

California Public Utilities Commission
Consumer Service and Information Division

Water 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 Water Industry during the month of December 2013, broken down by the type of the contact (i.e. Category).

Table 1 - Water 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
WTA210	California-American Water Company	10	8	18
	Billing	4	7	
	Not Regulated - No Jurisdiction	4	0	
	Rates	0	1	
	Service	2	0	
WTA60	California Water Service Company	14	4	18
	Billing	7	1	
	Not Regulated - No Jurisdiction	2	0	
	Policy and Practices	0	1	
	Rates	0	2	
	Service	4	0	
	Unknown	1	0	
WTB61	Del Oro Water Co., Inc.	1	0	1
	Unknown	1	0	
WTA133	Golden State Water Company	10	7	17
	Billing	7	4	
	Rates	3	2	
	Service	0	1	
WTA314	Park Water Company	5	2	7
	Billing	3	2	
	Service	1	0	
	Unknown	1	0	
WTD426	Pinon Hill Water Company	0	1	1
	Service	0	1	

Utility Code	Utility Name / Category	Phone	Written	Total Contacts
WTA337	San Gabriel Valley Water Company	2	1	3
	Billing	2	1	
WTA168	San Jose Water Company	3	1	4
	Billing	2	1	
	Policy and Practices	1	0	
WTA339, WTD339	Suburban Water Systems	3	3	6
	Billing	1	1	
	Not Regulated - No Jurisdiction	1	0	
	Service	1	2	
	Total	48	27	75