California Public Utilities Commission
Consumer Service and Information Division

Energy Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
December 2014

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
ELC933	California Pacific Electric Company	Billing	High Bill	1
			Total ICs	*1*
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Deposits	3
		Billing	Disputed Customer of Record	3
		Billing	Contract Termination	1
		Billing	Energy Diversion	1
		Billing	High Bill	8
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	3
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	4
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	3
		Service	Outage	3
		Service	Refusal To Serve	1
		Service	Voltage Levels	1
			Total ICs	*51*
ELC902, GAS902, MUL902	San Diego Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
			Total ICs	*7*

Utility Code	Utility Name	Category	Subcategory	Count
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	Deposits	3
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	11
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Payment Arrangements	2
		Policy and Practices	Safety	3
		Public Purpose Programs	CARE Recertification	4
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	1
		Service	Outage	11
			Total ICs	**46**
GAS904	Southern California Gas Company	Billing	Bill Adjustment	2
		Billing	Deposits	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	4
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
			Total ICs	**23**
GAS905	Southwest Gas Corporation	Billing	Deposits	1
		Policy and Practices	Safety	1
		Service	Refusal To Serve	1
			Total ICs	**3**
			Total ICs Sent [1]	**131**

[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.

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