

# *Monthly Activity Report*

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

## TABLE OF CONTENTS

<b>TABLE OF CONTENTS.....</b>	<b>1</b>
<b>OVERVIEW .....</b>	<b>2</b>
<b>CONSUMER AFFAIRS BRANCH .....</b>	<b>2</b>
<i>Monthly Highlights.....</i>	<i>2</i>
<i>Key Activities .....</i>	<i>2</i>
<i>Citations/Fines/Refunds .....</i>	<i>3</i>
<i>Compliance with Ordering Paragraphs .....</i>	<i>4</i>
<i>Docket Activity .....</i>	<i>5</i>
<i>Outreach/Training/Other Activities .....</i>	<i>6</i>
<i>Legislation of Interest.....</i>	<i>6</i>
<b>TRANSPORTATION ENFORCEMENT BRANCH.....</b>	<b>7</b>
<i>Monthly Highlights.....</i>	<i>7</i>
<i>Key Activities .....</i>	<i>7</i>
<i>Citations/Fines/Refunds .....</i>	<i>9</i>
<i>Compliance with Ordering Paragraphs .....</i>	<i>10</i>
<i>Docket Activity .....</i>	<i>11</i>
<i>Outreach/Training/Other Activities .....</i>	<i>13</i>
<i>Legislation of Interest.....</i>	<i>13</i>
<b>UTILITIES ENFORCEMENT BRANCH .....</b>	<b>14</b>
<i>Monthly Highlights.....</i>	<i>14</i>
<i>Key Activities .....</i>	<i>15</i>
<i>Citations/Fines/Refunds .....</i>	<i>15</i>
<i>Compliance with Ordering Paragraphs .....</i>	<i>16</i>
<i>Docket Activity .....</i>	<i>16</i>
<i>Outreach/Training/Other Activities .....</i>	<i>18</i>
<i>Legislation of Interest.....</i>	<i>18</i>

## 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

- **Expanding Consumer Protections:** CAB implemented automated processes to assist consumers with informal complaints against Core Transport Agents (CTAs) as required in Decision 18-02-002. Consumers may submit complaints using the CAB complaint portal and CTAs are required to respond to CAB using the same processes established for all regulated utilities.

### KEY ACTIVITIES

In May, 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 15,303 times and opted to speak to a live representative 4,840 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 871 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of May, CAB had closed 913 written contacts and was in process of addressing an additional 887 written contacts.

CAB Activity for May 2018	
<b>Data for Telephone Contacts</b>	
Calls to Assistance Line	15,303
Live Calls Answered	4,840
<b>Data for Written Contacts Processed*</b>	
New Written Contacts Received	871
Written Contacts Closed	913
Written Contacts Being Processed**	887

\* 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 May, CAB responded to four data requests. There was a request from the Utility Enforcement Branch for the number of contacts for a specified time period about the number of Net Energy Metering complaints for a particular Energy Company, a request from the Communications Division for the number of complaints centered on concerns about data privacy for a specified time period, a request from the Legal Division for any contacts found for two particular individual consumers to comply with a Private Records Request, and a request from the Energy Division for Time of Use complaints lodged against a particular Energy Company.

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#### CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$87,474.39 worth of refunds and credits in May, 2018. Of note, one Energy case resulted in a reimbursement of \$34,122.40 for a deposit held erroneously after the business consumer had filed a bankruptcy petition.

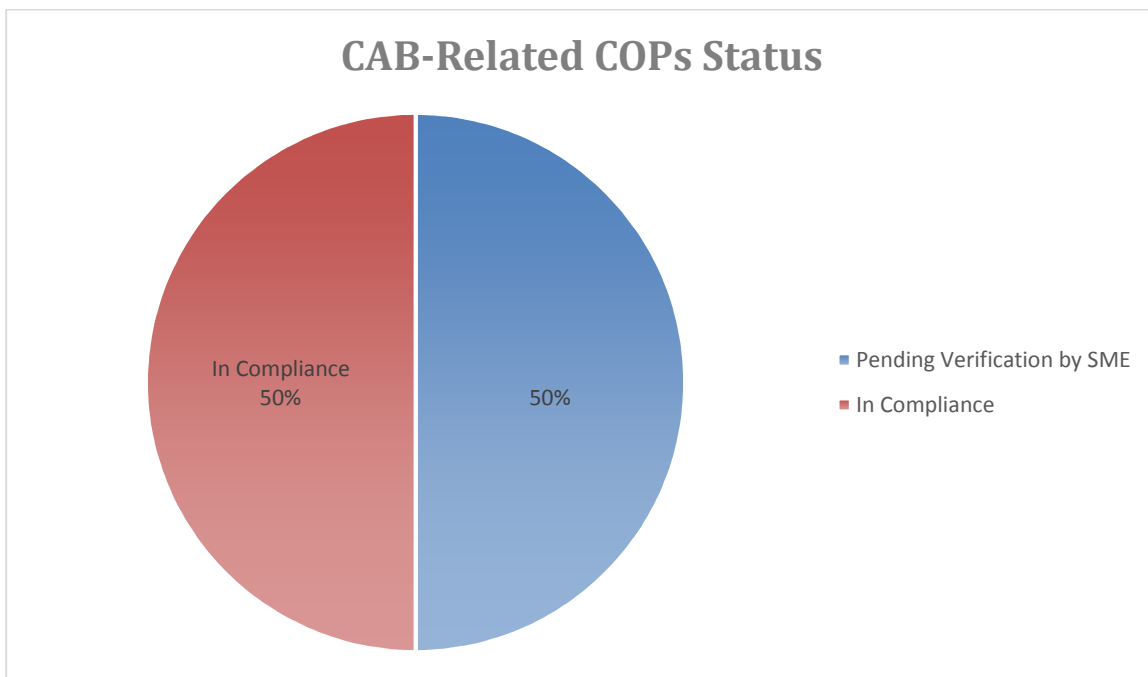
Date	Refund/Credit Amount*
May 2018	\$87,474.39
Cumulative 2018	\$514,598.98

\* 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 was one CAB-related Ordering Paragraphs (OPs) enacted in May, from D.18-05-031. In total, CAB was responsible for six 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 May, three utilities complied and the statuses of those OPs were updated to "In Compliance."

\* Previously captured as "Not Compliance Items".

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## DOCKET ACTIVITY

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

- D.18-05-007: Approves Application of West Coast Gas Company to Revise its Gas Rates and Tariffs
- D.18-05-011: Authorizes SDG&E to begin transitioning eligible residential customers to time-of-use rates beginning March 2019, and authorizes PG&E and SoCal Edison to begin transitioning eligible residential customers to time-of-use rates beginning October 2020
- D.18-05-012: Denies relief to the complainant and Dismisses Complaint with Prejudice, Hinson vs. Southern California Gas Company
- D.18-05-013: Denies relief and dismisses the complaint of Steven Waldenberg for Overbilling by SoCal Edison
- D.18-05-031: Approves application of Broadwing Communications, LLC for a Certificate of Public Convenience and Necessity to provide telephone service
- Resolution T-17596: Approves Budget PrePay, Inc.'s Advice Letter #20, which requested discontinuance of wireless telephone service under the California and Federal LifeLine Programs and relinquishment of its designation as an ETC in California
- Resolution T-17605: Approves Excess Telecom, Inc., request as a wireless reseller to be authorized as a California LifeLine provider

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

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

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## OUTREACH/TRAINING/OTHER ACTIVITIES

CAB met with counterparts from Frontier Communications of California to update information on complaint resolution processing and personnel changes.

CAB participated in a briefing and tour of PG&E's Wildfire Safety Operations Center. The center has been expanded to provide better information on planning and response to wildfire events in California.

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

In May, CAB reviewed the following proposed legislation:

- AB 2537 that seeks to establish a Lifeline Oversight Board both to advise the commission.
- AB 2652 that reinstates a LifeLine portability freeze and would require the commission to establish rules to govern how recertification for LifeLine is provided.
- SB 901 that requires a wildfire mitigation plan prepared by electric utilities to include a description of the factors the preparing entity uses to determine when it may be necessary to deenergize its electrical lines.

- SB 1135 that expands the California Alternate Rates for Energy (CARE) program to continue a program of assistance to low-income electric and gas customers with annual household incomes that are no greater than 250 percent of the federal poverty guideline levels.

**TRANSPORTATION ENFORCEMENT BRANCH**

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

**MONTHLY HIGHLIGHTS**

- The Commission approved a Decision requiring Uber to apply for a TCP permit and a TNC permit. Uber currently only has a TNC permit that is held by its subsidiary Rasier.

**KEY ACTIVITIES**

**Carrier Application and Permit Activity**

In May 2018, TEB staff received 275 applications this month (new, renewals, refiles, transfers), and issued 230 permits. TEB completed but cannot approve 443 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>	62	22	84
<b>Renewal Applications Docketed</b>	169	0	169
<b>Refile Applications Docketed</b>	13	5	18
<b>Transfer Applications Docketed</b>	2	2	4



<b>Authorities Issued</b>	215	15	230
<b>Authorities Suspended</b>	329	37	366
<b>Authorities Revoked</b>	482	19	501
<b>Authorities Reinstated (Suspended/Revoked)</b>	460	44	504
<b>New Applications waiting for CHP inspection or carrier action (drug test results, insurance).</b>	152	71	223
<b>Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).</b>	220	0	220
<b>Pending Reinstatement from Suspension and Revocation</b>	23	4	27
<b>Total Active/Suspended Authorities as of 5/31/2018</b>	6,881	1,031	7,912
<b>Number of Voluntary Suspensions</b>	13		13
<b>Number of Voluntary Revocations</b>	10		10
<b>Number of vehicles added to Passenger Carrier Equipment Statements</b>	388		388
<b>Address and DBA Changes</b>	130		130
<b>Vehicle inspection requests sent to CHP</b>	218		218
<b>Returned Applications (incomplete package)</b>	57		57

### Enforcement Activities

TEB is working on a total of 172 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 May 2018, TEB closed 22 cases and initiated 42 new cases.

<b>Enforcement Activity</b>	<b>Household Goods</b>	<b>Passenger Carriers</b>	<b>Total</b>
<b>Open Cases as of 5/1/18</b>	32	120	152
<b>New Investigation Initiated</b>	7	35	42
<b>Investigations Completed</b>	3	19	22

<b>Cases Open as of 5/31/18</b>	<b>36</b>	<b>136</b>	<b>172</b>
<b>Cease and Desist Notices</b>	<b>4</b>	<b>10</b>	<b>14</b>
<b>Official Notices</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>Administrative Citations</b>	<b>0</b>	<b>5</b>	<b>5</b>

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CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
<b>Fine Assessed</b>	<b>\$0</b>	<b>\$12,000</b>	<b>\$12,000</b>
<b>Fines Paid</b>	<b>\$0</b>	<b>\$5,081.35</b>	<b>\$5,081.35</b>
<b>Overcharge Refunds/Claims Settlements by CIU Rep</b>	<b>\$0</b>	<b>\$682.38</b>	<b>\$682.38</b>

- F-5429. Napa Wine Valley Excursions LLC, Napa (TCP 34933). Case PSG-4505. Fine: \$2,500. Violations: Failed to have worker’s compensation insurance in effect and on file; Failed to pre-employment test and enroll at least four (4) drivers in a Controlled Substance and Alcohol Testing certification program; Failed to have an active Department of Motor Vehicles Employer Pull Notice program. (Collentine)
- F-5435. Skyslimo LLC, San Jose (TCP-36998). Case: PSG-4528. Fine: \$3,000. Violations: Engaged three (3) drivers without enrollment in the Department of Motor Vehicles Employer Pull Notice Program; Failed to pre-employment test and enroll three (3) drivers in the Control Substance and Alcohol Testing Program; Engaged three (3) drivers without workers’ compensation insurance; Failed to maintain a current equipment list with the Commission. (Lei)
- F-5436. Pure Transportation (TCP 36415). Case: PSG-4605. Fine: \$2,000. Violations: Engaged employee-driver without evidence of workers’ compensation insurance; Engaged a driver prior to enrollment in the Department of Motor Vehicles Employer Pull Notice Program; Failed to enroll a driver in the Controlled Substance and Alcohol Testing Certification Program for pre-employment testing. (Pete)
- F-5437. Ritz Limousine Inc, Los Angeles (TCP 31703). Fine: \$2,500. Violations: Failed to operate on a prearranged basis; Failed to enroll five drivers in the Department of Motor Vehicles Employer Pull Notice Program; Failed to enroll five drivers in the

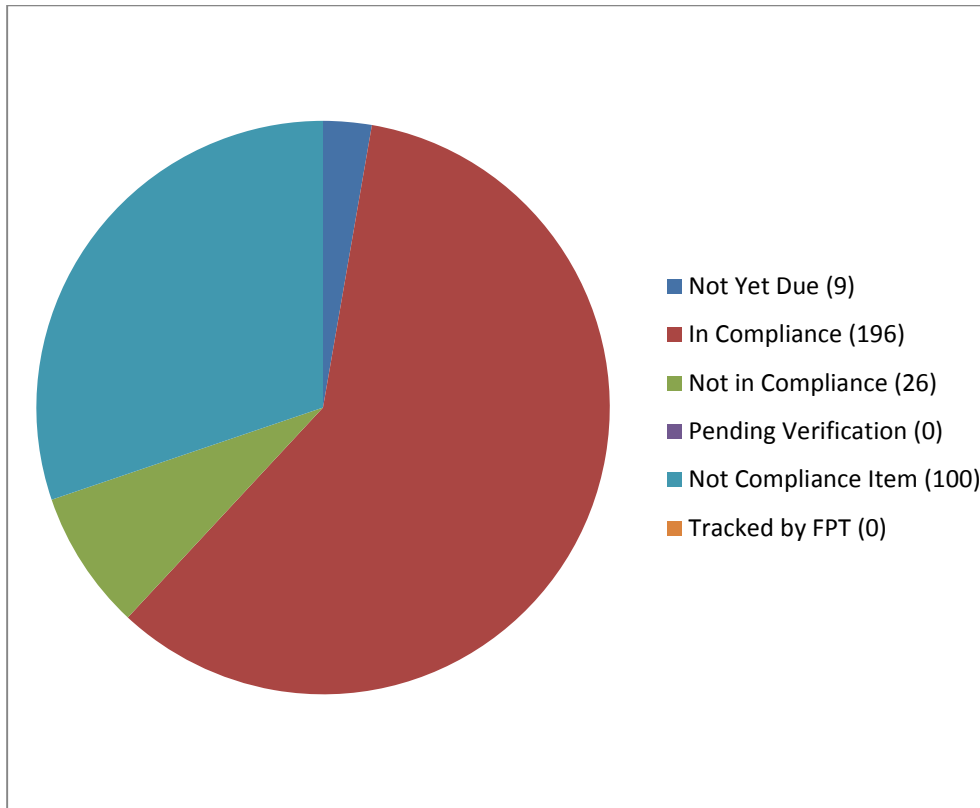
Controlled Substance and Alcohol Testing Certification Program for pre-Employment Testing; Failed to maintain charter-party records including waybills for a minimum period of three years; Failed to report accurate Public Utilities Commission Transportation Rate Account fees for two years. Carrier agreed to pay fine in three payments. (Northington)

- F-5440. Limo 5 Star Dot Com, LLC, Daly City (TCP 29076). Case: PSG-4591. Fine: \$2,000 Violations: Failure to produce records; under reported gross operating revenue in 2015. (Ow)

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

COMPLIANCE WITH ORDERING PARAGRAPHS



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

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## DOCKET ACTIVITY

### Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason / Randolph**

May 4, 2018, Decision 18-04-005. Commission ordered Uber Technologies, Inc. (UTI) to file an application for both TCP and TNC permit. CPED will determine if there are any back fees owed for TCP service performed by UTI during the past 3 years.

### Citation Appeals

None to report.

## Carrier Application Proceedings

- **A.17-04-012 / Proper Sightseeing Corporation / Yacknin.** Seeks authority to operate as a scheduled Passenger Stage Corporation with Hop On/Hop Off Service on fixed routes between points in Hollywood and Santa Monica, and to establish a Zone of Rate Freedom. Application filed April 7, 2017. Protest filed on May 4, 2017. Case reassigned to ALJ Yacknin on May 23, 2017. On 4/11/18, ALJ Yacknin issued ALJ's Ruling Setting Oral Argument for 5/2/18 per request by Screamlane Investment Corporation pursuant to Rule 13.13(b). 5/10/18 Executive Director's Order signed, D.18-05-005 issued 5/15/18.
- **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. 5/1/18 Draft Proposed Decision submitted for management staff review.
- **A.17-12-018/Catalina Clipper/Staff.** 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.
- **A.18-01-011/Chrystelle Cruisers Wine Tours/Staff.** 4/27/18 Draft Proposed Decision submitted for management review.
- 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); 3/7/18 Response of The San Francisco Municipal Transportation Agency On Application No. A.18-02-001.
- 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.

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

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

- Napa and BottleRock Napa Valley Interagency Operations, Napa. 05/10/2018, 05/19 & 05/25-26/2018 – Northern California-based staff (Nera & Iljas), working with the Napa Valley Railroad Police and Napa County Sherriff’s Department to address complaints of unlicensed providers of for-hire passenger transportation. A total of 124 vehicles were observed/inspected and various violations noted. A total of eight vehicles were impounded.

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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 May 2018.

**SB 1014 (Skinner):** Requires the Commission to implement annual TNC greenhouse gas (GHG) reduction targets.

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

**SB 1194 (Lara):** This bill was amended twice in May. It would now 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):** Requires the Commission to implement a disability access program for TNCs, and to assess fees to support the program.

**SB 1474 (Hill):** This bill would grant CPUC transportation investigators the ability to impound the vehicles of carriers for violations of the Public Utilities Code if accompanied by a law enforcement officer.

## UTILITIES ENFORCEMENT BRANCH

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

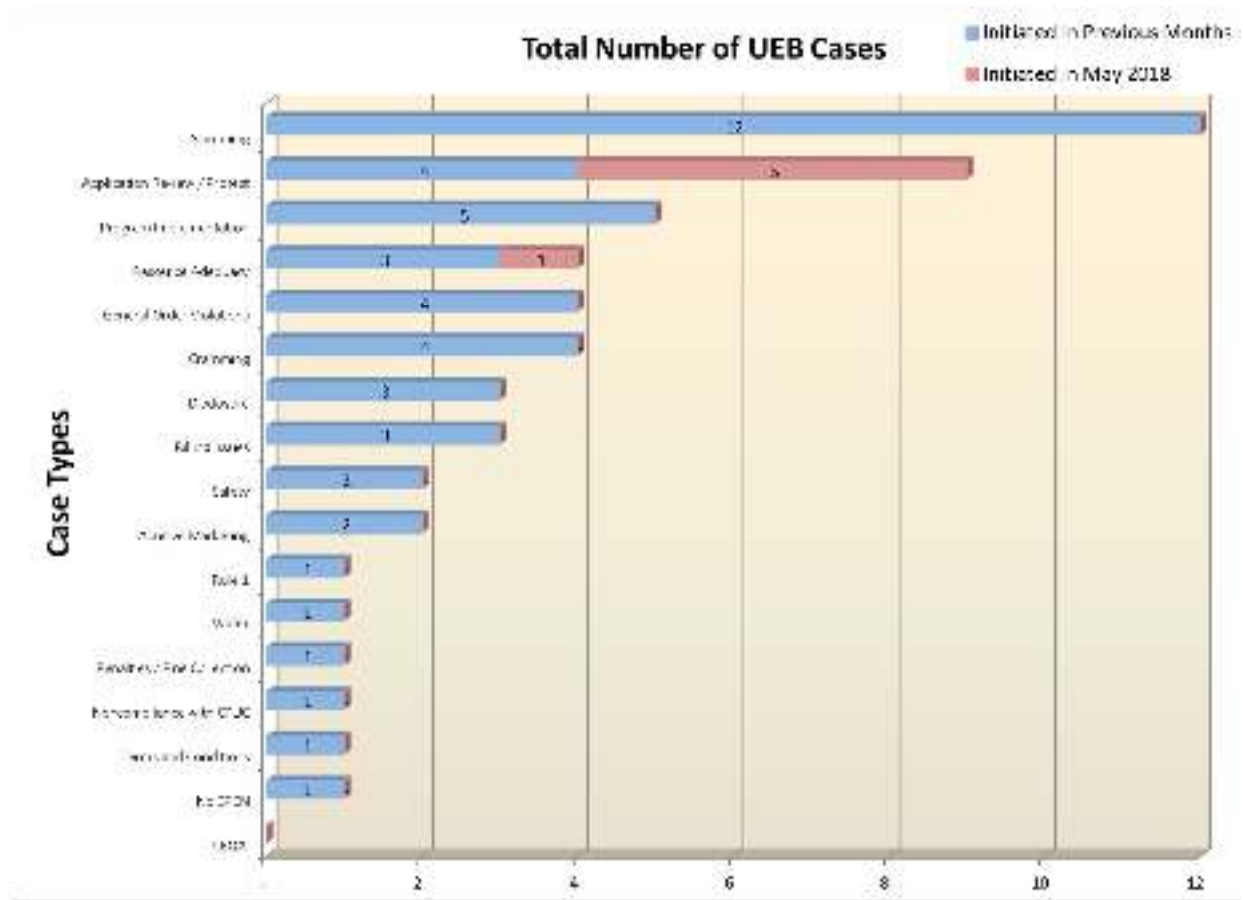
## MONTHLY HIGHLIGHTS

- **Preferred Long Distance (I.18-05-012) (Commissioner Rechtschaffen/ALJ McKenzie) (Advocacy):** The Commission voted to institute a formal investigation to determine whether Preferred Long Distance violated laws and Commission statutes by misleading California consumers, executing unauthorized carrier changes, failing to refer slamming complaints to the Commission, issuing bills containing unauthorized charges, and misleading the Commission.
- **Budget Prepay (Advice Letter #20):** The Commission in Resolution T-17596 adopted UEB's settlement with Budget PrePay. The resolution resolves UEB's allegations that Budget (a) improperly enrolled and collected CA LifeLine funds for 9,824 participants, (b) failed to verify the applicants' residential addresses and other basic information, and (c) improperly collected over a million dollars from the California LifeLine Program. Budget PrePay will exit the California market and return \$1,121,013 to the CA LifeLine fund.

**KEY ACTIVITIES**

UEB is currently working on a total of 54 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 May 31, 2018**



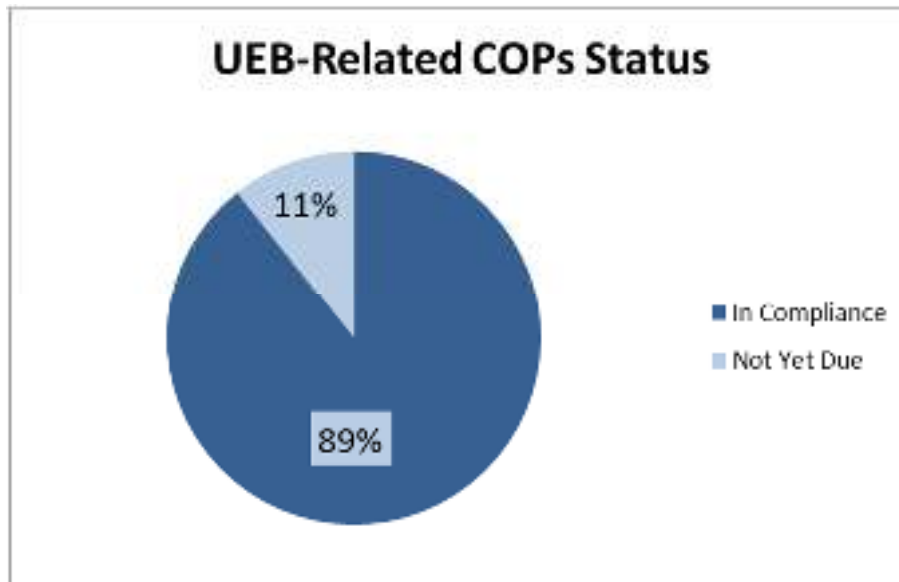
**CITATIONS/FINES/REFUNDS**

As a result of UEB’s investigation of Budget Prepay’s alleged abuse of LifeLine enrollment practices, Budget Prepay will return \$1,121,013 to the CA LifeLine fund. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
May 2018	\$1,121,013
Cumulative 2018	\$1,270,022



COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of May. 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 in the chart tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

DOCKET ACTIVITY

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

A.14-05-002	Application of Silicon Business System for a Certificate of Public Convenience and Necessity to operate as a Provider of Limited Facilities-Based and Resold Telecommunication services in the State of California.	Burcham	Peterman
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	Ayoade	Rechtschaffen

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

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff called into the May SNAP (State National Action Plan) conference call. The discussion focused on the FCC's new measures addressing the problem of failed or poor-quality long-distance calls to rural areas of the US. Carriers are required to monitor long-distance providers to make sure calls are completed.
- All UEB staff attended a two-day in-house training on Expert Witness Testimony.
- UEB staff attended a tour presented by AT&T wherein they provided details of how utility poles are utilized by multiple providers (e.g., power, phone, internet) and how phone calls are transmitted from home to AT&T's main switching facility.

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#### LEGISLATION OF INTEREST

None.