

**Energy Industry**  
**Consumer Contacts that Require Enhanced Processing**  
**Presented by Utility Company, Category and Subcategory**  
**January 2019**

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.**

Utility Code	Utility Name	Category	Subcategory	Count
ELC217	Apple Valley Choice	Billing	High Bill	1
<b>Apple Valley Choice Total</b>				<b>1</b>
ELC204	Clean Power Alliance	Policy and Practices	Abusive Marketing	1
<b>Clean Power Alliance Total</b>				<b>1</b>
ELC201	East Bay Community Energy	Billing	High Bill	2
			Other Charges	1
		Policy and Practices	Abusive Marketing	2
<b>East Bay Community Energy Total</b>				<b>5</b>
ELC933	Liberty Utilities (CalPeco Electric) LLC	Policy and Practices	Safety	1
<b>Liberty Utilities (CalPeco Electric) LLC Total</b>				<b>1</b>
ELC200	Monterey Bay Community Energy	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
<b>Monterey Bay Community Energy Total</b>				<b>2</b>
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	1
			Bill Not Received	2
			Disputed Customer of Record	3
			High Bill	23
			Other Charges	4
			Payment Arrangements	6
			Payment Error	1
		Policy and Practices	Safety	8
			SMART METER	2
		Public Purpose Programs	CARE Recertification	1
			Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	9
			Disconnection Non Payment	1
			Outage	5
	Refusal To Serve	3		
<b>Pacific Gas &amp; Electric Company Total</b>				<b>73</b>
ELC214	Pioneer Community Energy	Billing	High Bill	1
<b>Pioneer Community Energy Total</b>				<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Not Received	1
			Disputed Customer of Record	1
			High Bill	4
			Other Charges	2
		Public Purpose Programs	CARE Recertification	1
			Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	1
			Outage	1
Refusal To Serve	1			
<b>San Diego Gas &amp; Electric Company Total</b>				<b>14</b>
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
			Bill Adjustment	1
			Bill Not Received	8
			Deposits	3
			Disputed Customer of Record	6
			High Bill	11
			Meter Reading Issue	1
			Other Charges	1
			Payment Arrangements	2
			Payment Error	1
		Policy and Practices	Safety	2
		Public Purpose Programs	CARE Recertification	6
			Net Energy Metering (NEM)	3
		Service	Delayed Orders/Missed Appointments	5
			Disconnection Non Payment	1
Outage	4			
Refusal To Serve	2			
	Voltage Levels	2		
<b>Southern California Edison Company Total</b>				<b>60</b>
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
			Deposits	1
			Disputed Customer of Record	2
			Estimated Billing	1
			High Bill	5
			Other Charges	2
			Payment Arrangements	2
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	4
			Disconnected In Error	1
Disconnection Non Payment	1			
<b>Southern California Gas Company Total</b>				<b>22</b>
GAS905	Southwest Gas Corporation	Billing	High Bill	3
			Other Charges	1
<b>Southwest Gas Corporation Total</b>				<b>4</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>184</b>

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.