



Consumer Protection and Enforcement Division



Monthly Activity Report June 2021

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OVERVIEW

The Consumer Protection and Enforcement Division (CPED) implements California Public Utilities Commission (Commission) regulations, policies, and licensing for transportation carriers; investigates and enforces against passenger carrier misconduct; and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of two separate programs: Passenger Transportation and Utilities Enforcement.

This report contains information reflecting the month's performance within each CPED program. Information about each program is collected in six different sections: (1) Key Activities, (2) Citations/Fines/Refunds/Telephone Disconnects, (3) Compliance with Ordering Paragraphs, (4) Docket Activity, (5) Outreach/Training/Other Events, and (6) Legislation of Interest.

PASSENGER TRANSPORTATION

The Commission's Transportation 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) which has three Units, the Airport Enforcement Unit (AEU), Compliance Enforcement Unit (CEU), and Field Enforcement Unit (FEU); and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, conducts joint inspections, issues warning notices and 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 supports 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 Licensing 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 functions as the Commission's subject matter expert on policy matters, and advises decision makers regarding for-hire carriers.

Transportation Call Center Statistics

Beginning February 12, 2020, all Licensing staff became available to answer calls from applicants and carriers. The number of calls in 2020 averaged 198 calls/month. Through May 2021, TLAB has received a total of 844 telephone calls in 2021:

- 255 inquiries for pending application, suspension/revocation, reinstatements, and PUCTRA questions
- 185 inquiries for related to adding/deleting vehicles and changing account information
- 404 inquiries for general licensing requirements

Carrier Application and Permit Activity

As of April 2021, TLAB's Licensing Section received 622 applications (New, Renewals, Refiles, and Transfer) and issued 521 permits. Currently, TLAB has completed 550 additional applications but cannot approve them until the California Highway Patrol (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).

Table 1. TLAB Passenger Carrier Activity

Year-to-Date Passenger Carrier Activity statistics have been delayed due to the implementation of the new online Transportation Carrier Portal, and will be included once available.

Citations/Fines/Refunds/Telephone Disconnects

Investigations

In June 2021, TEB closed 18 investigation cases and initiated 18 new cases.

Table 2. TEB Enforcement Activity

12-Month Enforcement Activity	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	Totals
Open Investigations	116	96	89	94	96	87	81	61	61	73	70	67	N/A
New Investigations Initiated	6	11	19	20	0	6	0	6	14	9	9	18	118
Investigations Completed	26	18	14	18	9	12	20	6	2	12	12	18	167
Cease and Desist Notices	7	11	7	9	4	8	7	11	2	11	6	9	92
Official Notices	1	0	0	1	0	2	1	0	0	0	0	1	6
Telephone Disconnects	0	0	0	1	0	0	0	0	0	1	0	0	2
Citations	0	11	5	11	5	2	5	2	8	2	4	6	61
Citations Appealed	0	2	1	0	0	1	0	0	0	1	0	0	5

Consumer complaints received are the same number as prior month. This month, the Consumer Intake Unit (CIU) received 21 complaints.

Table 3. TEB CIU Complaints Received

June 2021 CIU Complaint Activity	
Open complaints as of June 1, 2021	2
New complaints received during month	21
Complaints closed during month	4
Complaints Closed and Referred to Enforcement during month	14
Open CIU complaints as of June 30, 2021	5

Table 4. CIU Complaints Referred to TEB

	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021
Open Investigations as of first day of month	25	24	24	22	20	20	18	17	21	25	20	17
New Investigations Initiated	1	4	3	2	0	0	0	4	5	0	1	15
Closed Investigations During Month	2	4	5	4	0	2	1	0	1	5	4	6
Open Investigations as of last day of month	24	24	22	20	20	18	17	21	25	20	17	26
Investigations open longer than 6 months	6	12	15	11	14	10	9	12	15	10	8	3
% of total open investigations	25%	50%	68%	55%	70%	56%	53%	57%	60%	50%	47%	11.5%

Table 5. TEB Fine Citations, Fines Paid, Consumer Refunds and PUCTRA Underpayment Fees

TEB Fines/Refunds	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	Totals
Fines Assessed	\$0	\$31,000	\$16,000	\$33,000	\$12,000	\$25,000	\$31,000	\$10,000	\$36,000	\$11,000	\$4,000	\$10,000	\$219,000
Fines Paid	\$4,400	\$20,900	\$11,950	\$12,000	\$1,250	\$3,900	\$5,650	\$2,700	\$11,800	\$13,375	\$11,360	\$9,590	\$108,875
Overcharge Refunds/ Settlements by TEB Consumer Unit	\$0	\$0	\$724	\$48.50	\$0	\$0	\$0	\$114.76	\$0	\$0	\$0	\$0	\$887.26
PUCTRA Underpayment Fees	\$1,601	\$0.00	\$9,545	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$11,146

Citations

All citations below were issued in June and some may be under appeal or awaiting a hearing before an Administrative Law Judge.

- T.21-06-001. All in Luxury Transportation LLC, Fresno, (TCP 36225). Case: PSG-5339. Fine: \$1,000 Violation: Advertised without a valid authority.
- T-21-06-002. 4X4 Fun LLC dba Temecula Valley Jeep, Temecula, (TCP 24145). Case PSG 5552. Fine: \$3,000. Violations: Operating as a charter-party after its authority was denied for not filing workers comp insurance online and non-payment of 3rd quarter 2015 fee.
- T.21-06-003. Wynchester Hope LLC, Galt, (TCP 3467). Case: PSG-5332. Fine: \$1,000 Violation: Failed to provide access to records.
- T.21-06-004. XM Global Agency, LLC dba XM Transportation, San Diego (TCP 36919). Case PSG-5521. Fine: \$2,000. Violation: Advertised without valid authority.
- T.21-06-005. Boerum William Theodore dba California Wine Services, Sonoma, TCP 37269. Case: PSG-5556. Fine: \$1,000 Violation: carrier operated as a charter-party carrier with an expired authority.
- T-21-06-006. Nicholas Christian Lopedota dba On Tap Beer Tours, Santa Rosa (Unlicensed). Case: PSG-5318. Fine: \$2,000. Violations: carrier advertised charter-party transportation without an authority and illegal display of TCP number.

Statewide Airport Enforcement Unit Surveillance Activities

- TEB conducted field activities and surveillance at major airports throughout California. Targeted airports included Los Angeles International, San Diego, Orange County, Long Beach, Hollywood Burbank, Palm Springs, San Francisco, Oakland, and San Jose airports. The main purpose of these activities was to monitor passenger transportation carriers' activities.

Los Angeles Airport Citation Program

Table 6. LAX Citations and Fines Collected

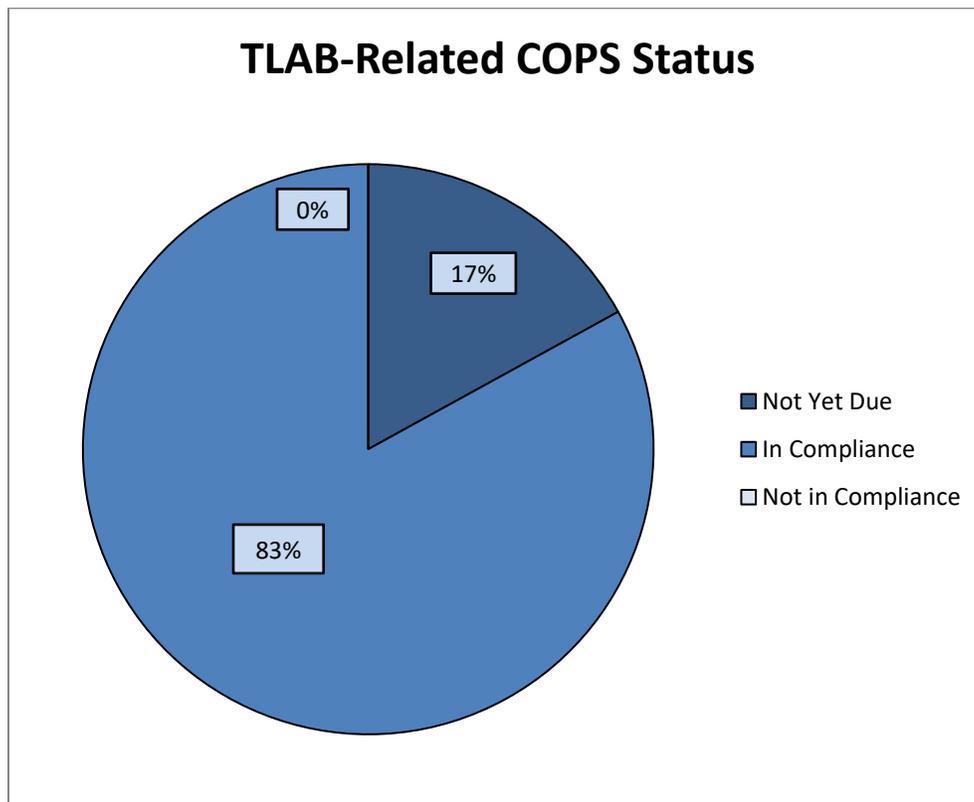
Month	Citations issued by LAX	Citations issued by CPUC	Vehicles impounded	C&D letters issued by CPUC	Total fines collected
July 2020	3	3	3	3	\$3,000
August 2020	1	1	1	1	\$1,000
September 2020	10	10	10	10	\$10,000
October 2020	0	0	0	0	\$0
November 2020	2	2	2	2	\$2,000
December 2020	0	0	0	0	\$0
January 2021	0	0	0	0	\$0
February 2021	1	0	0	5	\$0
March 2021	2	1	1	2	\$1,000
April 2021	1	1	1	1	\$1,000
May 2021	4	2	4	4	\$2,000
June 2021	2	1	2	2	\$1,000
Totals	26	21	24	30	\$21,000

Telephone Disconnects

- None to report

Compliance with Ordering Paragraphs

Figure 1. Compliance with Ordering Paragraphs



The Transportation Program is currently responsible for 649 separate Ordering Paragraphs. Many 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 CHP and others. Other OPs uphold TEB enforcement actions and impose fines for carrier violations of law and wrongdoing against consumers. OPs also introduce new reporting requirements and transportation policies.

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.**

- 1) 6/3/21: D.21-06-023 Order Modifying D.20-03-014 and Denying Rehearing of Decision, as Modified. D.20-03-014 relates to the filing and confidentiality of TNCs' Annual Reports.
- 2) 6/11/21: Motional AD filed a Motion for Party Status; this has not yet been granted as of July 7, 2021.
- 3) 6/14/21: HopSkipDrive filed a Response to Lyft's Appeal of the December 21, 2020 Ruling Denying, in Part, Uber and Lyft's requests for confidential treatment of certain 2020 Annual Report data.
- 4) 6/16/21: Nomad Transit files a Motion for party status and a Motion for an Extension of Time to file a motion requesting confidential treatment of 2021 Annual Report Data. The request for an extension was granted by Judge Mason on 6/21/21. Nomad Transit was granted party status in a separate 6/21/21 Ruling.
- 5) 6/21/21: Uber, Lyft, and HopSkipDrive file Motions for Confidential Treatment of Certain Data in its 2021 Annual Report.
- 6) 6/24/21: D.21-06-044 Order Modifying D.18-04-005 and Denying Rehearing of the Decision. D.18-04-055 deals with the classification of Uber Technologies, Inc as a TNC and/or TCP.

- **R.19-02-012 / TNC Rulemaking / Chiv / Shiroma.**

- 1) 6/10/21: Comments filed on Track 4 Scoping Memo and Workshop by San Francisco, SFTWU, Via, Uber, LA Metro, Disability Advocates, and Lyft
- 2) 6/21/21: Reply Comments filed on Track 4 Scoping Memo and Workshop Comments by San Francisco, SFTWU, Via, Uber, Disability Advocates, and Lyft

Formal Enforcement Proceedings

- **No Order Instituting Investigation (OII)**

Citation Appeal Proceedings

- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim.** On September 26, 2019, appeal was received and filed by ALJ Docket Office. On April 1, 2021 parties met for ALJ Status Conference. It was agreed that there is no

factual dispute. The dispute remains on who the regulatory authority is for the towed trailer vehicles. Brief by Status Report was submitted to ALJ prior to the April 15, 2021 deadline. ALJ's ruling issued on June 11, 2021. Ruling grants Party joint request for waiver of hearing and citation appeal will be decided by the Document Only process. Concurrent Opening Briefs must be filed on or before July 15, 2021 and Concurrent Reply Briefs must be filed on or before August 2, 2021.

- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP 35518) Appeal / assigned to Administrative Law Judge (ALJ) Sasha Goldberg.** On June 1, 2020, received defendant's appeal (Citation F-5663 imposing a \$20,000 fine). On June 10, 2020, appeal was filed by ALJ Docket Office. ALJ hearing scheduled on July 29, 2021.
- **K.20-06-008 / Hamidullah Hamidi dba All Access Limo Service (TCP 31413-B) Appeal / ALJ Goldberg.** On June 24, 2020, received defendant's appeal and filed by ALJ Docket Office. No hearing date has been set.
- **K.20-09-011 / Eskindir Ghebremedhin and Cristobal Javier Castro, dba Egg Ride Services, (TCP 26381-P) Appeal / assigned to Administrative Law Judge (ALJ) Susan Lee.** On September 18, 2020, received defendant's appeal and filed by ALJ Docket Office. On October 1, 2020, CPED filed a compliance filing for Citation # F-5707. A telephonic/WebEx status conference occurred on February 1, 2021. A telephonic/WebEx evidentiary hearing occurred on February 26, 2021. Assigned CPUC Attorney, Roderick Hill, provided a response to ALJ Susan Lee's request for additional briefings on March 23, 2021. Attorney for appellant, Jason Beahm resubmitted a response to ALJ Green's request for additional briefing on May 4, 2021. On May 25, 2021, ALJ Green ordered parties to file, by June 1, 2021, any writings, including but not limited to, the annual fee report, Form PL-708 and emails with attachments, documenting the 2018 revenue that the appellant, Egg Ride, reported to the Commission. Additionally, the TEB shall file a Response to ALJ Ruling, by May 28, 2021. On May 27, 2021, CPUC Attorney, Roderick Hill, provided a response to ALJ Susan Lee's order. No June update.
- **K.21-01-019. About Time Limousines LLC (TCP 21892). Appeal / ALJ Thomas J. Glegola.** On December 31, 2020, defendant filed appeal of Citation F-5694 imposing a fine of \$4,000. Docket Office accepted the appeal on January 4, 2021. On February 25, 2021, Docket Office informed defendant that his appeal was successfully and officially filed. Awaiting ALJ ruling.
- **K.21-02-001 / Bogale Getu Abebe., Hayward (TCP 32714).** On January 11, 2021, received defendant's appeal and filed by ALJ Docket Office. Compliance Filing for Citation F-5729 was filed February 16, 2021. No hearing date set.
- **K.21-04-003 / Dawit Bekele, dba First Class Limo Services (TCP 38190-B) Appeal / assigned**

to **Administrative Law Judge (ALJ) Patricia Miles**. On April 6, 2021, received defendant's Notice of Appeal and filed by ALJ Docket Office. On April 13, 2021, case was assigned to ALJ Patricia Miles. On April 20, 2021, CPED filed compliance filing. Hearing date conducted on May 26, 2021. ALJ Miles instructed CPED to verify insurance coverage during investigation period from November 23, 2019 thru December 31, 2019. Information gathered emailed to ALJ Miles on June 25, 2021. Awaiting ALJ decision.

Carrier Application Proceedings

- **A.20-03-010** / Application of Transit Systems Unlimited, Inc. for authority to Operate as Self-Insured Charter-Party Carrier of Passengers pursuant to Public Utilities Commission General Order No. 115-G / **06/28/2021 Transit Systems filed an Application for Rehearing and Oral Argument.**
- **A.19-05-0030** / Application of Tres Estrellas de Oro Inc. to amend its Certificate of Public Convenience and Necessity (CPCN) To Operate as a Scheduled Passenger Stage Corporation / **No decision to date.**

Outreach/Training/Other Activities

Training for Managers, Supervisors, and Staff

- Heat Illness Prevention Plan
- TCT Software Training
- TCP Portal Intermediate and Advanced Training
- CPUC Information Security Office's Cybersecurity Awareness Training
- Sitecore Author Training (New CPUC website web content)
- Beyond the Pandemic - The Hybrid Workforce

Joint Agencies

- Met with Temecula Police Department and CHP to discuss future enforcement operations.

UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring 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 penalties and remedies for consumers.

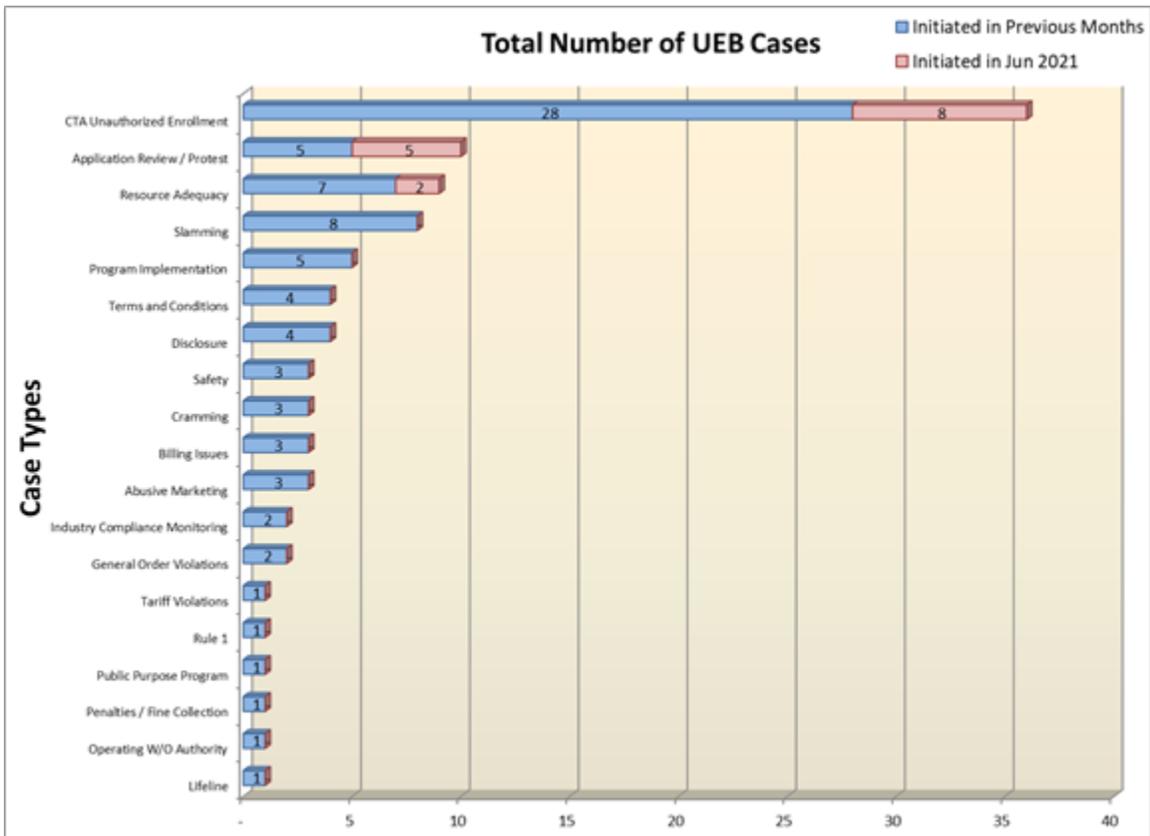
Monthly Highlights

- **Western Community Energy RA Citation Appeal (K.21-03-006):** WCE filed a motion requesting the Commission stay WCE's appeal of the citation pending resolution of WCE's ongoing bankruptcy proceeding. On May 24, 2021, the WCE Board of Directors declared a fiscal emergency and filed for Chapter 9 bankruptcy protection. Therefore, WCE filed the motion in order to request additional time for the agency to finalize the Chapter 9 bankruptcy proceeding and determine whether it will move forward with the appeal. WCE requests a brief stay of the proceeding until September 30, 2021.
- **Rulemaking to Develop a Successor to Existing Net Energy Metering Tariffs (R.14-07-002):** On June 24, 2021, the Commission adopted Decision (D.)21-06-026 directing the Investor-Owned Utilities (IOUs) to establish a web-based search engine for staff to search and retrieve NEM application documents. The decision also authorizes Commission staff to effectuate establishment and maintenance of a public list of solar providers whose interconnection applications have been found in noncompliance. The decision further modifies the semi-annual spot audits by increasing the number of interconnection applications to be audited.
- **Application for Rehearing of Resolution UEB-006 (A.21-01-011):** On June 24, 2021, the Commission adopted D.21-06-040 disposing the application for rehearing of Resolution UEB-006 jointly filed by the IOUs. In Resolution UEB-006 the Commission approved a citation program, under the administration of UEB to enforce compliance with the disconnection-related consumer protection rules developed in Rulemaking 18-07-0052 and adopted in D.20-06-003.

Key Activities

UEB is working on a total of 98 cases. Investigations center primarily on CTA Unauthorized Enrollment, Slamming, and Resource Adequacy. UEB's cases come from a variety of sources, with Inter-Division referrals and UEB's own scanning activities playing key roles.

UEB Total Number of Cases by Type as of June 30, 2021



Citations/Fines/Reparation

For June 2021, UEB issued a CTA citation and a RA citation in the amount of \$1,000 and \$5,000, respectively. Cumulative 2021 fines, reparations and penalties imposed are shown below.

Table 7. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/ Reparation
June 2021	\$6,000
Cumulative 2021	\$46,255,847

- Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities' (LSE) compliance with system, local, and flexible resource adequacy requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-036, 11-06-022, 14-06-050, 19-06-026, and 20-06-031. UEB received two case referrals related to RA deficiencies in June 2021 and issued one citation. Details for the citation issued is shown below.

Table 8. UEB Resource Adequacy Citations

RESOURCE ADEQUACY CITATIONS JUNE 2021					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0101	6/28/2021	East Bay Community Energy	\$5,000.00	7/28/2021	Awaiting payment

- Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In June, UEB reviewed 92 CTA-related complaints received by the Consumer Affairs Branch (CAB) in May 2021 and identified 31 needing investigation for potential unauthorized enrollment. UEB issued 8 data requests for proof of enrollment authorization for 28 customers. Three complaints did not contain enough

information in CAB’s Consumer Information Management System (CIMS) to be included in the data requests. At this time, UEB has received proof of enrollment authorization for all requested customers. Staff’s ongoing investigation in June of a consumer’s dispute relating to the TPV recording of AAA Natural Gas led to an issuance of Citation Notice to the company. On June 29, 2021, staff issued AAA Natural Gas Citation No. UEB-003-0052. UEB is awaiting payment of this citation.

On May 24, 2021, UEB received payment for four other citations. Three of the citations were issued in April and one in May. Details of these citations can be found in the table below

Table 9. UEB CTA Citations

CTA CITATIONS (MAY & JUNE 2021)					
Citation #	Date Issued	Company	Citation Amount	Date Due	Status
UEB-003-0046	4/2/2021	Bolt Energy Services, LLC	\$1,000.00	5/3/2021	Payment received on 5/24/2021
UEB-003-0047 to 0049	4/7/2021	Bolt Energy Services, LLC	\$3,000.00	5/7/2021	Payment received on 5/24/2021
UEB-003-0050	4/7/2021	Bolt Energy Services, LLC	\$1,000.00	5/7/2021	Payment received on 5/24/2021
UEB-003-0051	5/14/2021	Bolt Energy Services, LLC	\$1,000.00	6/14/2021	Payment received on 5/24/2021
UEB-003-0052	06/29/2021	AAA Natural Gas	\$1,000.00	7/29/2021	Awaiting payment
		Total	\$7,000		

Table 10. UEB CTA-Related Complaints

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
June	92	31	8	Pending	Pending	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of June. UEB was responsible for 41 separate Ordering Paragraphs. As of June 2021, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus 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 and informs fiscal of any identified issues.

UEB-Related Proceedings

Table 11. UEB-Related Proceedings

Docket No.	Title	ALJ	Commissioner
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Aceves
R.18-12-005	Ruling directs Pacific Gas and Electric Company to show cause why it should not be sanctioned for violation of Public Utilities Code § 451 and Commission statutes by failing to properly communicate with its customers, and coordinate with local governments and Public Safety Partners during the Public Safety Power Shutoff (PSPS) events during October 9 - November 1, 2019, resulting in a risk to public safety.	Semcer/ Poirier	Batjer
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.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	Rechtschaffen
I.19-12-009	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Frontier Communications to Determine Whether Frontier Violated Laws, Rules and Regulations through Service Outages and Interruptions and Disclosing and Publishing Customer Addresses.	Zhang	Randolph

K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195-0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kim	N/A
K.20-04-005	Appeal of San Jose Clean Energy to citation E-4195-74 issued on April 10, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-05-006	Appeal of Clean Power Alliance of Southern California to citation E-4195-82 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-03-005	Appeal of San Diego Community Power to citation E-4195-98 issued on February 3, 2021 by Consumer Protection & Enforcement Division.	Gubman	N/A
K.20-03-006	Appeal of Western Community Energy to citation E-4195-99 issued on February 9, 2021 by Consumer Protection & Enforcement Division.	Wercinski	N/A
A.21-02-006	Protest of One-Ring's Certificate of Public Convenience and Necessity to Operate as a Competitive Local Exchange Carrier.	TBD	TBD

Outreach/Training/Other Activities

State National Action Plan (SNAP): On June 17, 2021, the FCC discussed the updates to 911 calling and how updated 911 fees paid by carriers will be used to enhance the service.