



Monthly Activity Report

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

TABLE OF CONTENTS

TABLE OF CONTENTS	1
OVERVIEW	2
CONSUMER AFFAIRS	2
<i>Monthly Highlights</i>	2
<i>Key Activities</i>	3
<i>Citations/Fines/Refunds</i>	4
<i>Compliance with Ordering Paragraphs</i>	5
<i>Docket Activity</i>	5
<i>Outreach/Training/Other Activities</i>	7
<i>Legislation of Interest</i>	7
TRANSPORTATION OVERSIGHT	7
<i>Monthly Highlights</i>	8
<i>Key Activities</i>	8
<i>Citations/Fines/Refunds</i>	9
<i>Compliance with Ordering Paragraphs</i>	12
<i>Docket Activity</i>	13
<i>Outreach/Training/Other Activities</i>	15
<i>Legislation of Interest</i>	15
UTILITIES ENFORCEMENT	16
<i>Monthly Highlights</i>	16
<i>Key Activities</i>	16
<i>Citations/Fines/Refunds</i>	17
<i>Compliance with Ordering Paragraphs</i>	18
<i>Docket Activity</i>	18
<i>Outreach/Training/Other Activities</i>	19
<i>Legislation of Interest</i>	20

OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of three separate programs: Consumer Affairs, Transportation Oversight, and Utilities Enforcement.

This report contains information reflecting the month's activity within each of the three CPED programs. Information about each program is collected in seven different sections: (1) Monthly Highlights, (2) Key Activities, (3) Citations/Fines/Refunds, (4) Compliance with Ordering Paragraphs, (5) Docket Activity, (6) Outreach/Training/Other Activities, and (7) Legislation of Interest.

CONSUMER AFFAIRS

The Consumer Affairs program is overseen by the Consumer Affairs Branch (CAB). CAB provides assistance to consumers over the phone and in writing by answering questions and addressing informal complaints regarding CPUC-regulated communications, energy, and water utilities. CAB also acts as a conduit of consumer information for CPUC decision-makers.

MONTHLY HIGHLIGHTS

- CAB participated in the Joint Agency Solar Consumer Protection Meeting held in Sacramento, CA. Initiated by Commissioner Guzman-Aceves, the meeting included the California Public Utilities Commission, the Contractor State License Board, and the Department of Budget Oversight, as well as local Attorney General and District Attorney staff. The focus was to coordinate shared jurisdiction regarding consumer protection for solar consumers as well as garner feedback from cities and consumer groups regarding problems with solar products and services in local communities.
- CAB presented consumer contact data and information regarding the LifeLine telecommunications subsidy program at a November 30th workshop. The workshop was led by the CPUC's Communications Division regarding the LifeLine Renewal Process.

KEY ACTIVITIES

In November, 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 13,956 times and opted to speak to a live representative 2,649 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 805 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of November, CAB had closed 983 written contacts and was in process of addressing an additional 1,386 written contacts.

CAB Activity for November 2018	
Data for Telephone Contacts	
Calls to Assistance Line	13,956
Live Calls Answered	2,649
Data for Written Contacts Processed¹	
New Written Contacts Received	805
Written Contacts Closed	983
Written Contacts Being Processed ²	1,386

CAB also responds to requests from internal and external entities for consumer contact data. In November, CAB responded to three data requests. There was a request from the Communications Division for the number of contacts received for a two-year period related to a specific communications company, a request from the Water Division for all contacts received for a five-year period related to a specific water

¹ 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.

² 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.

company, and a request for the total number of consumer referrals to CAB from other governmental agencies for a one-year period.

CITATIONS/FINES/REFUNDS

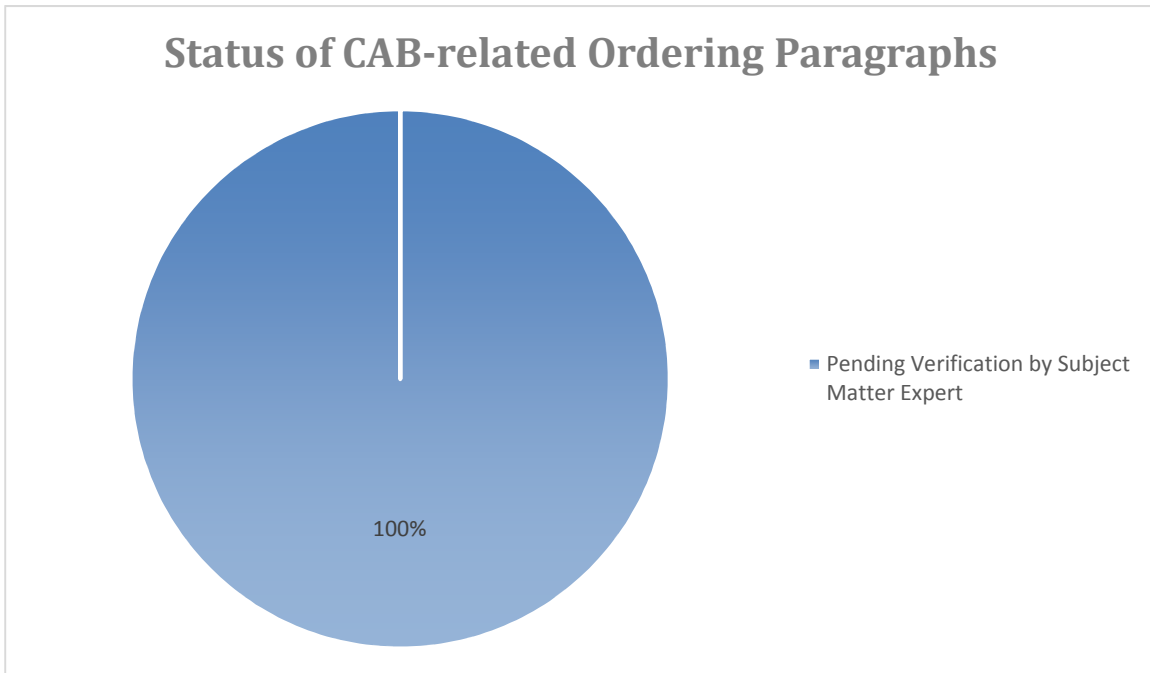
CAB helped California consumers secure \$210,109.40 worth of refunds and credits in November 2018.

Date	Refund/Credit Amount ³
November 2018	\$210,109.40
Cumulative 2018	\$1,003,429.73

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. One complaint lodged against an energy company resulted in a bill adjustment of \$105,650.70, which accounts for roughly 50% of the refund/credit amount CAB is reporting for November. The consumer in that case protested the transfer of an outstanding balance from a closed business service account to an active residential service, alleging a new tenant at the business had failed to put service in his name. The energy company, after investigation, agreed and removed the debt in its entirety from the consumer's residential account.

³ 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.

COMPLIANCE WITH ORDERING PARAGRAPHS



There were two CAB-related Ordering Paragraphs (OPs) enacted in November. Combined with two prior OPs still pending, CAB was responsible for four total OPs that are all “Pending Verification by Subject Matter Expert”.

These four CAB-related OPs all require that regulated utilities that have been granted authority to operate by the CPUC provide CAB with contact information needed in processing informal complaints.

CAB proactively contacts the utilities and attempts 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 OPs’ status is updated in the COPs database to “In Compliance”.

DOCKET ACTIVITY

CAB monitored 14 open proceedings in November that have consumer impacts. These items appeared on the CPUC’s November voting meeting agendas and decisions were reached on eight of them. Six items were held for a future meeting.

1. D1811003: This decision denies the petition for Rulemaking filed by the CFC Foundation and TURN regarding additional Wireless Telecommunications Protection of Consumer Personal Information.
2. D1811005: This decision dismisses the complaint without prejudice of Tenants of Mobile Home Park Nomad Village Mobile Home Park Homeowners vs. Lazy Landing Mobile Home Park, LLC and Waterhouse Management Corp. regarding rental increases.
3. D1811007: This decision grants PG&E's Application for a Certificate of Public Convenience and Necessity to Provide Resold and Full-Facilities Based Local Exchange and Interexchange Service.
4. D1811016: This decision extends the Statutory Deadline in the case of Michael Hetherington and Janet Hetherington vs. Pacific Gas and Electric Company regarding D1603013.
5. D1811017: This decision approves the application for Rehearing of Decision (D.) 18-06-014, filed by the Consumer Protection and Enforcement Division (CPED). In D.18-06-014, the Commission granted the motion of Veritas Prepaid Phone Co., LLC (Veritas) to withdraw its application for registration as an interexchange carrier telephone corporation pursuant to Public Utilities Code section 1013.
6. D1811023: This decision dismisses the complaint of Charles Parks, et al, LLC vs Mesa Dunes Mobile Home Estates regarding residential water rates.
7. D1811030: This decision denies and dismisses the complaint filed by Go Printing, Inc. dba Express Laundry Center against Pacific Gas and Electric Company.
8. RES W-5178: This Resolution grants authority to Tahoe Park Water Company to file a supplemental Advice Letter, as Advice Letter No. 65-A, incorporating the revised rate schedules. The monthly bill for an average flat rate service single-family residential or small business served by a ¾-inch service connection would increase from \$65.41 to \$81.20, or 24.1%.

The following six items were held for a future meeting:

1. Res W-5177: PROPOSED OUTCOME: Big Basin Water Company's General Rate Increase to be Paid by the Ratepayers, \$218,068, or 51.5%, for Test Year 2018.
2. A1705022: PROPOSED OUTCOME will deny the application of Cal Water for a Certificate of Public Convenience and Necessity (CPCN)⁴ to serve the Travis Air Force Base.

⁴ A Certificate of Public Convenience and Necessity (CPCN) is required to lawfully operate a utility company in California and is granted by the CPUC.

3. A1705022: PROPOSED OUTCOME: Alternate to the above item, will conditionally approve the application for Cal Water for a CPCN.
4. R1807005: PROPOSED OUTCOME: Adopting Interim Rules to Reduce Residential Customer Disconnections for California-Jurisdictional Energy Utilities. OIR to consider new approaches to disconnections and reconnections to improve energy access and contain costs.
5. C1612004: PROPOSED OUTCOME: Conference with Legal Counsel - Application for Rehearing; DeJong Brothers Farming, et al vs. PG&E regarding Commission denial to prevent removal of almond trees.
6. A1709007: PROPOSED OUTCOME will deny the request to transfer authority of Bandwidth.com CLEC, LLC to David A. Morken pursuant to Public Utilities Code § 854(a).

OUTREACH/TRAINING/OTHER ACTIVITIES

- CAB staff met with Marin Clean Energy to discuss CAB's informal complaint process as it relates to Community Choice Aggregators (CCAs).
- CAB staff met with Southern California Edison regarding payment office closures in the utility's service territory.
- CAB had its quarterly coordination meeting with Verizon Wireless regarding consumer complaint resolution.
- CAB staff met with Greenwave Energy on how to engage in the CPUC's informal complaint process as a Core Transport Agent (CTA).

LEGISLATION OF INTEREST

None.

TRANSPORTATION OVERSIGHT

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

TEB investigates alleged violations, issues citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also staffs a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and

state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

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

MONTHLY HIGHLIGHTS

- On 11/8, the Commission adopted TEB’s settlement with Rasier regarding compliance with rules for zero tolerance for drug and alcohol use by TNC drivers. Rasier will pay a fine of \$750,000 and adopt new and improved investigation protocols and zero tolerance education efforts.

KEY ACTIVITIES

Carrier Application and Permit Activity

In November 2018, TLAB staff received 171 applications this month (new, renewals, refiles, transfers), and issued 210 permits. TLAB completed but cannot approve 384 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.

Passenger Carrier Activity	Total
New Applications Docketed	40
Renewal Applications Docketed	116
Refile Applications Docketed	10
Transfer Applications Docketed	5
Authorities Issued	210
Authorities Suspended	258
Authorities Revoked	84
Authorities Reinstated (Suspended/Revoked)	195
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	199

Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	185
Pending Reinstatement from Suspension and Revocation	16
Total Active/Suspended Authorities as of 11/30/2018	6825
Number of Voluntary Suspensions	29
Number of Voluntary Revocations	12
Number of vehicles added to Passenger Carrier Equipment Statements	414
Address and DBA Changes	116
Vehicle inspection requests sent to CHP	157
Returned Applications (incomplete package)	44

Enforcement Activities

TEB is working on a total of 154 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, San Diego, and Santa Clara counties.

In November 2018, TEB closed 30 cases and initiated 15 new cases.

Enforcement Activity	Volume
Open Cases as of 11/1/18	169
New Investigation Initiated	15
Investigations Completed	30
Cases Open as of 11/30/18	154
Cease and Desist Notices	16
Administrative Citations	17

CITATIONS/FINES/REFUNDS

TEB Activity	Amount
Fines Assessed	\$76,500.00

Overcharge Refunds/Claims Settlements by CIU Rep	\$118.69
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- F-5472. Hydra Networks LLC, Antioch, TCP 36239. Case: PSG-4653. Fine: \$2,500. Violations: Carrier 1) failed to provide access to records; 2) underreported its Public Utilities Commission Transportation Reimbursement Account (PUCTRA) fees; and 3) operated as a taxi service. Carrier also failed to display TCP number on bumper, operated on airport property without authorization, and failed to maintain waybills.
- F-5476. Dynasty Transportation dba Dynasty Limousines, Redding, TCP 25825. Case: PSG-4644. Fine: \$3,000. Violation: carrier advertised after revocation of its authority.
- F-5478. Presidio Transportation LLC, S. San Francisco, TCP 22821. Case: PSG-4823. Fine: \$2,000. Violation: carrier operated after revocation of its authority.
- F-5479. King’s VIP Transportation Inc., San Francisco, TCP 29410. Case: PSG-4824. Fine: \$2,000. Violation: carrier hired a subcarrier that lacked an active operating authority.
- F-5480. Bay Area Charters Inc., Richmond, TCP 34365. Case: PSG-4825. Fine: \$3,000. Violations: carrier 1) operated after expiration of its authority; and 2) failed to enroll a driver in the Department of Motor Vehicles (DMV) Employer Pull Notice (EPN) program.
- F-5481. Dales Anthony Dilworth dba La’Schick Transportation, Vallejo, TCP 20016. Case: PSG-4826. Fine: \$3,000. Violations: carrier operated after revocation of his authority and illegally displayed a TCP number.
- F-5482. Luxury Systems Inc., Antelope, TCP 34250. Case: PSG-4827. Fine: \$3,000. Violations: carrier operated after revocation of his authority and illegally displayed a TCP number.
- F-5483. Jeremy James Satterlee, Union City, Unlicensed. Case: PSG-4828. Fine: \$2,000. Violation: carrier lacked a permit to operate.
- F-5484. Evolve Executive Car Service SF LLC, Burlingame, TCP 28004. Case: PSG-4829. Fine: \$3,000. Violations: carrier 1) operated after suspension of its

authority; 2) allowed a driver to operate a vehicle without the proper driver's license; and 3) failed to enroll a driver in the DMV EPN program.

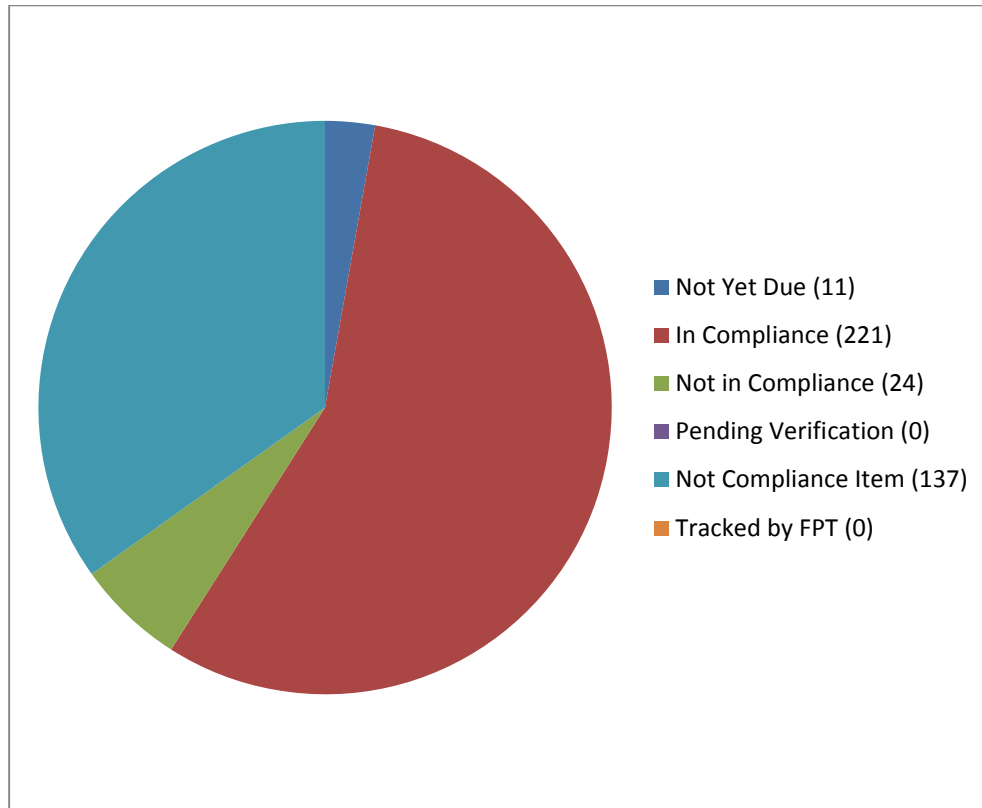
- F-5485. Prudlo Fantucci Tours Inc., Napa, TCP 29720. Case: PSG-4830. Fine \$3,000. Violations: carrier 1) operated after revocation of its authority; and 2) illegally displayed a TCP number.
- F-5495. Five Star Limousine of LA LLC, Glendale, TCP 19541. Case: PSG-4782. Fine: \$2,000. Violations: carrier 1) failed to enroll drivers in the DMV EPN program; 2) failed to drug test its drivers; 3) operated at LAX airport without authorization. The carrier also under paid its PUCTRA fees for 2015, 2016 and 2017.
- F-5498. Robles Investment Services, Inc., Irvine, TCP 35465. Case: PSG-4787. Fine: \$4,000. Violations: carrier 1) was underinsured; 2) failed to enroll drivers in the DMV EPN program; and 3) failed to drug test its drivers. The carrier also provided incomplete waybills and under paid 2017 PUCTRA fees.
- F-5499. Benjamin Mateo Starr, San Diego, TCP 34394. Case: PSG-4501. Fine: \$10,000. Violations: carrier 1) operated after suspension and revocation of its authority; and 2) operated without Public Liability and Property Damage (PL&PD) insurance.
- F-5501. Ross Limo, Sherman Oaks, TCP 19735. Case: PSG-4779. Fine: \$5,000. Violations: carrier 1) failed to enroll drivers in the DMV EPN Program; 2) failed to drug test its drivers; and 3) lacked sub-carrier agreements. Carrier also failed to update equipment statement and report all vehicles operated, provide complete waybills, and to maintain records for a minimum period of three years.
- F-5503. Lidia Paredes dba LP Express, West Covina, TCP 18962. Case: PSG-4766. Fine: \$15,000. Violations: carrier 1) operated after suspension and subsequent revocation of her authority; 2) operated PL&PD insurance; and 3) failed to have worker's compensation insurance. Carrier also used a driver whose medical certificate expired, failed to display her TCP number in advertisement; had incomplete waybills; and underpaid PUCTRA fees for 2016.
- F-5504. CYC Holdings, Inc., Irvine, TCP 36382. Case: PSG-4771. Fine: \$10,000. Violations: carrier 1) operated after suspension of its authority; 2) failed to have workers' compensation insurance; and 3) failed to drug test its drivers. Carrier also underpaid its PUCTRA fees for 2016.

- F-5505. Jenn Pugh and Associates LLC dba Prime Time Shuttle, Compton, TCP 37331. Case: PSG-4836. Fine: \$4,000. Violations: carrier 1) operated after suspension of its authority; 2) failed to enroll drivers in the DMV EPN program; and 3) failed to drug test its drivers.
- F-5506. Entour, Inc., Diamond Bar, TCP 31689. Case: PSG-4711. Fine: \$2,500. Violations: Operated as a charter-party carrier after suspension and revocation of its operating authority; and failed to enroll a driver in a drug testing program.

Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by CPUC	Warning letters issued by CPUC	Total fines collected
LAX (Los Angeles International Airport)	7 (6-unlicensed)	6	5	7	\$5,000

COMPLIANCE WITH ORDERING PARAGRAPHS



The Transportation Program is currently responsible for 393 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. And finally, OPs introduce new reporting requirements and transportation policies.

DOCKET ACTIVITY

Policy Proceedings

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

No updates.

Enforcement Proceedings

- **I.17-04-009 / Rasier Zero Tolerance Rules / Mason / Randolph.**

On November 8, 2018, the Commission adopted D.18-11-006 to approve the settlement agreement between CPED and Rasier-CA, LLC re: zero tolerance of drug and alcohol use by TNC drivers.

Citation Appeals

- None

Carrier Application Proceedings

- **A. 18-06-011 / GoGo Technologies, Inc. (dba GoGo Grandparent) / Chiv/Randolph**

On November 29, 2018, D.18-11-028 granted CPED's Motion to Dismiss GoGo Technologies' Application to operate without a TNC permit. The proceeding is now closed.

- **A.18-07-014 / Application of Winery Hopper, LLC** for authority to operate as a scheduled passenger stage corporation between points in Riverside County; and to establish a Zone of Rate Freedom (ZORF). (HARD COPY FILING) / **11/20/18 Decision 18-11-020 issued**
- **A.18-08-002 / Application of Pablito Incorporated** for authority to operate as a scheduled Passenger Stage Corporation between points in Los Angeles and Long Beach, Irvine, San Diego and Santa Monica and to establish a Zone of Rate Freedom. (HARD COPY FILING) / **11/20/18 Decision 18-11-019 issued**
- **A.18-09-008 / Application of AFISHINADO INC., dba Afishinado Charters** for authority to operate as an "on-call" passenger Vessel Common Carrier operating from Avalon Harbor to various points on Catalina Island, including: Campus by the Sea, All C.I.M.I. facilities, White's Landing, Two Harbors, Howland's Landing, Emerald Bay. [HARD COPY FILING] / **11/14/18 Motion for Leave to Late-File Protest to Application**
- **Application of Megabus West, LLC (PSC-30650)** for authority to add additional service points and rates within Alameda County, Fresno County, Imperial County, Kerns County, Kings County, Los Angeles County, Monterey County, Orange County, Riverside County, Sacramento County, San Bernardino County, San Diego County, San Francisco County, San Joaquin County, San Luis Obispo County, Santa Barbara County, San Mateo County, Santa Clara County, Santa Cruz County, Solano County, Sonoma County, and Stanislaus County to existing scheduled passenger stage corporation service between points in Anaheim, Los Angeles, San Francisco, Burbank, San Jose, Oakland, and Sacramento, and to extend a Zone of Rate Freedom / **11/7/18 Application filed**

OUTREACH/TRAINING/OTHER ACTIVITIES

Other Actions

- TLAB management held the first meeting of the CPUC's "Autonomous Vehicles (AV) Accessibility Working Group" formed pursuant to D.18-05-043 authorizing the pilot testing of AVs in passenger service. The meeting was conducted on 11/28/2018 via conference call with over 30 participants.

Joint Agencies Work

- TEB management and staff hold a standing monthly meeting with SFO's GTU and SFO Airport Police to discuss transportation issues and develop improvement strategies. The three agencies met on November 7, 2018.
- TEB, the San Francisco International Airport's (SFO) Ground Transportation Unit (GTU) and San Francisco Airport Police work jointly to address complaints of unlicensed providers of passenger transportation operating at the airport. This month, TEB's airport investigator inspected 554 vehicles and found six carriers operating with a suspended, revoked or expired permit and two carriers that needed to update their respective equipment lists.

Outreach to Regulatory/Enforcement Agencies

- TLAB management attended the bimonthly "DMV AV Visioning Session" in Sacramento on November 16, 2018. These meetings are attended primarily by representatives of California State Transportation Agency which include DMV, CHP, and CalTrans.
- TLAB management and staff participated in a conference call with representatives of the California Air Resources Board (CARB) on November 6, 2018 to discuss coordination on CARB's rulemaking to implement SB 1014 (Skinner, 2018), the California Clean Miles Standard and Incentive Program, related to TNCs and zero emission vehicles.

Training

- A TEB supervisor attended a class on *What You Should Know as a Skelly Officer*.
- TEB staff attended training on *Time Management, Editing for Maximum Effectiveness, and So You Want to be a Supervisor* presented by CalHR.

LEGISLATION OF INTEREST

None.

UTILITIES ENFORCEMENT

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

MONTHLY HIGHLIGHTS

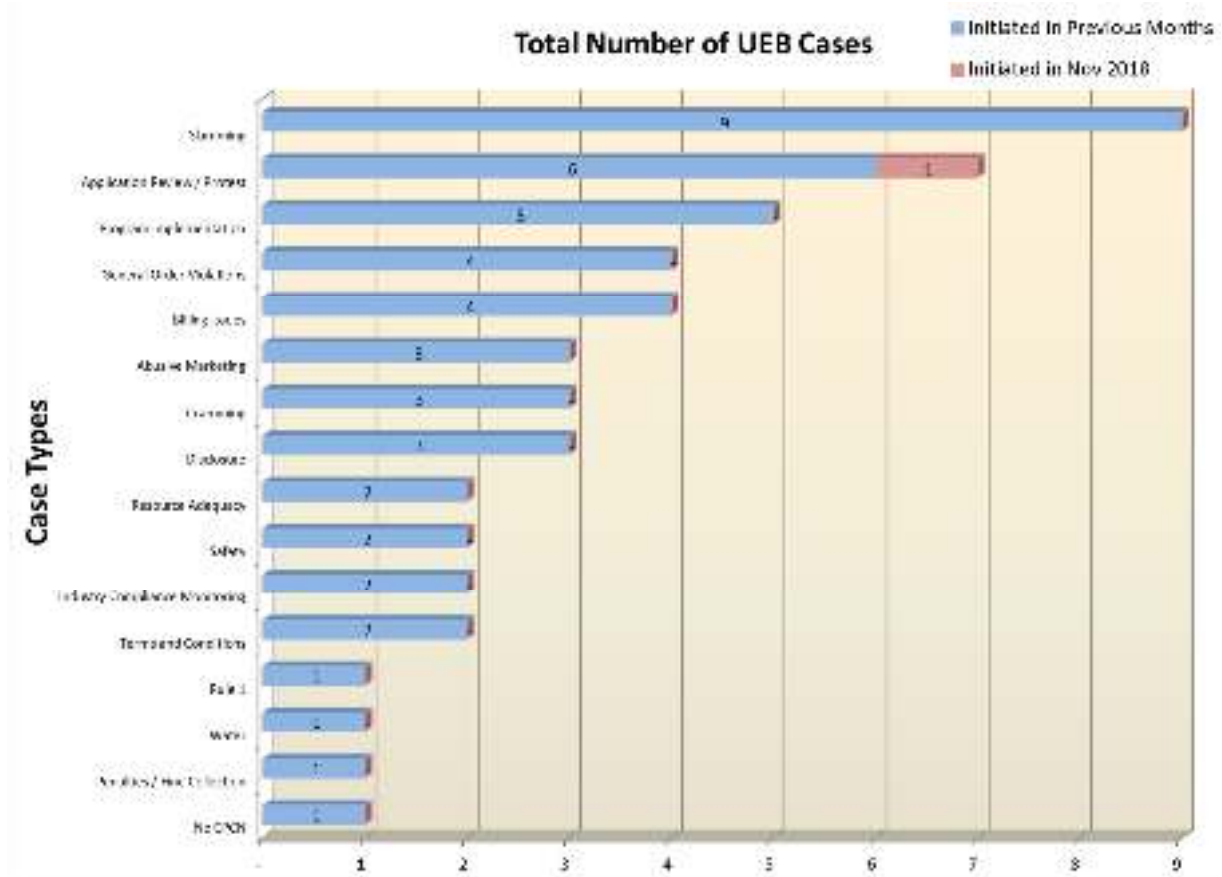
- **Miron Enterprises, LLC (A.18-10-005) (Examiner Walker):** CPED protested the Application of Miron Enterprises, LLC for Registration as an Interexchange Carrier Telephone Corporation pursuant to PU Code 1013. CPED alleges that Miron Enterprises has been operating in California without prior Commission authorization in apparent violation of PU Code sections 1001 and/or 1013, and Miron Enterprises may not have paid Commission user fees and surcharges.
- **Preferred Long Distance (I.18-05-012) (Commissioner Rechtschaffen/ ALJ McKenzie) (Advocacy):** UEB staff filed opening testimony presenting additional evidence and supplementing the facts presented in the May Staff Report in this investigation.
- **Pacific Gas and Electric Company (I.18-07-008) (Commissioner Guzman-Aceves/ ALJ Kelly) (Advocacy):** UEB staff and Legal counsel met with PG&E on November 27, 2018 to gather additional information regarding the two incidents and PG&E's remedies going forward. In addition to improper disconnections that occurred in July 2016, PG&E reported that there was another incident of disconnections that occurred in 2018 due to a computer server problem.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Aceves/ALJ Colbert) (Advocacy):** UEB staff and Legal counsel attended a prehearing conference to determine the positions of the parties, issues, and other procedural matters. The Commission adopted this formal investigation to determine whether NIU failed to comply with the Commission's rules and requirements related to the California Advanced Services Fund (CASF) grant program funding.

KEY ACTIVITIES

UEB is working on a total of 50 cases. Investigations center primarily on Slamming and Application Reviews. UEB's cases come from a variety of sources, with CPCN

application reviews, Inter-Division referrals, and UEB's own scanning activities playing key roles.

Cases by Type as of November 30, 2018

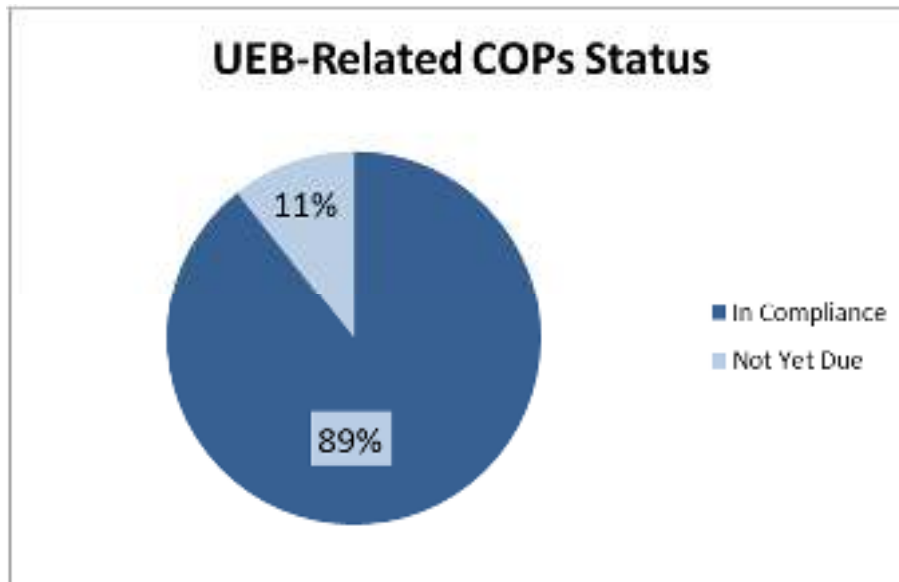


CITATIONS/FINES/REFUNDS

UEB did not issue any fines or penalties in November. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/Reparation Amounts
November 2018	\$0
Cumulative 2018	\$4,133,452

COMPLIANCE WITH ORDERING PARAGRAPHS



No new OPs were added to UEB’s COPs tracker for the month of November. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 OPs, 25 (representing 89%) have been complied with, and compliance with the remaining three are not yet due. None are out of compliance.

OPs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

DOCKET ACTIVITY

Docket No.	Title	ALJ	Commissioner
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.18-10-005	Application of Miron Enterprises, LLC for Registration as an Interexchange Carrier Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1013.	Examiner: Walker	Not yet assigned

I.15-06-018	Order Instituting Investigation on the Commission's Own Motion into the Operations and Practices of Mesa-Crest Water Company (U333W) with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.	Colbert	Sandoval
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.17-09-021	Order Instituting Investigation on the Commission's Own Motion into the Long Term Debt Financing practices of Lake Alpine Water Company (U148WTD); and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for Violations of Public Utilities Code Sections 818, 823(b) and 823(d).	DeAngelis & Goldberg	Peterman
I.18-05-012	Order Instituting Investigation Into the Operations and Practices of Preferred Long Distance, Inc. to Determine Whether Respondents Violated the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Switched from Telephone Carriers and Billed for Telephone Products and Services.	McKenzie	Rechtschaffen
I.18-07-008	Order Instituting Investigation into Pacific Gas and Electric Company's (U39E) Failure to Provide a 24-hour Notice Prior to Residential Electric Service Disconnections Between July 1 and July 18, 2016 and the Adequacy of its Remedy Going Forward.	Kelly	Aceves
I.18-07-009	Order Instituting Investigation on the Commission's Own Motion into the California's One Million New Internet Users Coalition's Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Aceves
I.18-09-003	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices and Conduct of the San Jose Water Company (U168W) Regarding Overbilling Practices.	Bemesderfer	Aceves
K.18-05-018	Appeal of PILOT POWER GROUP, INC. from Citation E-4195-42 issued on April 24, 2018 by the Consumer Protection and Enforcement Division.	Jungreis	N/A
K.18-10-001	Appeal of TC Telephone from Citation No.1308 - 1426 issued on August 8, 2018 by the Consumer Protection and Enforcement Division.	Zhang	N/A

OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff called into the November SNAP (State National Action Plan) conference call. The FCC is authorizing certain rural telecommunications carriers (none in CA) to move from cost-based regulation to incentive-based regulation for Business Data Services (BDS).

- Staff attended a CalHR training on communications. This class provides training on how to improve both oral communication and listening skills.

LEGISLATION OF INTEREST

None.