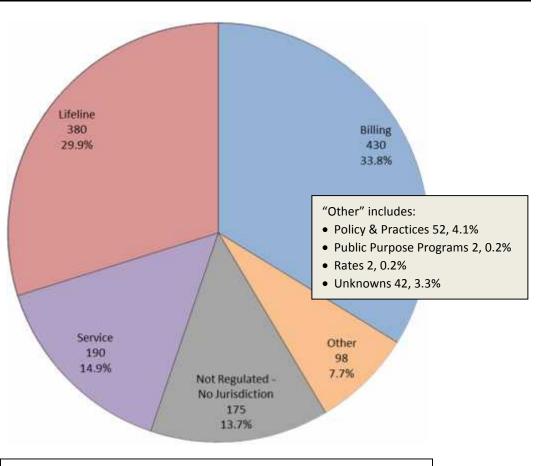California Public Utilities Commission
Consumer Service and Information Division

COMMUNICATIONS INDUSTRY
Consumer Contacts
April 2014

Lifeline
380
29.9%

Billing
430
33.8%

"Other" includes:
- Policy & Practices 52, 4.1%
- Public Purpose Programs 2, 0.2%
- Rates 2, 0.2%
- Unknowns 42, 3.3%

Service
190
14.9%

Not Regulated -
No Jurisdiction
175
13.7%

Other
98
7.7%

Communications Industry related
consumer contacts to CAB for April 2014

Phone	**544**
Written	**729**
Total Contacts	**1273**

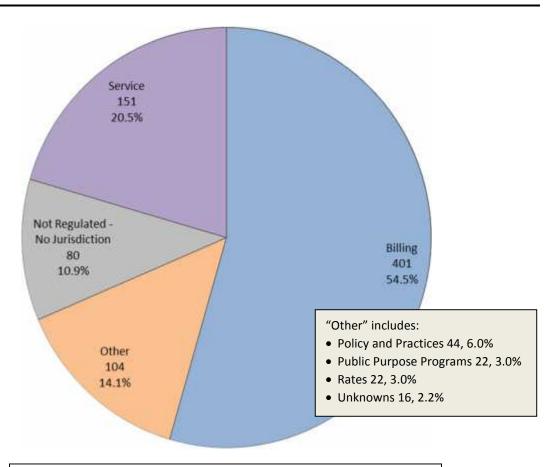More information on this data can be found through the following links:

- Table 1 reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.

California Public Utilities Commission
Consumer Service and Information Division

ENERGY INDUSTRY
Consumer Contacts
April 2014

"Other" includes:
- Policy and Practices 44, 6.0%
- Public Purpose Programs 22, 3.0%
- Rates 22, 3.0%
- Unknowns 16, 2.2%

Energy Industry related
consumer contacts to CAB for April 2014

Phone	**521**
Written	**215**
Total Contacts	**736**

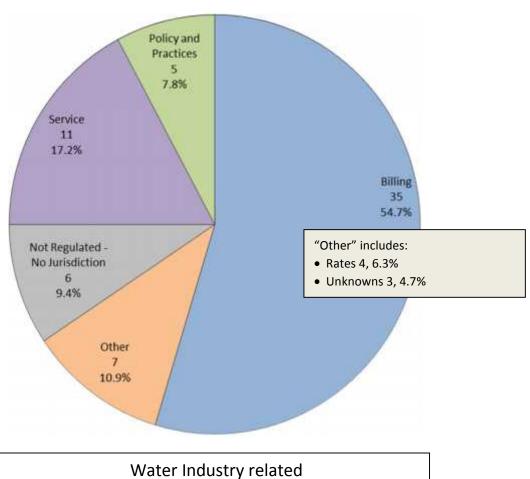More information on this data can be found through the following links:

- Table 1 reports the total number of Energy Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Energy Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.

California Public Utilities Commission
Consumer Service and Information Division

WATER INDUSTRY
Consumer Contacts
April 2014

"Other" includes:
- Rates 4, 6.3%
- Unknowns 3, 4.7%

Water Industry related
consumer contacts to CAB for April 2014

Phone	**40**
Written	**24**
Total Contacts	**64**

More information on this data can be found through the following links:

- Table 1 reports the total number of Water Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Water Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.