

Consumer Protection and Enforcement Division

MONTHLY ACTIVITY REPORT

July 2021



**California Public
Utilities Commission**

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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 July 2021, TEB closed 4 investigation cases and initiated 8 new cases.

Table 2. TEB Enforcement Activity

12-Month Enforcement Activity	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	Totals
Open Investigations	96	89	94	96	87	81	61	61	73	70	67	67	942
New Investigations Initiated	11	19	20	0	6	0	6	14	9	9	18	8	120
Investigations Completed	18	14	18	9	12	20	6	2	12	12	18	4	145
Cease and Desist Notices	11	7	9	4	8	7	11	2	11	6	9	9	94
Official Notices	0	0	1	0	2	1	0	0	0	0	1	0	5
Telephone Disconnects	0	0	1	0	0	0	0	0	1	0	0	0	2
Citations	11	5	11	5	2	5	2	8	2	4	6	2	63
Citations Appealed	2	1	0	0	1	0	0	0	1	0	0	0	5

Consumer complaints increased by four complaints in July compared to the prior month. This month, the Consumer Intake Unit (CIU) received 8 complaints.

Table 3. TEB CIU Complaints Received

July 2021 CIU Complaint Activity	
Open complaints as of July 1, 2021	6
New complaints received during month	8
Complaints closed during month	5
Complaints Closed and Referred to Enforcement during month	3
Open CIU complaints as of July 31, 2021	5

Table 4. CIU Complaints Referred to TEB

	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021
Open Investigations as of first day of month	24	24	22	20	20	18	17	21	25	20	17	26
New Investigations Initiated	4	3	2	0	0	0	4	5	0	1	15	7
Closed Investigations During Month	4	5	4	0	2	1	0	1	5	4	6	1
Open Investigations as of last day of month	24	22	20	20	18	17	21	25	20	17	26	32
Investigations open longer than 6 months	12	15	11	14	10	9	12	15	10	8	3	3
% of total open investigations	50%	68%	55%	70%	56%	53%	57%	60%	50%	47%	12%	9.4%

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

TEB Fines/Refunds	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	Totals
Fines Assessed	\$31,000	\$16,000	\$33,000	\$12,000	\$25,000	\$31,000	\$10,000	\$36,000	\$11,000	\$10,000	\$10,000	\$20,000	\$245,000
Fines Paid	\$20,900	\$11,950	\$12,000	\$1,250	\$3,900	\$5,650	\$2,700	\$11,800	\$13,375	\$11,360	\$9,590	\$18,755	\$123,230
Overcharge Refunds/ Settlements by TEB Consumer Unit	\$0	\$724	\$48.50	\$0	\$0	\$0	\$114.76	\$0	\$0	\$0	\$0	\$0	\$887.26
PUCTRA Underpayment Fees	\$0.00	\$9,545	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,942.76	\$15,487.76

Citations

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

- T.21-07-001. Wine Tasting Driver LLC Transportation Charter Party Carrier (TCP) 38791. Case: PSG-5554. Fine: \$8,000. Violation: carrier 1) operated as a charter-party carrier during suspension; 2) failed to obtain workers' compensation (W/C) insurance; and 3) failed to enroll drivers in California Department of Motor Vehicle/Employee Pull Notice program (DMV-EPN). Carrier also failed to drug test its drivers and advertised without having valid operating authority and continued to advertise as a designated driver service using client's rental vehicles.
- T.21-07-002. Leyd S Anorve dba American Luxury Limousine, Ontario (TCP 26827). Case PSG-5580. Fine: \$12,000. Violations: Operating after revocation; Operating without \$5 million Public Liability and Property Damage Insurance (PLPD); Operating without W/C; No DMV-EPN; Driver with improper California Drivers License; Bus without CHP inspection.

Statewide Airport Enforcement Unit Surveillance Activities

- TEB conducted field activities and surveillance at major airports throughout California. Targeted airports included Los Angeles International (LAX), 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.

In July 2021, AEU conducted surveillance at nine airports. The number of potential TCP/Transportation Network Company (TNC)/Passenger Stage Corporation (PSC) violations decreased by 68 possible violations in July compared to the prior month. This month, AEU found 87 potential TCP/TNC/PSC violations.

Table 6. AEU Surveillance Findings

AEU Surveillance Activity	June 2021	July 2021	TOTALS
# of TCP observed	229	213	442
# of potential TCP violations found	8	2	10
# of TNC observed	707	781	1,488
# of potential TNC violations found	147	85	232
# of PSC observed	1	1	2
# of potential PSC violations	0	0	0
% of potential TCP violations found	3.5%	1.0%	
% of potential TNC violations found	20.8%	10.9%	

Los Angeles Airport Citation Program

Table 7. LAX Citations and Fines Collected

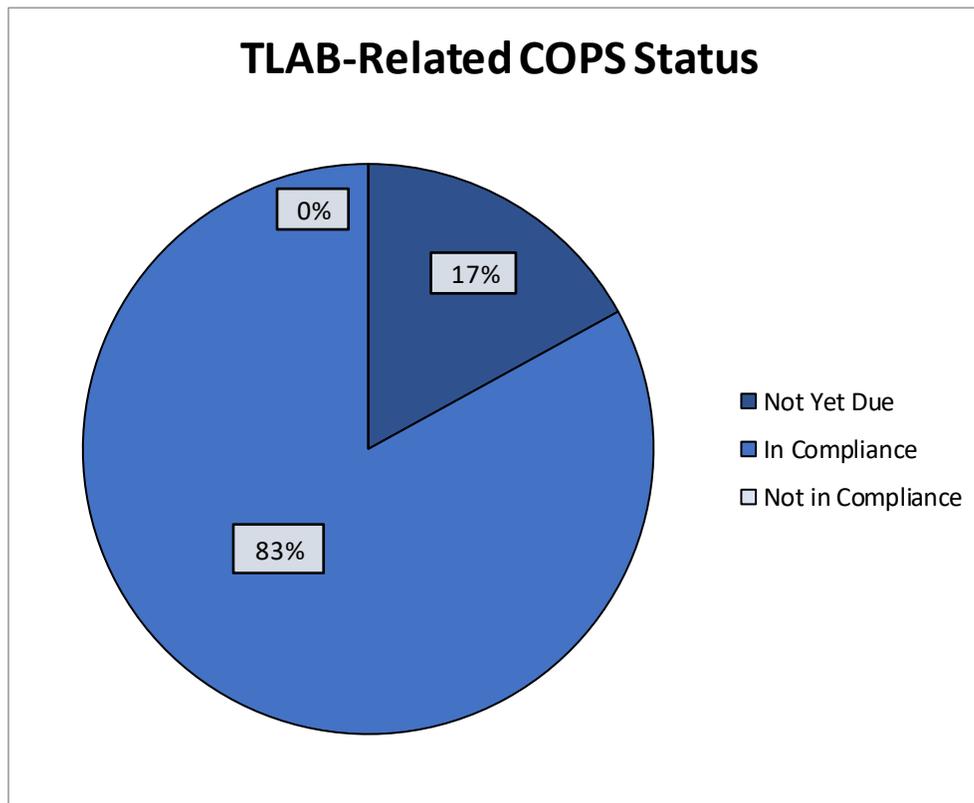
Month	Citations issued by LAX	Citations issued by the Commission	Vehicles impounded	C&D letters issued by the Commission	Total fines collected
August 2020	1	1	1	1	\$1,000
September 2020	10	10	10	10	\$10,000
October 2020	0	0	0	0	\$0
November 2020	2	2	2	2	\$2,000
December 2020	0	0	0	0	\$0
January 2021	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
July 2021	2	2	2	6	\$2,000
Totals	25	20	23	33	\$20,000

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) 7/1/21: City of San Francisco Response to Motions by Uber, Lyft, and HopSkipDrive for leave to file confidential information under seal.
- 2) 7/15/21: Joint Motion filed by Uber and CPED for adoption of a Settlement Agreement on the sharing of certain sexual assault and harassment data
- 3) 7/16/21: Motion by Nomad for Confidential Treatment of Portions of its 2021 Annual Report data
- 4) 7/26/21: City of San Francisco Response to Nomad's Motion for Confidential Treatment of Portions of 2021 Annual Report data

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

- 1) 7/15/21: Decision 21-07-027 Granting Intervenor Compensation to the Disability Advocates

Formal Enforcement Proceedings

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

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. The dispute remains on who the regulatory authority is for the towed trailer vehicles. Brief by Status Report was due and submitted to ALJ by 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 were filed by July 15, 2021 and Concurrent Reply Briefs must be filed on or before August 5, 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 held 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. Hearing set for August 16, 2021.
- **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 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, Commission Attorney, Roderick Hill, provided a response to ALJ Susan Lee's order. No July 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.** 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

- 7/27/21 - TEB team members presented Commission General Order and California Public Utility Code TNC/TCP/PSC training to eight law enforcement agencies and the California DMV. Held and hosted by the City of Fullerton.

Training for Managers, Supervisors, and Staff

- Commission Ex Parte Rules and Open Government Law (Bagley-Keene Open Meeting Act)

Joint Agency Collaboration

- TEB investigators, San Francisco International (SFO) Airport Ground Transportation Unit, and SFO Airport Police working jointly on an ongoing basis, to address complaints of unlicensed providers of passenger transportation at SFO Airport.
- 7/2 - 7/3/21 - TEB investigators and the Fullerton Police Department jointly conducted passenger carrier surveillance in downtown Fullerton to assess the level of Illegal for-hire carrier activity. This is an area that experiences a high level of party bus activity.
- 7/21/2021 – TEB investigators and the San Diego Harbor Police conducted a field inspection of TNC and TCP vehicles at San Diego International Airport.
- 7/22/2021 - TEB investigators and the Los Angeles Police Department, Hollywood Division, conducted passenger carrier inspections in the Hollywood Entertainment District.
- 07/23-07/25/2021 – TEB investigators participated in a three-day operation, with the Napa County District Attorney's office, and the St. Helena Police Department, to address complaints of unlicensed carriers providing for-hire passenger transportation.
- 7/24/21 - TEB investigators participated in a joint field enforcement Strike Force Operation with CHP at Red Hawk Casino. Passenger buses were inspected during the operation.
- 7/24/21 - TEB investigators participated in a joint field enforcement Strike Force Operation with CHP at Pala Casino. Passenger buses were inspected during the operation.
- 7/31/21 - TEB investigators participated in a joint field enforcement Strike Force Operation with CHP at the Temecula Wilson Winery and Temecula South Coast Winery. Passenger carriers were inspected during the operation.

- 7/31/21 - TEB investigators participated in a joint field enforcement Strike Force Operation with CHP at Cache Creek Casino. Passenger buses were inspected during the operation.

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 Commission to seek appropriate penalties and remedies for consumers.

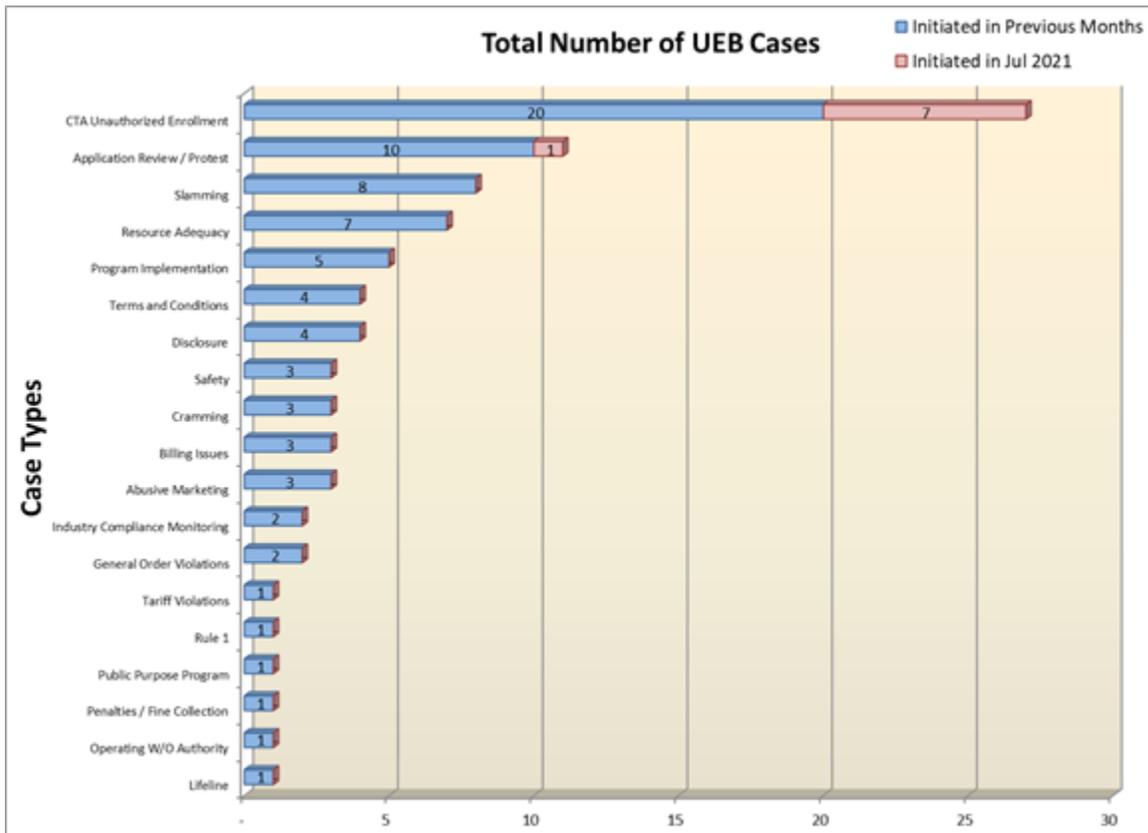
Monthly Highlights

- **Western Community Energy RA Citation Appeal (K.21-03-006):** ALJ Wercinski issued an email ruling granting WCE's Motion for Stay of Appeal of Citation E-4195-0099. WCE requested a stay of the proceeding until September 30, 2021 due to the WCE Board of Directors declaring a fiscal emergency and filing for Chapter 9 bankruptcy protection on May 24, 2021. WCE requested a brief stay of this proceeding for the agency to finalize the Chapter 9 bankruptcy process and determine whether it will move forward with the appeal.
- **San Diego Community Power RA Citation Appeal (K.21-03-005):** On July 13, 2021, ALJ Sasha Goldberg was assigned to carry out the duration of the proceeding. ALJ Goldberg requested that parties submit an electronic copy of the testimony served on June 7, 2021 and July 14, 2021. CPED informed ALJ Goldberg that there are no facts in dispute, only legal disputes, and as a result did not sponsor any opening or reply testimony.
- **Appia Communications, Inc. (Resolution UEB-009):** CPED drafted Resolution UEB-009 requesting that the Commission approve a settlement agreement between CPED and Appia. CPED alleged that Appia failed to remit public program surcharges and operated without registration as a VoIP provider. Appia agrees to pay \$258,687 to the Commission to resolve all issues. Resolution UEB-009 was served to parties for comments on July 19, 2021.
- **One-Ring CPCN Application Protest (A.21-02-006):** On July 27, 2021, ALJ Liang-Uejio issued a notice setting a telephonic prehearing (PHC) conference for August 6, 2021. The PHC is scheduled to determine the parties, position of the parties, issues and other procedural matters. CPED protested One-Ring's application for a Certificate of Public Convenience (CPCN) to operate as a competitive local exchange carrier. CPED alleged that One-Ring committed Rule 1.1 violations for omitting required information in its application.

Key Activities

UEB is working on a total of 88 cases. Investigations center primarily on Application Review, 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 July 31, 2021



Citations/Fines/Reparation

In July 2021, UEB issued an energy and a gas provider citation in the amounts of \$1,121,781 and \$1,000, respectively. Cumulative 2021 fines, reparations and penalties imposed are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/ Reparation
July 2021	\$1,122,781
Cumulative 2021	\$47,378,628

- 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. In July 2021, UEB issued one citation to Commercial Energy (Citation #E-4195-0100), and received full payment on a citation issued in June 2021 (Citation #E-4195-0101). Details for the citation issued is shown below.

Table 9. UEB Resource Adequacy Citations

RESOURCE ADEQUACY CITATIONS JULY 2021					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0100	7/1/2021	Commercial Energy	\$1,121,781	7/31/2021	Awaiting payment/appeal

- 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 July, UEB reviewed 125 CTA-related complaints received by the Consumer Affairs Branch (CAB) in June 2021 and identified 30 needing investigation for potential unauthorized enrollment. UEB issued 7 data requests for proof of enrollment authorization for 29 customers. One complaint did not contain enough

information in CAB’s Consumer Information Management System (CIMS) to be included in the data requests. UEB received 11 third-party verification (TPV) recordings and 17 signed agreements as proof of customer authorization to enroll in CTA services. One customer did not have service with the alleged CTAs. UEB’s investigation for July is still ongoing as UEB is contacting customers to verify their TPVs recordings and signed agreements. In July 2021, UEB received full payment on a citation issued in June 2021 (Citation #UEB-003-0052). On July 9, 2021, UEB issued AAA Natural Gas Citation No. UEB-003-0053 for \$1,000, which was paid on July 29, 2021. Details of the citation issued is shown below.

Table 10. UEB CTA Citations

CTA CITATIONS JULY 2021					
Citation #	Date Issued	Company	Citation Amount	Date Due	Status
UEB-003-0053	7/9/2021	AAA Natural Gas	\$1,000.00	8/9/2021	Payment received on 7/29/2021

Table 11. 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				
July	125	30	7	28	Pending	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of July. UEB was responsible for 41 separate Ordering Paragraphs. As of July 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.

Table 12. 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.	Liang-Uejio	Aceves
Resolution UEB-009	Resolution Approving a Settlement Agreement between the Consumer Protection and Enforcement Division, Appia Communications, Inc., and CallTower, Inc. (U-5684-C and U 1433 C) in resolution of a surcharge payment investigation.	N/A	N/A

Outreach/Training/Other Activities

State National Action Plan (SNAP): There was no SNAP meeting scheduled in July 2021.