

Consumer Protection and Enforcement Division

MONTHLY ACTIVITY REPORT

August 2021



**California Public
Utilities Commission**

Table of Contents

OVERVIEW	2
PASSENGER TRANSPORTATION	2
Citations/Fines/Refunds/Telephone Disconnects.....	3
Compliance with Ordering Paragraphs	10
Docket Activity	11
Outreach/Training/Other Activities	13
UTILITIES ENFORCEMENT BRANCH	13
Monthly Highlights	14
Key Activities	15
Citations/Fines/Reparation	16
Compliance with Ordering Paragraphs	17
UEB-Related Proceedings.....	18
Outreach/Training/Other Activities	19

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.

Citations/Fines/Refunds/Telephone Disconnects

Investigations

In August 2021, TEB closed 5 investigation cases and initiated 12 new cases.

Table 1. TEB Enforcement Activity

12-Month Enforcement Activity	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	Totals
Open Investigations	89	94	96	87	81	61	61	73	70	67	67	71	
New Investigations Initiated	19	20	0	6	0	6	14	9	9	18	8	5	114
Investigations Completed	14	18	9	12	20	6	2	12	12	18	4	12	139
Cease and Desist Notices	7	9	4	8	7	11	2	11	6	9	9	2	85
Official Notices	0	1	0	2	1	0	0	0	0	1	0	1	6
Telephone Disconnects	0	1	0	0	0	0	0	1	0	0	0	1	3
Citations	5	11	5	2	5	2	8	2	4	6	2	4	56
Citations Appealed	1	0	0	1	0	0	0	1	0	0	0	0	3

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

Table 2. TEB CIU Complaints Received

August 2021 CIU Complaint Activity	
Open complaints as of August 1, 2021	5
New complaints received during month	12
Subtotal	17
Less: Complaints closed by CIU directly	7
Complaints Referred to Enforcement during month	7
Open CIU complaints as of August 31, 2021	3

Table 3. CIU Complaints Referred to TEB

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021
Open Investigations as of first day of Month	24	22	20	20	18	17	21	25	20	17	26	32
New Investigations Initiated	3	2	0	0	0	4	5	0	1	15	7	2
Closed Investigations During Month	5	4	0	2	1	0	1	5	4	6	1	4
Open Investigations as of last day of month	22	20	20	18	17	21	25	20	17	26	32	30
Investigations open longer than 6 months	15	11	14	10	9	12	15	10	8	3	3	5
% Of total open investigations	68%	55%	70%	56%	53%	57%	60%	50%	47%	12%	9%	17%

Table 4. TEB Fines Assessed, Fines Paid, Consumer Refunds and PUCTRA Underpayment Fees

TEB Fines/Refunds	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	Totals
Fines Assessed	\$16,000	\$33,000	\$12,000	\$25,000	\$31,000	\$10,000	\$36,000	\$11,000	\$10,000	\$10,000	\$20,000	\$13,000	\$227,000
Fines Paid	\$11,950	\$12,000	\$1,250	\$3,900	\$5,650	\$2,700	\$11,800	\$13,375	\$11,360	\$9,590	\$17,755	\$14,375	\$115,705
Refunds & CIU Settlements	\$724	\$48.50	\$0	\$0	\$0	\$114.76	\$0	\$0	\$0	\$0	\$0	\$0	\$887.26
PUCTRA Underpayment Fees Paid	\$9,545	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,942.76	\$116,942.68	\$132,430.44

Citations

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

- T.21-08-001. Benjamin Wisler Francique dba City Lights and Sedan Services, Albany (Transportation Charter-Party (TCP) 13522). Case PSG-5588. Fine \$2,000. Violations: Operated as a charter-party carrier during expiration of authority; Unauthorized Use of TCP Identification without a valid authority.
- T21-08-002. Toghrul Sideifzada dba Oriente Lux Limousine LLC, Danville (TCP 37378). Case PSG-5587. Fine \$2,000. Violations: Operated as a charter-party carrier during the suspension of authority; Failed to maintain Public Liability and Property Damage (PL&PD) insurance.
- T-21-08-003. GOGO Charters, (Unlicensed). Case PSG 5519. Fine: \$3,000. Violations: Operating and advertising as a charter-party without a permit issued by the Commission.
- T.21-08-004. PLS Transportation Group Inc dba Paseo Limousine, Pasadena (TCP 32070). Case PSG-5534. Fine: \$6,000. Violations: Operated after revocation; Operated without \$5 million PL&PD; Operated without W/C; Bus without CHP inspection; Advertising after revocation; Operated without a waybill.

Statewide Airport Enforcement Unit Surveillance Activities

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

In August 2021, AEU conducted surveillance at nine airports. The number of potential TCP/Transportation Network Company (TNC)/Passenger Stage Corporation (PSC) violations increased by 19 possible violations in August compared to the prior month. This month, AEU found 106 potential TCP/TNC/PSC violations.

Table 5. AEU Surveillance Findings

AEU Surveillance Activity	June 2021	July 2021	Aug 2021	TOTALS
# of TCP observed	229	213	254	696
# of probable TCP violations found	8	2	4	14
% of probable TCP violations found	3.5%	0.9%	1.6%	
# of TNC observed	707	781	930	2,418
# of probable TNC violations found	147	85	102	334
% of probable TNC violations found	20.8%	10.9%	11.0%	
# of PSC observed	1	1	2	4
# of probable PSC violations	0	0	0	0
% of probable PSC violations found	0%	0%	0%	

Los Angeles Airport Citation Program

Table 6. LAX Citations and Fines Collected

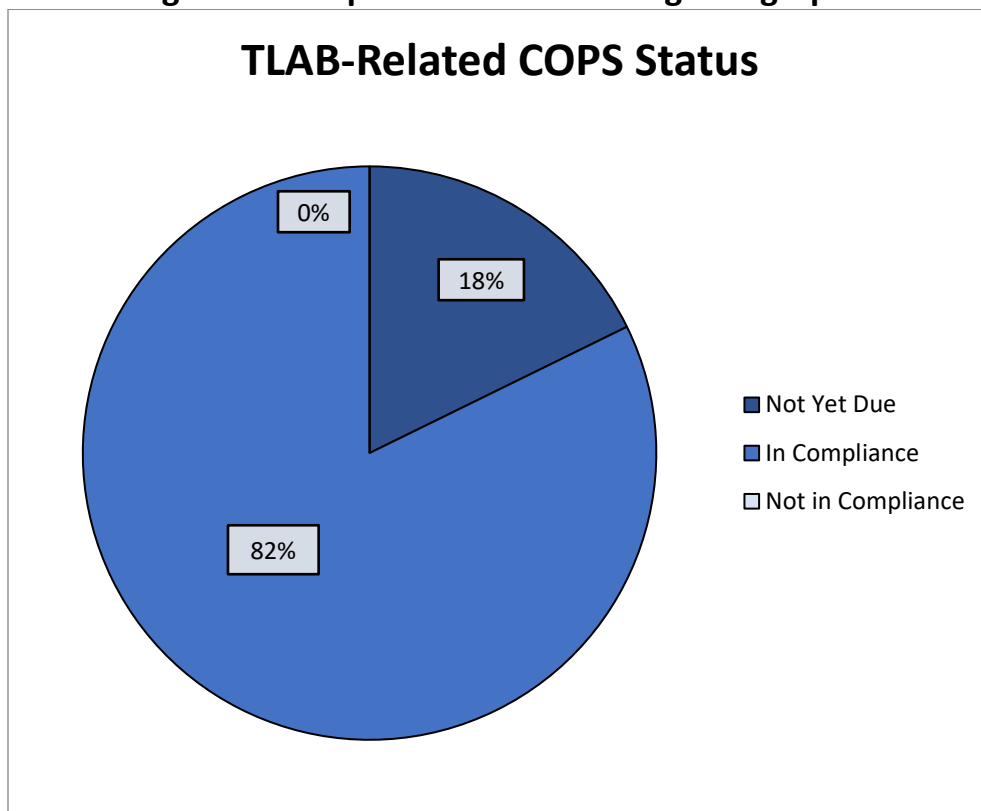
Month	Citations issued by LAX	Citations issued by the Commission	Vehicles impounded	C&D letters issued by the Commission	Total fines collected
September 2020	10	10	10	10	\$10,000
October 2020	0	0	0	0	\$0
November 2020	2	2	2	2	\$2,000
December 2020	0	0	0	0	\$0
January 2021	0	0	0	0	\$0
February 2021	1	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
August 2021	0	0	0	8	\$0
Totals	24	19	22	40	\$19,000

Telephone Disconnects

- PSG 5305. Element Transportation Group, Inc. dba Element Transportation Group and Element Worldwide Transportation, Inc., Oxnard (Unlicensed). Carrier advertised and offered transportation services without valid authority. The advertisement listed two phone numbers. Notwithstanding CPED’s Cease and Desist letter directing the carrier to immediately cease all unlawful advertisements and operations, carrier continued to violate the law. On August 9, 2021, CPED obtained a Finding of Probable Cause signed by Los Angeles County Superior Court District Judge Wendy Segall. The Finding orders disconnection of telephone service to the numbers advertised and used by carrier to violate criminal laws in the State of California.

Compliance with Ordering Paragraphs

Figure 1. Compliance with Ordering Paragraphs



The Transportation Program is currently responsible for 660 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 California Department of Motor Vehicles (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) No docket activity in August 2021.

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

1) No docket activity in August 2021.

Formal Enforcement Proceedings

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

Citation Appeal Proceedings

- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim.** On September 26, 2019, appeal was received and filed by ALJ Docket Office. The dispute remains on who the regulatory authority is for the towed trailer vehicles. 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 filed by August 5, 2021. Awaiting ALJ's decision.
- **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. Opening briefs due September 13, 2021, and Reply briefs are due September 28, 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. Both parties reached a settlement agreement. Appellant withdrew appeal.
- **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, [CPED Monthly Activity Report / August 2021](#)

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 August updates.

- **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.21-07-015 / In the Matter of the Application of TOURISMO EXPRESS, INC, a California corporation, for reinstatement of the passenger stage authority (PSC-29565), revoked as a consequence of the COVID-19 Pandemic./ Application assigned 08/06/2021**
- **A.21-07-008 / Application of RoadRunner Car Service LLC for authority to operate as an on-call, door-to-door Passenger Stage Corporation in Yucca Valley, Joshua Tree, 29 Palms, Morongo Valley, and Landers (Morongo Basin) California, and a surrounding area radius of 100 miles to include the Cities of Needles, Palm Springs, Palm Desert, Cathedral City, La Quinta, Desert Hot Springs, Banning, Beaumont, San Bernardino, Riverside and Ontario; and to establish a Zone of Rate Freedom (ZORF) / Application assigned 08/05/2021**

Outreach/Training/Other Activities

Outreach

- TLAB meetings with three TNC drivers' groups for the purposes of informing the Clean Miles Standard proceeding. Rideshare Drivers United (7/30/21), Working Partnerships USA/Gig Workers Rising (8/17), and Driver's Seat Cooperative (9/1).

Training for Managers, Supervisors, and Staff

- Travel unit presentation for Consumer Protection and Enforcement Division.

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
- 08/13-08/15/2021 – TEB investigators participated in a three-day operation, working with the Napa County District Attorney's Office and St. Helena Police Department, to address complaints of unlicensed carriers providing for-hire passenger transportation.
- 8/9/21 and 8/25/21 – Biweekly TLAB<>CARB staff and legal coordination call on the Clean Miles Standard.
- 8/10/21 – TLAB participation in statewide AV Strategic Framework meeting organized by CalSTA.
- 8/23/21 – TLAB participation in Climate Change Scoping Plan New Mobility Working Group organized by CARB and CalSTA. Other agencies represented include Caltrans and the Department of Rehabilitation, as well as UC Davis.
- 8/25/21 – Monthly TLAB staff coordination call with DMV's Autonomous Vehicle program team.

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.

- **San Diego Community Power RA Citation Appeal (K.21-03-005):** On August 9, 2021, CPED and SDCP filed a joint submission of additional facts in response to ALJ Gubman’s April 16, 2021 email ruling. CPED also responded to ALJ Goldberg’s email ruling seeking comments on the proposed briefing schedule and tentative evidentiary hearing dates.
- **Commercial Energy RA Citation Appeal (K.21-08-001):** On August 2, 2021, Commercial Energy of Montana Inc. d/b/a Commercial Energy of California filed a Notice of Appeal from Citation E-4195-100 in the amount of \$1,121,787.50 issued by CPED on July 1, 2021. Commercial Energy argues that the issuance of the citation was premature and unwarranted as its Application for Rehearing of Resolution E-5138 is pending consideration in A.21-05-008. Commercial Energy does not dispute the amount of the deficiencies but challenges the reasonableness of the penalty amount. On August 16, 2021, CPED filed its compliance filing.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** On August 16, 2021, ALJ Zhen Zhang issued a Presiding Officer’s Decision finding the defendant, Community Union (sole remaining respondent of NIU) failed to implement its program in accordance with the terms of approval granted by the Commission in violation of Decision 11-06-038 and Resolution T-17355, and acted in contempt and violated Rule 1.1 by demonstrating a reckless disregard for the Commission, the regulatory process and the law.

The decision also directs the following: 1) Community Union shall return \$162,109 it received unlawfully to the California Advanced Services Fund; 2) Community Union is banned from seeking and receiving ratepayer funds from and participating in public purpose programs at the Commission for seven years, and 3) the corporate veil as between Community Union and Larry Ortega (President and CEO) is pierced, and the two are deemed as the same entity; therefore, Larry Ortega is held personally liable for the restitution and is personally banned from receiving ratepayer funds from and participating in public purpose for seven years.

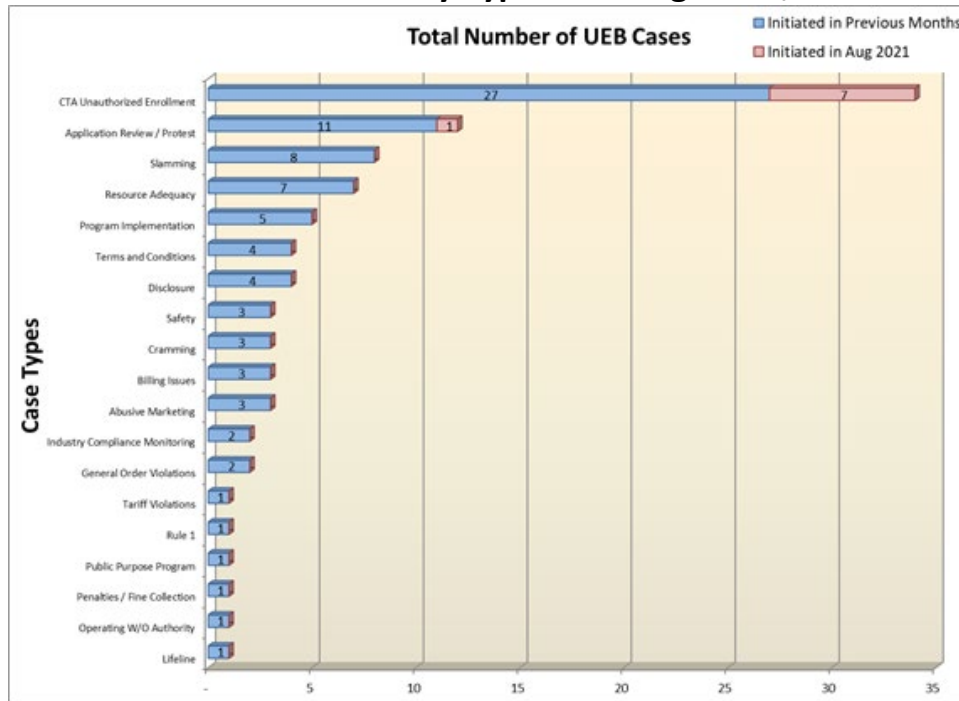
- **Appia Communications, Inc. (Resolution UEB-009):** On August 19, 2021, the Commission adopted Resolution UEB-009 approving UEB's settlement with CallTower (successor of Appia Communications). CPED alleged that Appia failed to remit public program surcharges and operated without registration as a VoIP provider. As part of the settlement, CallTower has agreed to pay \$258,687 in unpaid surcharges (including interest) and \$21,000 in penalties for operating without a registration.

- One-Ring CPCN Application Protest (A.21-02-006):** On August 6, 2021, UEB and One-Ring participated in a telephonic prehearing conference (PHC) as scheduled by ALJ Liang-Uejio. The PHC was scheduled to determine the parties' position and address issues relating to 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 96 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 August 30, 2021



Citations/Fines/Reparation

On August 19, 2021, the Commission adopted a settlement between UEB and CallTower. CallTower agrees to pay \$258,687 in unpaid surcharges (including interest) and \$21,000 in penalties for operating without registration.

In August 2021, UEB issued two citations totaling \$2,000 via the CTA Citation program. Both citations are in the amount of \$1,000 each. Cumulative 2021 fines, reparations and penalties imposed are shown below.

Table 7. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/ Reparation
August 2021	\$281,687
Cumulative 2021	\$47,660,315

- **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. No RA citations were issued in August.
- **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 August, UEB reviewed 65 CTA-related complaints received by the Consumer Affairs Branch (CAB) in July 2021 and identified 17 needing investigation for potential unauthorized enrollment. UEB issued 7 data requests for proof of enrollment authorization for 17 customers. UEB received 12 third-party verification (TPV) recordings and 5 signed agreements as proof of customer authorization to enroll in CTA services. UEB's investigation for July is continuing.

On August 5, 2021, UEB issued Bolt Energy Services, LLC Citation No. UEB-003-0054 for \$1,000, which was paid on August 16, 2021. On August 18, 2021, UEB issued Spark Energy Gas, LLC Citation No. UEB-003-0055 for \$1,000; payment is due no later than September 17, 2021. Details of the issued citations are shown below.

Table 8. UEB CTA Citations

CTA CITATIONS August 2021					
Citation #	Date Issued	Company	Citation Amount	Date Due	Status
UEB-003-0054	8/5/2021	Bolt Energy Services, LLC	\$1,000.00	9/7/2021	Payment received on 8/16/2021
UEB-003-0055	8/18/2021	Spark Energy Gas, LLC	\$1,000.00	9/17/2021	Payment Pending

Table 9. 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				
August	65	17	7	17	Pending	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of August. UEB was responsible for 41 separate Ordering Paragraphs. As of August 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 10 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	Batjer

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.21-03-005	Appeal of San Diego Community Power to citation E-4195-98 issued on February 3, 2021 by Consumer Protection & Enforcement Division.	Golberg	N/A
K.21-03-006	Appeal of Western Community Energy to citation E-4195-99 issued on February 9, 2021 by Consumer Protection & Enforcement Division.	Wercinski	N/A
K.21-08-001	Appeal of Commercial Energy to citation E-4195-100 issued on July 1, 2021 by Consumer Protection & Enforcement Division.	Chiv	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): On August 19, the FCC's provided an update on Auction 904 (Rural Digital Opportunity Fund). The FCC is reviewing requests for ETC eligibility and working with state Commissions to designate auction winners so the awarding of funding can commence. Census blocks with conflicting designations are being analyzed and amended with the correct data.