

California Public Utilities Commission
Consumer Service and Information Division

Energy Industry Consumer Contacts - Total Presented by Company and Category December 2013

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Energy Industry during the month of December 2013, broken down by the type of the contact (i.e. Category).

Table 1 - 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	Phone	Written	Total Contacts
ELC933	California Pacific Electric Company	3	2	5
	Billing	1	1	
	Not Regulated - No Jurisdiction	1	1	
	Unknown	1	0	
ESP1092	Commerce Energy, Inc.	0	1	1
	Billing	0	1	
ELC913	Golden State Water Company	2	0	2
	Billing	1	0	
	Rates	1	0	
ELC1372	Liberty Power Holdings LLC	3	1	4
	Billing	2	0	
	Not Regulated	1	1	
MUL39, ELC39, GAS39, STM39	Pacific Gas & Electric Company	239	70	309
	Billing	99	30	
	Not Regulated - No Jurisdiction	47	10	
	Policy and Practices	23	14	
	Public Purpose Programs	6	0	
	Rates	13	5	
	Service	47	10	
	Unknown	4	1	

Utility Code	Utility Name/Category	Phone	Written	Total Contacts
ELC901	Pacificorp	1	0	1
	Service	1	0	
MUL902, ELC902	San Diego Gas & Electric Company	25	16	41
	Billing	14	10	
	Not Regulated - No Jurisdiction	4	0	
	Policy and Practices	2	0	
	Public Purpose Programs	1	2	
	Service	1	2	
	Rates	1	2	
	Unknown	2	0	
ELC338, MUL338, GAS338	Southern California Edison Company	167	72	239
	Billing	75	40	
	Not Regulated - No Jurisdiction	22	3	
	Policy and Practices	11	8	
	Public Purpose Programs	3	3	
	Rates	6	5	
	Service	41	11	
	Unknown	9	2	
GAS904	Southern California Gas Company	92	30	122
	Billing	43	14	
	Not Regulated - No Jurisdiction	13	5	
	Policy and Practices	5	3	
	Public Purpose Programs	3	0	
	Rates	1	0	
	Service	27	7	
	Unknown	0	1	
GAS905	Southwest Gas Corporation	9	1	10
	Billing	4	0	
	Service	5	1	
ELC928	Valley Electric Association, Inc.	1	0	1
	Not Regulated - No Jurisdiction	1	0	
ESP1386	Vista Energy	1	0	1
	Billing	1	0	
	Total	543	193	736