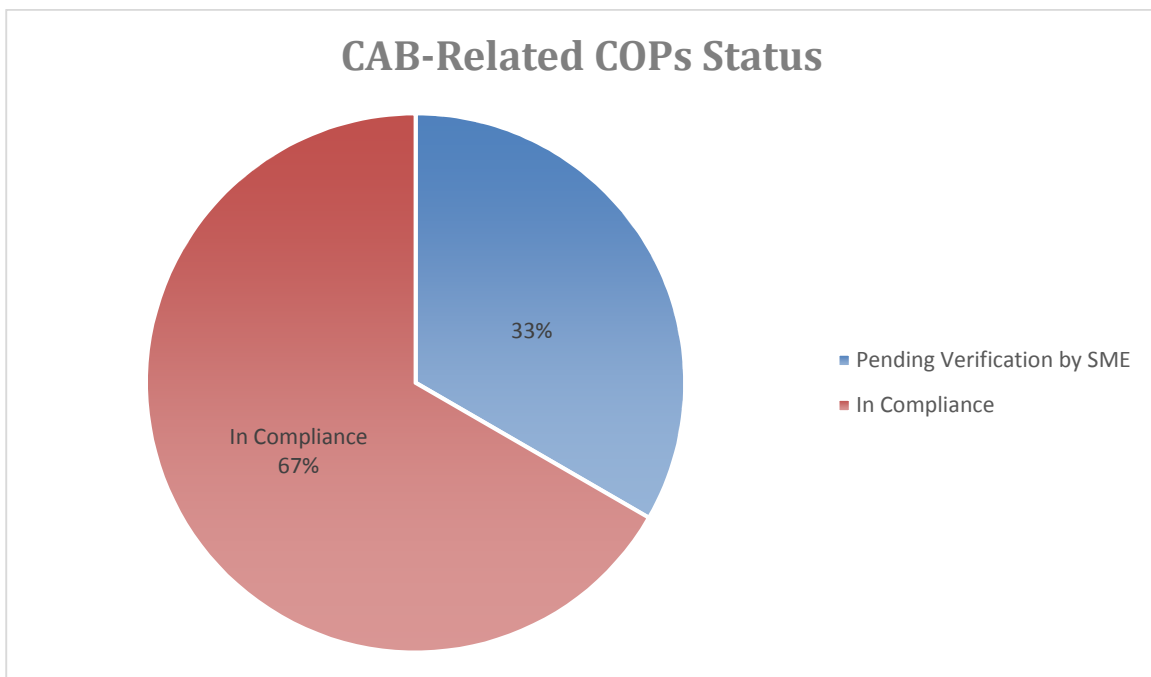
Date	Refund/Credit Amount*
June 2018	\$43,186.28
Cumulative 2018	\$557,785.26

\* 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 no new CAB-related Ordering Paragraphs (OPs) enacted in June. Still, CAB was responsible for three 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 addition, the OP's status is updated in the COPs data as "In Compliance". In June, two 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 six open proceedings in June that have consumer impacts. These items appeared on the CPUC's June Voting Agendas and decisions were reached on all of them:

- D.18-06-014: Approves motion to withdraw application of Veritas Prepaid Phone Co., LLC for registration to provide telephone service
- D.18-06-019: Approves application of SIGCA Holdings, LLC for a Certificate of Public Convenience and Necessity in order to provide telephone service
- D.18-06-035: Extends the deadline for approval of the application of CereTel Incorporated for registration to provide telephone service
- Resolution G-3526: Approves adoption of several Pacific Gas and Electric Company proposed energy statement changes
- Resolution T-17609: Grants the Request of EZ Reach Mobile, LLC., to be authorized as a California LifeLine provider of wireless telephone service
- Resolution T-17610: Approves Mobile Net POSA, Inc. to be authorized as a California LifeLine provider of wireless telephone service

One of the CAB monitored proceedings was regarding application for a CPCN.\*\* 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 participated in an interagency meeting regarding users of Verizon’s Virtual Call Center platform. The platform is in wide use amongst California State Agencies that provide direct customer service.

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LEGISLATION OF INTEREST

No new legislation was proposed or reviewed in June that would impact CAB.

**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.

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MONTHLY HIGHLIGHTS

- On June 6, the Commission’s Decision authorizing pilot program for passenger transportation via autonomous vehicles was officially issued. The Decision was formally approved at the Commission’s May 31 voting meeting.

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KEY ACTIVITIES

**Carrier Application and Permit Activity**

In June 2018, TEB staff received 237 applications this month (new, renewals, refiles, transfers), and issued 207 permits. TEB completed but cannot approve 449 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 application is under review.

Activity	Passenger Carrier	Household Goods	Total
<b>New Applications Docketed</b>	56	12	68

Renewal Applications Docketed	150	0	150
Refile Applications Docketed	9	5	14
Transfer Applications Docketed	1	4	5
Authorities Issued	203	4	207
Authorities Suspended	511	171	682
Authorities Revoked	46	12	58
Authorities Reinstated (Suspended/Revoked)	491	150	641
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	147	74	221
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	228	0	228
Pending Reinstatement from Suspension and Revocation	25	4	29
<b>Total Active/Suspended Authorities as of 6/30/2018</b>	<b>6,904</b>	<b>1,027</b>	<b>7,931</b>
Number of Voluntary Suspensions	0		0
Number of Voluntary Revocations	10		10
Number of vehicles added to Passenger Carrier Equipment Statements	576		576
Address and DBA Changes	150		150
Vehicle inspection requests sent to CHP	262		262
Returned Applications (incomplete package)	71		71

### Enforcement Activities

TEB is working on a total of 168 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 June 2018, TEB closed 63 cases and initiated 59 new cases.

Enforcement Activity	Household Goods	Passenger Carriers	Total
Open Cases as of 6/1/18	36	136	172



<b>New Investigation Initiated</b>	<b>12</b>	<b>47</b>	<b>59</b>
<b>Investigations Completed</b>	<b>34</b>	<b>29</b>	<b>63</b>
<b>Cases Open as of 6/30/18</b>	<b>14</b>	<b>154</b>	<b>168</b>
<b>Cease and Desist Notices</b>	<b>12</b>	<b>16</b>	<b>28</b>
<b>Official Notices</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Administrative Citations</b>	<b>0</b>	<b>6</b>	<b>6</b>

CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
<b>Fine Assessed</b>	<b>\$0</b>	<b>\$23,500</b>	<b>\$23,500</b>
<b>Fines Paid</b>	<b>\$0</b>	<b>\$18,646.33</b>	<b>\$18,646.33</b>
<b>Overcharge Refunds/Claims Settlements by CIU Rep</b>	<b>\$11,150</b>	<b>\$63.90</b>	<b>\$11,213.90</b>

- F-4590. Ahmed Abulail and Yousef Abulail, dba Diamond Limousine, Belmont (TCP 21557). Case PSG-4590. Fine: \$1,000. Violation: Failure to produce records. (Ow)
- F-5411. Corey Raymond Waken dba Waken Wine Tours, Napa (TCP 34638). Case PSG-4618. Fine: \$2,500. Violations: Operating as a charter-party carrier after expiration of its certificate; advertised as a charter-party carrier after expiration of authority; underreported gross revenue and underpaid the PUCTRA fees; and failed to include the required information on waybills. (Ramirez)
- F-5439. American Fame Express Transportation dba American Fame Express, Fremont (TCP 27857). Case PSG-4649. Fine: \$6,000. Violations: Operated as a charter-party carrier after denial of its renewal application; advertised as a charter-party carrier after denial of authority, engaged at least one employee-drive without evidence of Workers' Compensation insurance in effect and on file; failed to enroll at least one employee-driver in the controlled substance and alcohol testing certification program; failed to enroll at least one employee-driver in the DMV EPN program; illegal display

of PUC identification; failed to update equipment statement; failed to maintain waybills and failed to provide access to records. (Ramirez)

- F-5445. Rama Limousines, Inc. dba Pacific-West Limos, Placentia (TCP 20293). Case PSG-4638. Fine: \$6,000. Violations: Operated vehicles over 15 passengers without the proper CPUC permit in force as required; failed to obtain the required minimum level of public liability insurance coverage for vehicles over 15 passenger capacity; failed to enroll drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; failed to enroll drivers in a mandatory Controlled Substance and Alcohol Testing Certification Program for Pre-Employment Testing; advertised as a charter-party carrier outside the scope of its operating authority; and failed to include pertinent information on the waybills. Carrier agreed to pay fine. (Martin)

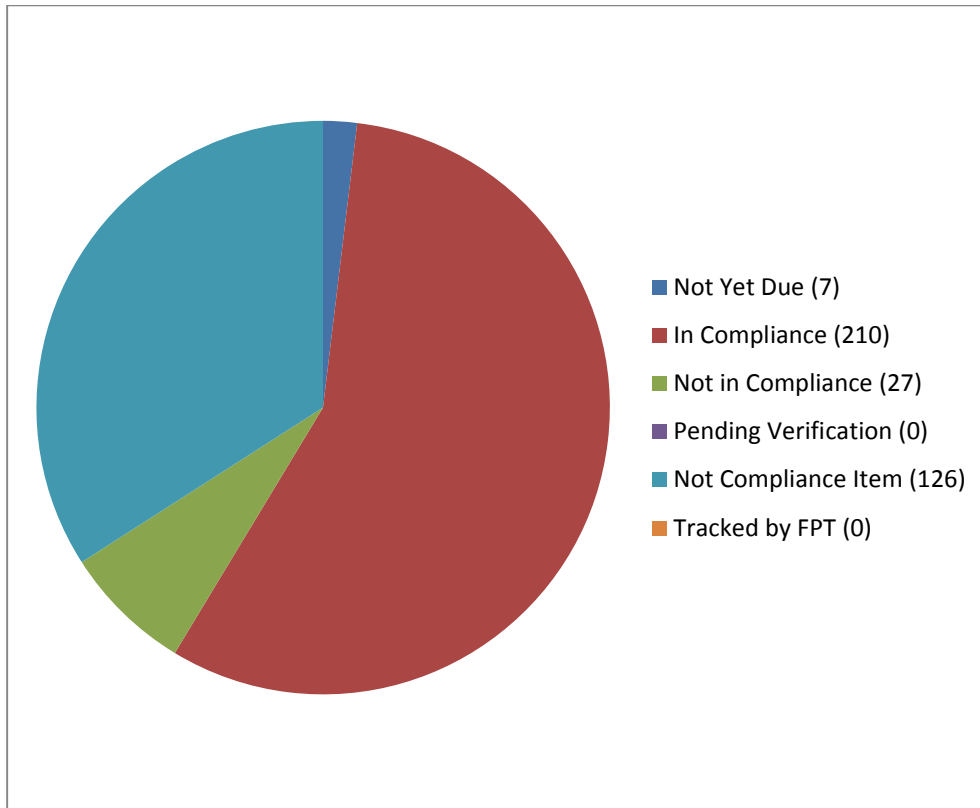
- F-5447. Damaris Express, Inc., Chula Vista (TCP 36953). Case PSG-4663. Fine: \$1,000. Violation: Failed to enroll drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; engaged an employee-driver who drove a 15-passenger van without a class "B" commercial license and passenger endorsement. Carrier agreed to pay fine. (McGuire)

- F-5448. Lewis Lenwood D dba Diamond Life Limousine Service, Oakland (TCP 17725). Case: PSG-4603. Fine: \$2,000. Violations: Engaged one (1) driver without enrollment in the DMV Pull Notice Program; Failed to pre-employment test and enroll one (1) driver in the Control Substance and Alcohol Testing Program; Engaged one (1) driver without workers' compensation insurance. (Lei)

### 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)	3 (unlicensed)	2	1	2	\$1,000

COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 370 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**

June 6, 2018. Decision 18-05-043. Commission approved the Autonomous Vehicle (AV) pilot program and set forth requirements and conditions for AV companies to operate including not allowing AVs to charge for rides. The Commission also set quarterly reporting requirements. CPED will hold a workshop on passenger service.

**Citation Appeals**

None to report.

### **Carrier Application Proceedings**

- 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. 6/6/18 Executive Director's Order signed, D.18-06-005 issued 6/12/18.
- A.17-12-018/Catalina Clipper/Staff. Seeks authority to operate as a scheduled Vessel Common Carrier between Newport Beach and Avalon. 5/11/18 ALJ's 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
- A.18-01-011/Chrystelle Cruisers Wine Tours/Staff. 6/6/18 Executive Director's Order signed, D.18-06-003 issued 6/12/18.
- In the Matter of the Application of Hicham Lalej, doing business as City Loop Shuttle and Limo, 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; 5/29/18 Draft Proposed Decision submitted for management staff review
- 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); 6/12/18 Executive Director's Order signed, D.18-06-007 issued 6/19/18.

- 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
- 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
- Application of Big Bus Tours Los Angeles, Inc. for the authority to Operate as a scheduled Passenger Stage Corporation in the City and County of Los Angeles area and to establish a Zone of Rate Freedom. (HARD COPY FILING); 6/6/18 Application filed

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

None to report.

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#### LEGISLATION OF INTEREST

TEB is currently tracking five legislative items of interest. No bills were added to TEB's tracking list in June 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. The author of the bill was changed after Senator Newman was defeated in a recall election.

**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 was substantively amended on 6/12. It would now require the Commission to implement a comprehensive disability access program for TNCs according to strict standards outlined in law.

**SB 1474 (Hill):** This bill was substantively amended on 6/28. It would now 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 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.

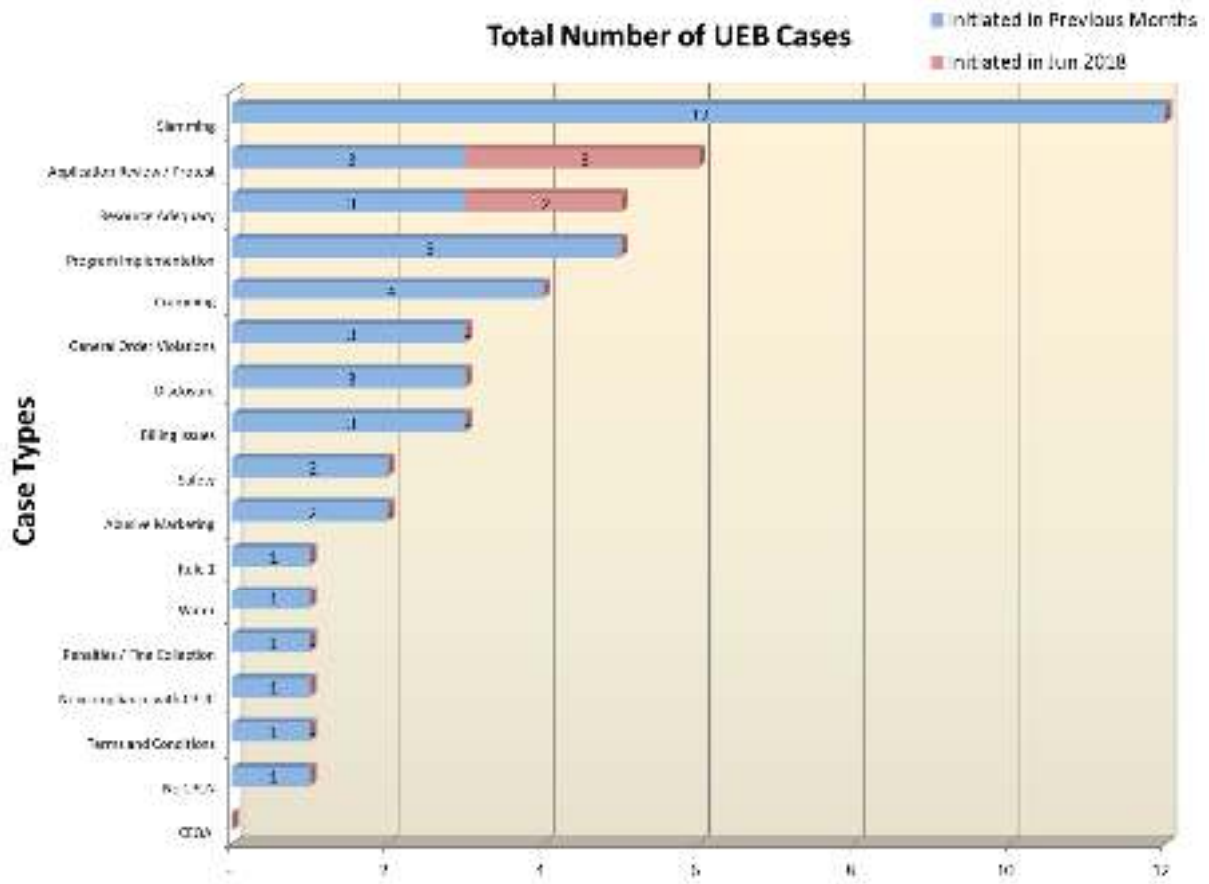
### MONTHLY HIGHLIGHTS

- **Energy Resource Adequacy (RA) Citation:** UEB issued an RA citation for \$1,305,360 to Pioneer Community Energy for failing to remedy a deficiency of 196 MW after five business days from the date of notification by Energy Division.
- **Veritas (A.16-10-011) (Commissioner Randolph/ALJ Chiv) (Advocacy):** The Commission voted to grant Veritas' motion to withdraw its application for registration as an inter-exchange carrier and dismissed the proceeding with conditions. Veritas shall reference the decision and UEB's protest in any future application. UEB will be filing an Application for Rehearing of this decision.
- **Commission Meeting Presentation on Payphone Enforcement:** At the June 21<sup>st</sup> Commission meeting, UEB presented an overview of our payphone enforcement efforts in California. The presentation included regulations governing payphone inspections, items checked by inspectors, payphone inspection results, recent legislation on payphones, and phone issues in detention centers.

### KEY ACTIVITIES

UEB is currently working on a total of 51 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 June 30, 2018

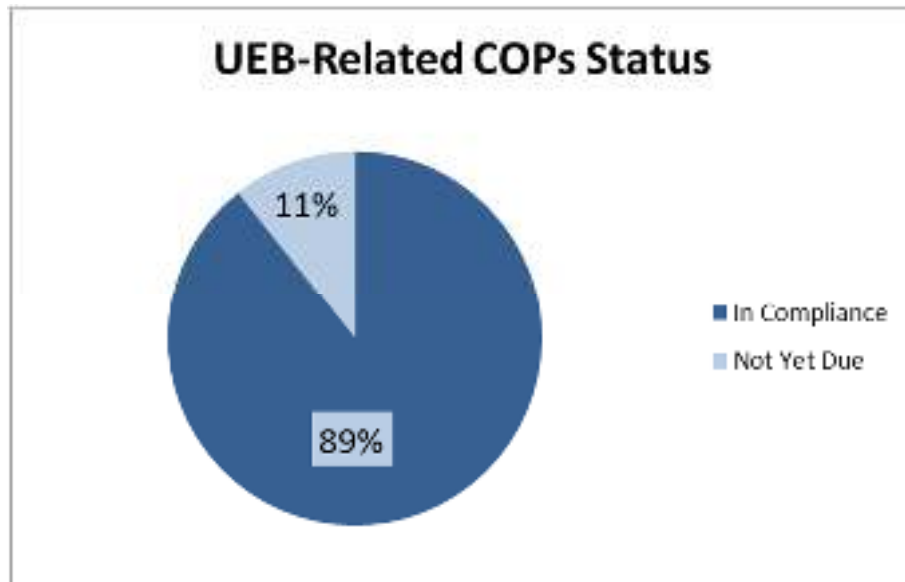


### CITATIONS/FINES/REFUNDS

UEB issued two energy companies Resource Adequacy citations in June for \$1,305,360 and \$5,328, respectively, to remedy deficiencies five business days from the date of notification by Energy Division. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
June 2018	\$1,310,688
Cumulative 2018	\$2,580,710

### COMPLIANCE WITH ORDERING PARAGRAPHS



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

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#### 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 Convenience and Necessity to operate as a Provider of Limited	Burcham	Peterman



	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 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

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff called into the June SNAP (State National Action Plan) conference call. Focus of the discussion was the FCC's order implementing new consumer protections against slamming and cramming. Companies in violation of these rules can be suspended from providing telecommunications services for up to five years. See: <https://www.fcc.gov/document/fcc-adopts-new-consumer-protections-against-slamming-and-cramming>
- Staff attended an all-party interagency workshop on Solar Consumer Protections and Enforcement.
- Staff attended training on fundamental concepts of competitive electricity markets, their potential inefficiencies, and the market failures that can occur.
- Staff attended onboarding trainings on utility regulation and on the California legislative and budget process.

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#### LEGISLATION OF INTEREST

None.