



# *Monthly Activity Report*

**Consumer Protection and Enforcement  
Division | California Public Utilities  
Commission | March 2018**

## TABLE OF CONTENTS

<b>TABLE OF CONTENTS.....</b>	<b>1</b>
<b>OVERVIEW .....</b>	<b>2</b>
<b>CONSUMER AFFAIRS BRANCH .....</b>	<b>2</b>
<i>Monthly Highlights.....</i>	<i>2</i>
<i>Key Activities .....</i>	<i>2</i>
<i>Citations/Fines/Refunds .....</i>	<i>3</i>
<i>Compliance with Ordering Paragraphs .....</i>	<i>4</i>
<i>Docket Activity .....</i>	<i>5</i>
<i>Outreach/Training/Other Activities .....</i>	<i>6</i>
<i>Legislation of Interest.....</i>	<i>6</i>
<b>TRANSPORTATION ENFORCEMENT BRANCH.....</b>	<b>6</b>
<i>Monthly Highlights.....</i>	<i>7</i>
<i>Key Activities .....</i>	<i>7</i>
<i>Citations/Fines/Refunds .....</i>	<i>8</i>
<i>Compliance with Ordering Paragraphs .....</i>	<i>10</i>
<i>Docket Activity .....</i>	<i>10</i>
<i>Outreach/Training/Other Activities .....</i>	<i>12</i>
<i>Legislation of Interest.....</i>	<i>12</i>
<b>UTILITIES ENFORCEMENT BRANCH .....</b>	<b>12</b>
<i>Monthly Highlights.....</i>	<i>12</i>
<i>Key Activities .....</i>	<i>13</i>
<i>Citations/Fines/Refunds .....</i>	<i>14</i>
<i>Compliance with Ordering Paragraphs .....</i>	<i>15</i>
<i>Docket Activity .....</i>	<i>15</i>
<i>Outreach/Training/Other Activities .....</i>	<i>17</i>
<i>Legislation of Interest.....</i>	<i>17</i>

## OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of three separate branches: the Consumer Affairs Branch (CAB), the Transportation Enforcement Branch (TEB), and the Utilities Enforcement Branch (UEB).

This report contains information reflecting the month's activity within each of the three CPED branches. Information about each Branch is collected in seven different sections: (1) Monthly Highlights, (2) Key Activities, (3) Citations/Fines/Refunds, (4) Compliance with Ordering Paragraphs, (5) Docket Activity, (6) Outreach/Training/Other Activities, and (7) Legislation of Interest.

## CONSUMER AFFAIRS BRANCH

CAB provides assistance to consumers over the phone and in writing by answering questions and addressing informal complaints regarding CPUC-regulated communications, energy, and water utilities. CAB also acts as a conduit of consumer information for CPUC decision-makers.

### MONTHLY HIGHLIGHTS

- **Established a Real-Time Training Process for New CAB Staff:** Assigned experienced Consumer Affairs Representatives to provide real-time, cross-office training utilizing web conferencing tools to provide quality guidance on processing written complaints. The training allowed new staff to process cases in real time with live experts.

### KEY ACTIVITIES

In March, CAB provided assistance to consumers that contacted us seeking assistance via our statewide 800 number. Through the 800 number, consumers accessed CAB's consumer assistance information line menus 16,299 times and opted to speak to a live representative 5,018 times. Live consumer calls regularly result in referral to the utilities' high-level internal consumer assistance groups for expedited resolution of consumer-identified issues. Live calls may also result in providing answers to consumer questions or providing them with referral information on utilities, service providers, and other entities that are not regulated by the CPUC.

In addition to assisting consumers with complaints, questions and information referrals via telephone, CAB received 945 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of March, CAB had closed 1,108 written contacts and was in process of addressing an additional 953 written contacts.

<b>CAB Activity for March 2018</b>	
<b>Data for Telephone Contacts</b>	
Calls to Assistance Line	16,299
Live Calls Answered	5,018
<b>Data for Written Contacts Processed<sup>1</sup></b>	
New Written Contacts Received	945
Written Contacts Closed	1,108
Written Contacts Being Processed <sup>2</sup>	953

CAB also responds to requests from internal and external entities for consumer contact data. In March, CAB responded to 7 data requests. There were 3 Public Records Requests for data pertaining to 3 different Communications companies and one request from the Maryland Public Service Commission for the number of contacts about a particular non-utility gas provider (Core Transport Agent). Also, the Energy Division had, two requests pertaining to Direct Response Providers (DRPs); one request for the details on a single case, and another for the total complaints found for all DRPs for a specified period. Lastly, a request for the number of complaints lodged against a particular Water company.

---

#### CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$71,798.60 worth of refunds and credits in March, 2018. One Energy case alone resulted in a reimbursement of \$22,130.00 to a consumer due to property damage caused by the utility’s power line coming down during a winter storm on the consumer’s property.

---

<sup>1</sup> Written contacts closed may differ from the number of written contacts received in a month since cases received in previous months may be resolved in the current month.

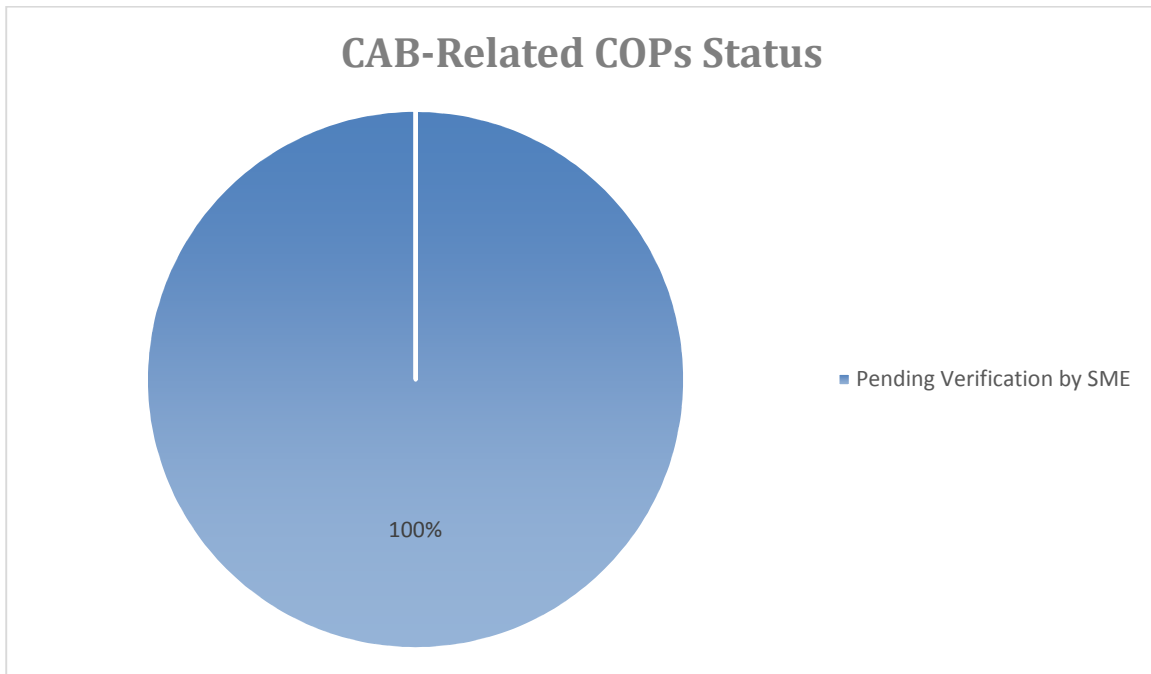
<sup>2</sup> Depending on the timing of when written contacts were received and the complexity of the issue, written contacts may not be resolved during the month in which they were received. These contacts are in process and are under review by CAB and the utility service provider.

Date	Refund/Credit Amount <sup>3</sup>
March 2018	\$71,798.60
Cumulative 2018	\$374,601.92

CAB does not issue citations or fines, but instead may negotiate refunds through its informal complaint resolution process. Most refunds secured by CAB are the result of incorrect billing of a utility consumer or from discretionary refunds provided by the utility.

---

#### COMPLIANCE WITH ORDERING PARAGRAPHS




---

<sup>3</sup> Refund amounts may be underreported in cases where a utility does not share refund information in its response to CAB. This may occur in cases where Voice over Internet Protocol (VoIP) telephone service is involved. VoIP services are governed under Public Utilities Code Section 710. Also, CAB does not currently have a process that enables follow-up on consumer phone contacts that are transferred to the company for expedited resolution. Thus, the refund amount reflected may be underreported since the company may resolve the consumer's issue after the transfer is made, including the offering of a refund.

There were three new CAB-related Ordering Paragraphs (OPs) enacted in March, one each from D.18-03-005, D.18-03-007 and D.18-030-26. In total, CAB was responsible for six OPs.

All of these CAB-related OPs require that regulated utilities, that have been granted authority to operate by the CPUC, provide CAB with contact information needed in processing informal complaints; these OPs are categorized as “Pending Verification by Subject Matter Expert”.

CAB proactively contacts the utilities in an attempt to gather the information and inform the utility of CAB’s role. Once the utilities comply, the information will be entered into the CPUC’s Utility Contact System (UCS) database that houses contact information for utilities authorized to provide service in California. In addition, the OP’s status is updated in the COPs data as “In Compliance”.

---

#### DOCKET ACTIVITY

CAB monitored seven open proceedings in March that have consumer impacts. These items appeared on the CPUC’s March Voting Agendas and decisions were reached on six of them:

- D.18-03-002 Approves Sonic Systems, Inc. for a Certificate of Public Convenience and Necessity in Order to Provide Communications Services in California
- D.18-03-005 Approves Synergem Technologies, Inc. for a Certificate of Public Convenience and Necessity to Communications Services in California.
- D.18-03-007 Approves Silica Networks for a Certificate of Public Convenience and Necessity to Provide Communications Service in California.
- D.18-03-026 Approves SQF, LLC for a Certificate of Public Convenience and Necessity to Provide Communications Services in California.
- Resolution T-17587 Approves TruConnect Communications, Inc.'s Request for Changes to its Lifeline Service in California.
- Resolution TL-19128 revoking the Certificate of Public Convenience and Necessity of Saeed O. Ibrahim is expected to be taken up for voter in April 2018.

- A.17-02-007 for SIGCA Holdings, LLC for a Certificate of Public Convenience and Necessity was withdrawn.

Five of the CAB monitored proceedings were regarding applications for CPCNs.<sup>4</sup> CAB monitors all CPUC non-transportation CPCN proceedings due to the requirement for CAB to maintain contact information for all certificated non-transportation companies in its database.

---

#### OUTREACH/TRAINING/OTHER ACTIVITIES

CAB met with the CPUC's Office of Governmental Affairs in March to update and improve process coordination on constituent complaints referred by elected officials.

CAB also met with AT&T counterparts to update information on complaint resolution processing and personnel changes.

---

#### LEGISLATION OF INTEREST

There was no new legislation of impact to CAB to be reviewed in the month of March.

#### TRANSPORTATION ENFORCEMENT BRANCH

TEB oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, and transportation network companies) and moving companies. To that end, TEB analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and tracks carrier compliance with permit requirements. TEB also serves a role analogous to that of an "industry division," acts as the CPUC's subject matter expert and advises decision makers regarding for-hire carriers. And finally, TEB staffs a consumer complaint 800 phone line; educates consumers, carriers and state and local law enforcement and prosecutors; investigates alleged violations; issues citations; brings cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney.

---

<sup>4</sup> A Certificate of Public Convenience and Necessity (CPCN) is required to lawfully operate a utility company in California and is granted by the CPUC.

## MONTHLY HIGHLIGHTS

- **Proposed Decision on regulatory status of Uber.** On March 19<sup>th</sup>, Commissioner Randolph issued a Proposed Decision that would require Uber to register as both a TNC and a TCP. Currently, only Uber's TNC subsidiary Rasier is permitted by the CPUC. The Proposed Decision is currently set to be voted on in April.

## KEY ACTIVITIES

### Carrier Application and Permit Activity

In March 2018, TEB staff received 240 applications this month (new, renewals, refiles, transfers), and issued 203 permits. TEB completed but cannot approve 421 additional applications until the CHP completes bus terminal inspections (CHP requires 60 days) and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days). Two new TNC applications are under review.

Activity	Passenger Carrier	Household Goods	Total
New Applications Docketed	57	12	69
Renewal Applications Docketed	140	0	140
Refile Applications Docketed	23	1	24
Transfer Applications Docketed	5	2	7
Authorities Issued	194	9	203
Authorities Suspended	391	39	436
Authorities Revoked	66	8	74
Authorities Reinstated (Suspended/Revoked)	323	39	362
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	158	68	226
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	195	0	195
Pending Reinstatement from Suspension and Revocation	23	1	24
<b>Total Active/Suspended Authorities as of 3/31/2018</b>	<b>7371</b>	<b>1031</b>	<b>8402</b>
Number of Voluntary Suspensions	21		21
Number of Voluntary Revocations	15		15
Number of vehicles added to Passenger Carrier Equipment Statements	302		302
Address and DBA Changes	107		107



<b>Vehicle inspection requests sent to CHP</b>	<b>373</b>		<b>373</b>
<b>Returned Applications (incomplete package)</b>	<b>19</b>		<b>19</b>

### Enforcement Activities

TEB is working on a total of 153 cases. Investigations center on illegal carriers and violations of the Public Utilities Code, General Orders, and/or Commission decisions. TEB's cases come from a variety of sources, such as complaints from carriers or consumers, and those opened on TEB's own initiative. Cases submitted to local district attorneys' offices are in various stages of prosecution in Los Angeles, Orange, Riverside and San Diego counties.

In March 2018, TEB closed 22 cases and initiated 34 new cases.

<b>Enforcement Activity</b>	<b>Household Goods</b>	<b>Passenger Carriers</b>	<b>Total</b>
<b>Open Cases as of 3/1/18</b>	<b>34</b>	<b>107</b>	<b>141</b>
<b>New Investigation Initiated</b>	<b>8</b>	<b>26</b>	<b>34</b>
<b>Investigations Completed</b>	<b>8</b>	<b>14</b>	<b>22</b>
<b>Cases Open as of 3/31/18</b>	<b>34</b>	<b>119</b>	<b>153</b>
<b>Cease and Desist Notices</b>	<b>3</b>	<b>15</b>	<b>18</b>
<b>Official Notices</b>		<b>4</b>	<b>4</b>
<b>Administrative Citations</b>	<b>0</b>	<b>8</b>	<b>8</b>

### CITATIONS/FINES/REFUNDS

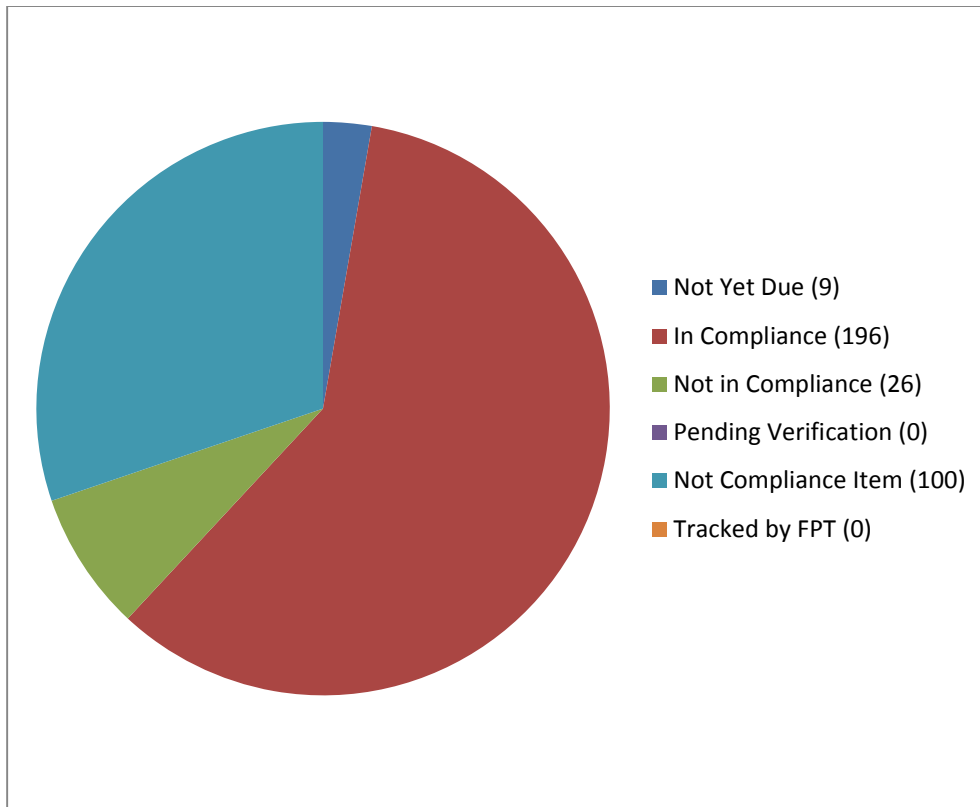
<b>TEB Activity</b>	<b>Moving Companies</b>	<b>Passenger Carriers</b>	<b>Total</b>
<b>Fine Assessed</b>	<b>\$0</b>	<b>\$22,500</b>	<b>\$22,500</b>
<b>Fines Paid</b>	<b>\$2,000</b>	<b>\$15,835.65</b>	<b>\$17,835.65</b>
<b>Overcharge Refunds/Claims Settlements by CIU Rep</b>	<b>\$5,015.97</b>	<b>\$600.45</b>	<b>\$5,616.42</b>

- **F-5412. Ace Limousine & Sedan Services Inc., Foster City (TCP 24956). Case PSG-4492. Fine: \$5,000. Violations:** 2nd Citation - Failed to enroll drivers in the Department of Motor Vehicles (DMV) Employer Pull Notice (EPN) program and in a controlled substance and alcohol testing certification program; failed to provide access to records, failed to maintain records.
- **F-5413. William Nasser dba Ace Limousine & Sedan Services, Foster City (TCP 14217). Case PSG-4493. Fine: \$3,000. Violations:** Failed to report revenue and pay fees for the years 2015, 2016, and 2017; failed to enroll drivers in the Department of Motor Vehicles Employer Pull Notice program and in a controlled substance and alcohol testing certification program; failed to provide access to records; failed to maintain records.
- **FC-5420. Spirit Transport LLC, West Covina (TCP 29177). PSG-4420. Fine: \$4,000. Violation:** Operated after suspension and subsequent revocation of its authority.
- **F-5421. Ambassador DSN Services LLC, Los Angeles (TCP 31871). Case PSG-4321. Fine: \$2,500. Violation:** Lacked required workers' compensation insurance for nine employee-drivers. Carrier agreed to pay fine.
- **F-5422. Door to Door Services, Inc. dba Go Limo Go, North Hollywood (TCP 30797). Case PSG-4596. Fine: \$2,000. Violations:** Lacked workers' compensation insurance; failed to enroll two drivers in the DMV EPN Program; failed to enroll four drivers in a mandatory controlled substance and alcohol testing certification program; failed to include and maintain pertinent information on waybills; failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for years 2015 and 2016. Carrier agreed to pay fine.
- **F-5414. Boom Limo, LLC (TCP 31390). Case: PSG-4471. Fine: \$2,000. Violations:** Failed to maintain and provide access to records; underreported gross revenue and underpaid PUCTRA fees.
- **F-5424. Kamal Barakat dba AAA Green Limo, San Bruno (TCP 25258). Case PSG-4592. Fine: \$1,000. Violation:** Failed to produce records during an investigation.
- **F-5426. Zou Xiaoguang dba East West Trans, San Jose (TCP 27119). Case PSG-4616. Fine: \$3,000. Violations:** Advertised and operated as a charter-party carrier after expiration of its authority; failed to comply with airport rules and regulations.

## Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by PUC	C&D letters issued	Total fines collected
<b>LAX</b> (Los Angeles International Airport)	<b>5</b> (unlicensed)	<b>5</b>	<b>3</b>	<b>6</b>	<b>\$2,000</b>

COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 331 separate Ordering Paragraphs. Most Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by the CHP and others. Other OPs uphold TEB citations and impose fines that result from those citations for violations of law and wrongdoing against consumers, or introduce new reporting requirements on carriers.

DOCKET ACTIVITY

**Policy Proceedings**

- **R.12-12-011 / TNC Rulemaking / Mason / Colbert / Randolph**  
Assigned Commissioner issued a Proposed Decision on March 19, 2018 regarding the status of Uber Technologies Inc. as a Transportation Network Company and a Charter-Party Carrier, for consideration at the April 26, 2018 Commission meeting. Comments are due April 8, 2018.

### Citation Appeals

None filed.

### Carrier Application Proceedings

- **A.17-04-012 / Proper Sightseeing Corporation / Yacknin.** Seeks authority to operate as a scheduled Passenger Stage Corporation with Hop On/Hop Off Service on fixed routes between points in Hollywood and Santa Monica, and to establish a Zone of Rate Freedom. Proposed Decision issued on March 28, 2018 for consideration at the May 10, 2018 Commission meeting.
- **A.17-11-004 / Gholamreza Askari dba R Transportation / Zanjani.** Seeks authority to operate as a Passenger Stage Corporation on-call, door-to-door, service between the City of Escondido, Marine Corps Base Camp Pendleton, and the City of Oceanside and points in the Counties of San Diego, Los Angeles, Orange and Riverside. Decision (D.)18-03-016 approved CPCN and closed the proceeding.
- **A.17-12-017 / Hildago Transportation / Zanjani.** Seeks authority to transport passenger and baggage express, on an on-call, county-to-county fare basis, between the counties of San Diego, Orange, Los Angeles, San Bernardino, Riverside, Kern, Monterey, Tulare, Fresno, Santa Clara, San Mateo, San Francisco, Alameda and Sacramento. In January 2018, SFMTA filed response to application urging the Commission to impose conditions regarding Hidalgo's operations in San Francisco. First, Hidalgo should be required to stop only in safe, legal locations when loading passengers in San Francisco. Second, Hidalgo should be required to comply with San Francisco's street restrictions that limit vehicles based on either weight or passenger capacity from travelling on specified street segments. No March activity.
- **A.17-12-018 / Catalina Clipper / Colbert / Rechtschaffen.** Seeks authority to operate as a scheduled Vessel Common Carrier between Newport Beach and Avalon. No March activity.
- **A.18-01-011 / Chrystelle Cruisers Wine Tours / Zanjani.** No March activity.

- **Resolution TL-19128.** Proposes to revoke the CPCN for Saeed O. Ibraheim for failure to submit compliance filings. Draft resolution held from the March 22, 2018 agenda to the April 26, 2018 Commission meeting.

---

#### OUTREACH/TRAINING/OTHER ACTIVITIES

- **Napa County Enforcement Efforts.** TEB staff, in conjunction with Napa authorities, inspected 26 vehicles and impounded two for operating without authority.

---

#### LEGISLATION OF INTEREST

TEB is currently tracking four legislative items of interest. One bill (SB 1194) was added to TEB's tracking list in March 2018.

**SB 1014 (Skinner):** Requires the Commission to implement annual TNC greenhouse gas (GHG) reduction targets set by the California Air Resources Board, per passenger mile driven by TNC drivers.

**SB 1080 (Newman):** Requires TNCs to accept an out of state driver license from a nonresident active duty military member or dependent, if driver otherwise meets a TNC's driver requirements.

**SB 1194 (Lara):** This bill was substantively amended on 3/21. It would now prohibit a common carrier from disclosing passenger records to any entity other than a law enforcement officer.

**SB 1376 (Hill):** Requires the Commission to implement a disability access program for TNCs, and to assess fees to support the program.

---

#### UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by ensuring that service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the CPUC to seek appropriate remedies for consumers and/or penalties.

---

#### MONTHLY HIGHLIGHTS

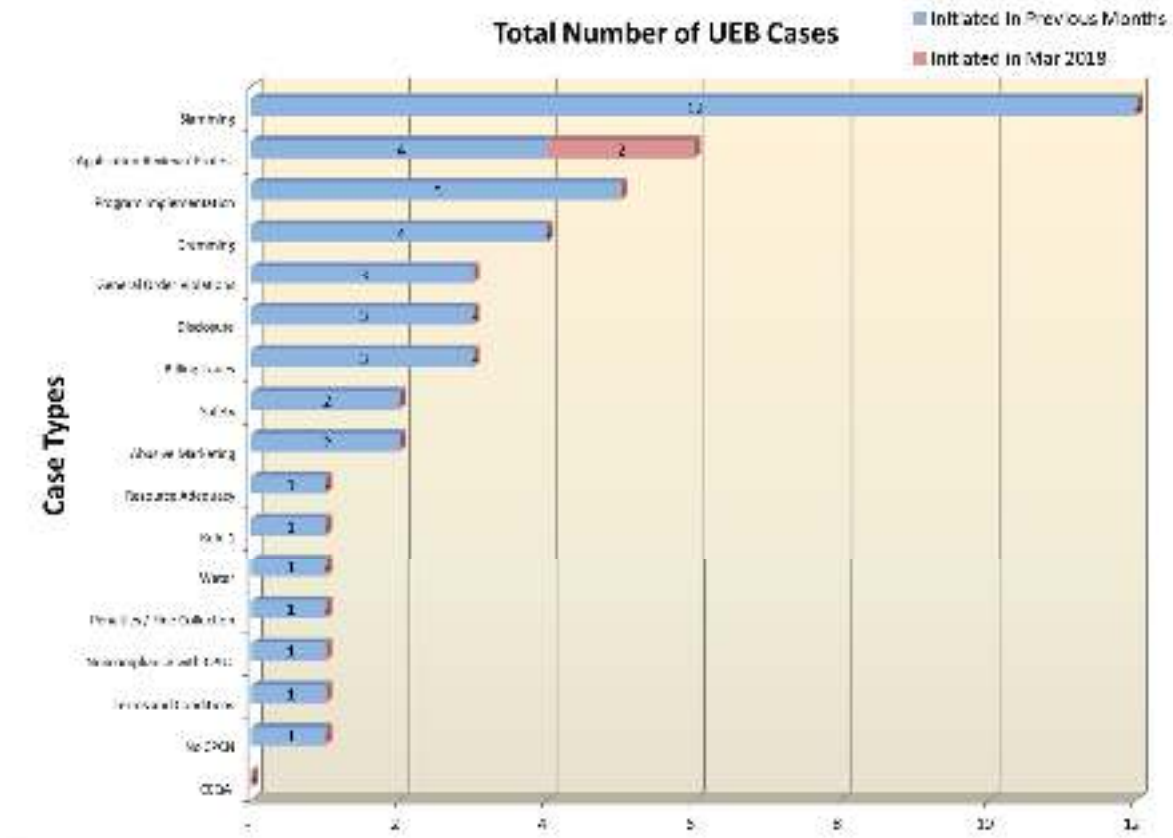
- **Mass Third-Party Verification (TPV) Slamming Citation:** Pursuant to the appeal by Quasar of the Slamming Citation issued for the amount of \$411,000, the ALJ has scheduled an Appeal Hearing for May 1, 2018.
- **Mass Third-Party Verification (TPV) Slamming Citation Notice:** Staff issued a notice of citation forfeiture to TC Telephone for failure to comply with TPV requirements under Resolution UEB-001 and 002.
- **Veritas (A.16-10-011) (Commissioner Randolph /ALJ Chiv) (Advocacy):** Pursuant to the ALJ's ruling, CPED filed a supplemental response to the applicant's motion to withdraw, demonstrating that the applicant continued to operate without authority. CPED requested that the Commission reject applicant's motion to withdraw.
- **SoCalGas (I.17-04-021) (Commissioner Rechtschaffen/ALJ Ayode) (Advocacy):** CPED filed an Opening Brief demonstrating that SoCalGas violated its tariff rules for failing to issue bills monthly and issuing bills with 34 or more days without proration. CPED recommends that the Commission impose a penalty of over one million dollars and restitution to customers of over five million dollars.

---

#### KEY ACTIVITIES

UEB is currently working on a total of 47 cases. Investigations center primarily on Slamming and Application Reviews. UEB's cases come from a variety of sources, with CPCN application reviews and UEB's scanning activities playing key roles.

## Cases by Type as of March 31, 2018

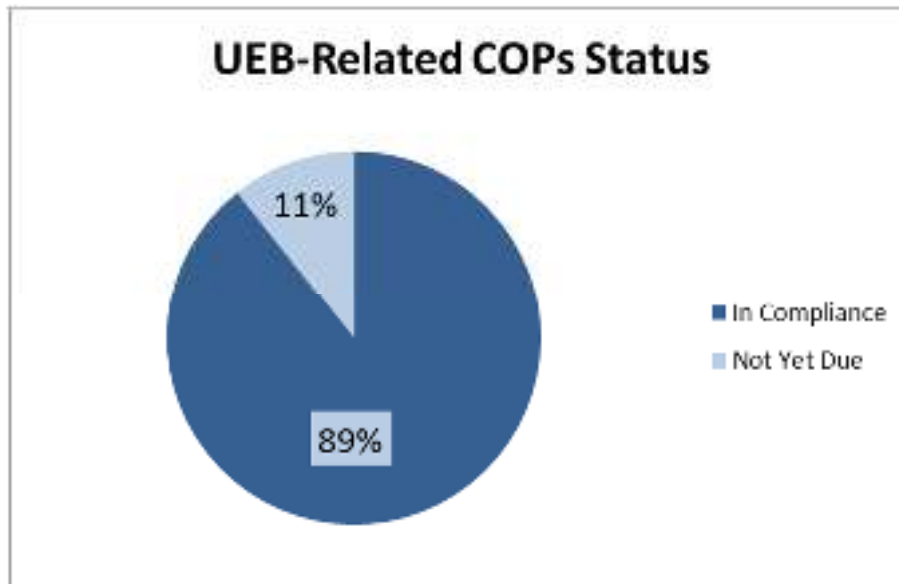


### CITATIONS/FINES/REFUNDS

UEB did not issue any fines or citations for the month of March. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/ Reparation Amounts
March 2018	\$0
Cumulative 2018	\$0

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of March. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 Ordering Paragraphs, 25 (representing 89%) have been complied with, and compliance with the remaining 3 are not yet due. None are out of compliance.

Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

DOCKET ACTIVITY

Docket No.	Title	ALJ	Commissioner
A.14-01-029	In the Matter of the Application of ILATANET, LLC for Authorization to obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Burcham	Picker
A.14-05-002	Application of Silicon Business System for a Certificate of Public Convenience and Necessity to operate as a Provider of Limited Facilities-Based and Resold Telecommunication services in the	Burcham	Peterman



	State of California.		
A.15-12-014	In the Matter of the Application of Global Calling Corporation for Authorization to Obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Ayoade	Peterman
A.16-01-008	In the Matter of the Application of Granite Telecommunications, LLC (U6842C) to Expand its Certificate of Public Convenience and Necessity to Include Additional Service Territories.	Ayoade	Randolph
A.16-04-006	Application of CereTel Incorporated for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Peterman
A.16-10-011	Application of Veritas Prepaid Phone Co., LLC for Registration as an Interexchange Carrier Telephone Corporation pursuant to the provisions of Public Utilities Code Section 1013.	Colbert	Randolph
I.11-05-028	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of OSP Communications LLC and John Vogel, an individual, to determine whether OSP Communications LLC and John Vogel have violated the Laws, Rules and Regulations of this State in the Provision of Operator and Calling Card Services to California Consumers; and Whether The Billing Resource LLC, a Delaware Corporation, and The Billing Resource LLC d/b/a Integretel, a California Corporation should Refund and Disgorge All monies billed and collected on behalf of OSP Communications LLC.	Bemesderfer	Sandoval
I.13-10-003	Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Comcast Phone of California, LLC (U-5698-C) and its Related Entities (Collectively "Comcast") to Determine Whether Comcast Violated the Laws, Rules, and Regulations of this State in the Unauthorized Disclosure and Publication of Comcast Subscribers' Unlisted Names, Telephone Numbers, and Addresses.	Burcham	Peterman
I.15-06-018	Order Instituting Investigation on the Commission's Own Motion into the Operations and Practices of Mesa-Crest Water Company (U333W) with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.	Colbert	Sandoval
I.16-01-012	Order Instituting Investigation on the Commission's own motion into the operations, practices, and conduct of T C Telephone LLC, doing business as Horizon Cellular, (T C Telephone) (U6875C) and (U4410C), to determine whether T C Telephone violated the laws, rules and regulations governing the manner in which California consumers are switched from one carrier to another and billed for telephone services.	Wildgrube	Randolph
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties	Ayoade	Rechtschaffen

	and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.		
I.17-09-004	Order Instituting Investigation and Ordering NetFortris Acquisition Co., Inc. to Appear and Show Cause Why It should not be sanctioned for Violations of the Laws, Rules and Regulations of this State by Monitoring and Recording Employee Telephone Conversations without Prior Consent.	Kim & Goldberg	Peterman
I.17-09-021	Order Instituting Investigation on the Commission's Own Motion into the Long Term Debt Financing practices of Lake Alpine Water Company (U148WTD); and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for Violations of Public Utilities Code Sections 818, 823(b) and 823(d).	DeAngelis & Goldberg	Peterman

---

#### OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff called into the March SNAP (State National Action Plan) conference call. The discussion focused on the FCC's Broadband Map, which is the "official" map for policy makers dealing with broadband deployment. You can view the map at <https://broadbandmap.fcc.gov>.
- New staff attended part 5 of the CPUC's Onboarding Training, which described the different control agencies and legislative oversight committees that the CPUC works with to receive its budget.
- Staff attended a rate design class that described how various CPUC rate case activities lead to the electric utilities' tariffed rates which average utility customers see on their monthly bills.
- Staff attended a training that provided an overview of CPUC's Safety Assurance Activities, as well as some technical aspects of Gas and Electric Design, Construction, Operations and Maintenance activities.

---

#### LEGISLATION OF INTEREST

UEB is currently tracking no legislative items of interest. No bills were added to or deleted from UEB's tracking list in the month.