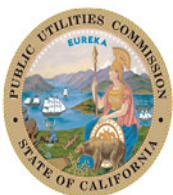


Consumer Protection and Enforcement Division

MONTHLY ACTIVITY REPORT

September 2021



**California Public
Utilities Commission**

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OVERVIEW

The Consumer Protection and Enforcement Division (CPED) implements California Public Utilities Commission (Commission) regulations, policies, and licensing for transportation carriers; investigates and enforces against passenger carrier misconduct; and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of two separate programs: Passenger Transportation and Utilities Enforcement.

This report contains information reflecting the month's performance within each CPED program. Information about each program is collected in six different sections: (1) Key Activities, (2) Citations/Fines/Refunds/Telephone Disconnects, (3) Compliance with Ordering Paragraphs, (4) Docket Activity, (5) Outreach/Training/Other Events, and (6) Legislation of Interest.

PASSENGER TRANSPORTATION

The Commission's Transportation Program oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, transportation network companies and ferries). The Program consists of two branches: The Transportation Enforcement Branch (TEB) which has three Units, the Airport Enforcement Unit (AEU), Compliance Enforcement Unit (CEU), and Field Enforcement Unit (FEU); and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, conducts joint inspections, issues warning notices and citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also supports a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

TLAB's Licensing Section analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and certificates, and tracks carrier compliance with permit requirements while TLAB's Analysis Section functions as the Commission's subject matter expert on policy matters, and advises decision makers regarding for-hire carriers.

Citations/Fines/Refunds/Telephone Disconnects

Investigations

In September 2021, TEB closed 5 investigation cases and initiated 15 new cases.

Table 1. TEB Enforcement Activity

12-Month Enforcement Activity	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	Sept 2021	Totals
Open Investigations	94	96	87	81	61	61	73	70	67	67	71	64	N/A
New Investigations Initiated	20	0	6	0	6	14	9	9	18	8	5	15	110
Investigations Completed	18	9	12	20	6	2	12	12	18	4	12	5	130
Cease and Desist Notices	9	4	8	7	11	2	11	6	9	9	2	8	86
Warning Letters	1	0	2	1	0	0	0	0	1	0	1	6	12
Telephone Disconnects	1	0	0	0	0	0	1	0	0	0	1	0	3
Citations	11	5	2	5	2	8	2	4	6	2	4	6	57
Citations Appealed	0	0	1	0	0	0	1	0	0	0	0	1	3

Consumer complaints increased by four complaints in September compared to the prior month. This month, the Consumer Intake Unit (CIU) received 16 complaints.

Table 2. TEB CIU Complaints Received

September 2021 CIU Complaint Activity	
Open complaints as of September 1, 2021	2
New complaints received during month	16
Subtotal	18
Less: Complaints closed by CIU directly	6
Complaints Referred to Enforcement during month	9
Open CIU complaints as of September 30, 2021	3

Table 3. CIU Complaints Referred to TEB

	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	Sept 2021
Open Investigations as of first day of Month	22	20	20	18	17	21	25	20	17	26	32	30
New Investigations Initiated	2	0	0	0	4	5	0	1	15	7	2	9
Closed Investigations During Month	4	0	2	1	0	1	5	4	6	1	4	4
Open Investigations as of last day of month	20	20	18	17	21	25	20	17	26	32	30	35
Investigations open longer than 6 months	11	14	10	9	12	15	10	8	3	3	5	7
% Of total investigations open longer than 6 months	55%	70%	56%	53%	57%	60%	50%	47%	12%	9%	17%	20%

Table 4. TEB Fines Assessed, Fines Paid, Consumer Refunds and PUCTRA Underpayment Fees

TEB Fines/Refunds	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	Sept 2021	Totals
Fines Assessed	\$33,000	\$12,000	\$25,000	\$31,000	\$10,000	\$36,000	\$11,000	\$10,000	\$10,000	\$20,000	\$13,000	\$32,000	\$244,000
Fines Paid	\$12,000	\$1,250	\$3,900	\$5,650	\$2,700	\$11,800	\$13,375	\$11,360	\$9,590	\$17,755	\$14,375	\$15,940	\$120,795
Refunds & CIU Settlements	\$48.50	\$0	\$0	\$0	\$114.76	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$163.26
PUCTRA Underpayment Fees Paid	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,942.76	\$116,942.68	\$68,281.94	\$191,167.38

Citations

All citations below were issued in September, and some may be under appeal or awaiting a hearing before an Administrative Law Judge.

- T.21-09-001. Arif & Fahad Investments LLC TCP 32583-B. PSG-5561. Fine: \$6,000. Violation: carrier 1) operated during suspension; 2) failed to obtain workers' compensation (WKCP) insurance; and 3) failed to enroll driver in DMV/EPN program. Carrier also failed to drug test its driver and submitted an altered California DMV Vehicle Registration card to Uber Black TCP account.
- T.21-09-003. San Diego Fun Tours, Spring Valley (Unlicensed). Case PSG 5574. Fine: \$3,000. Violations: carrier 1) operated and advertised without an active authority.
- T.21-09-004. Randall's Wine Tours LLC, Sebastopol (TCP 37156-P). Case: PSG-5583. Fine \$5,000. Violations: carrier 1) operated without an active authority; 2) advertised without an active authority; and 3) failed to provide Waybills.
- T.21-09-005. Abdelhameed MahMoud Elgassier doing business as (dba) VIP Airport Parking, Oakland(TCP 27371). Case: PSG-5546. Fine: \$6,000. Violations: carrier 1) operated during suspension; and 2) operated without PL&PD insurance.
- T.21-09-006. Rye Transportation, Inc., Walnut Creek (TCP 32275). Case: PSG-5537. Fine: \$8,000. Violations: carrier 1) operated after expiration; 2) advertised without an active authority, and 3) operated without PL&PD insurance. Carrier also failed to maintain WKCP insurance, enroll driver in DMV EPN Program, and enroll driver in drug program.
- T.21-10-001. Throop Enterprises LLC dba Toasted Corks, Temecula (TCP 39568). Case PSG-5553. Fine: \$5,000. Violations: carrier 1) operated without an active authority; 2) operated without PL&PD; Driver not on DMV EPN; Driver without proper CDL Class; Bus without California Highway Patrol (CHP) inspection; Advertising without authority.

Statewide Airport Enforcement Unit Surveillance Activities

- TEB conducted field activities and surveillance at major airports throughout California. Targeted airports included Los Angeles International, San Diego, Orange County, Long Beach, Hollywood Burbank, Palm Springs, San Francisco, Oakland, and San Jose. The main purpose of these activities was to monitor passenger transportation carrier activities.

In September 2021, AEU conducted surveillance at nine airports. The number of Transportation Charter-Party (TCP) / Transportation Network Company (TNC) / Passenger Stage Corporation (PSC) violations increased by 12 in September compared to the prior month. This month, AEU found 118 TCP/TNC/PSC violations.

Table 5. AEU Surveillance Findings

AEU Surveillance Activity	June 2021	July 2021	Aug 2021	Sept 2021	TOTALS
# of TCP observed	229	213	254	136	832
# of TCP violations found	8	2	4	4	18
% of TCP violations found	3.49%	0.9%	1.6%	2.9%	2.2%
# of TNC observed	707	781	930	693	3,111
# of TNC violations found	147	85	102	114	448
% of TNC violations found	20.79%	10.88%	11.0%	16.45%	14.4%
# of PSC observed	1	1	2	0	4
# of PSC violations	0	0	0	0	0
% of PSC violations found	0%	0%	0%	0%	0%

Los Angeles Airport Citation Program

Table 6. LAX Citations and Fines Collected

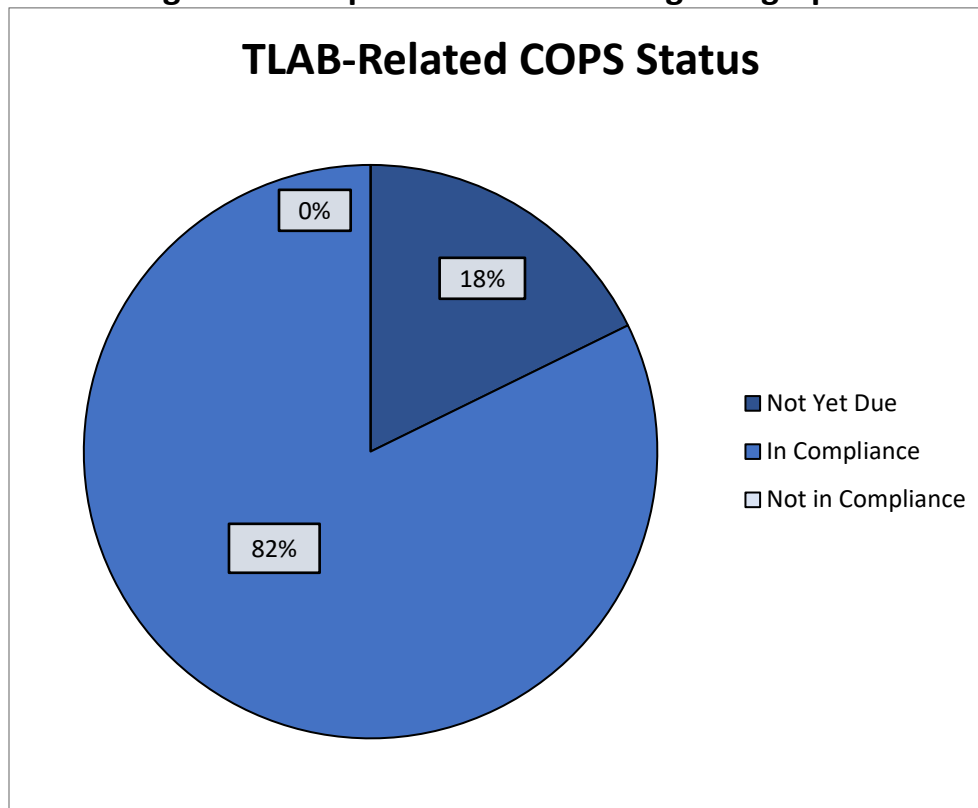
Month	Citations issued by LAX	Citations issued by the Commission	Vehicles impounded	C&D letters issued by the Commission	Total fines collected
September 2020	10	10	10	10	\$10,000
October 2020	0	0	0	0	\$0
November 2020	2	2	2	2	\$2,000
December 2020	0	0	0	0	\$0
January 2021	0	0	0	0	\$0
February 2021	1	0	0	5	\$0
March 2021	2	1	1	2	\$1,000
April 2021	1	1	1	1	\$1,000
May 2021	4	2	4	4	\$2,000
June 2021	2	1	2	2	\$1,000
July 2021	2	2	2	6	\$2,000
August 2021	0	0	0	8	\$0
September 2021	4	2	4	4	\$2,000
Totals	28	21	26	44	\$21,000

Telephone Disconnects

- None

Compliance with Ordering Paragraphs

Figure 1. Compliance with Ordering Paragraphs



The Transportation Program is currently responsible for 660 separate Ordering Paragraphs. Many 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 California Department of Motor Vehicles (DMV) pull-notice programs, receiving bus terminal inspections by CHP and others. Other OPs uphold TEB enforcement actions and impose fines for carrier violations of law and wrongdoing against consumers. OPs also introduce new reporting requirements and transportation policies.

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.**

1) No docket activity in September 2021.

- **R.19-02-012 / TNC Rulemaking / Chiv / Shiroma.**

1) No docket activity in September 2021.

Formal Enforcement Proceedings

- **No Order Instituting Investigation (OII)**

Citation Appeal Proceedings

- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim.** Concurrent Opening Briefs were filed by July 15, 2021, and Concurrent Reply Briefs filed by August 5, 2021. Awaiting ALJ's decision.
- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP 35518) Appeal / assigned to Administrative Law Judge (ALJ) Sasha Goldberg.** ALJ hearing held on July 29, 2021. Opening briefs were submitted on September 13, 2021, and Reply briefs were submitted September 28, 2021. Awaiting next steps.
- **K.20-09-011 / Eskindir Ghebremedhin and Cristobal Javier Castro, dba Egg Ride Services, (TCP 26381-P) Appeal / assigned to Administrative Law Judge (ALJ) Susan Lee.** On Sept. 30, 2021, ALJ Lee reduced the original \$3000 fine by \$800, to \$2200.
- **K.21-01-019. About Time Limousines LLC (TCP 21892). Appeal / ALJ Thomas J. Glegola.** On February 25, 2021, Docket Office informed defendant that his appeal was successfully and officially filed. Awaiting ALJ ruling.
- **K.21-02-001 / Bogale Getu Abebe., Hayward (TCP 32714).** On January 11, 2021, received defendant's appeal and filed by ALJ Docket Office. Compliance Filing for Citation F-5729 was filed February 16, 2021. No hearing date set.
- **K.21-04-003 / Dawit Bekele, dba First Class Limo Services (TCP 38190-B) Appeal / assigned**

to ALJ Patricia Miles. ALJ Miles instructed CPED to verify insurance coverage during investigation period from November 23, 2019, thru December 31, 2019. Information gathered emailed to ALJ Miles on June 25, 2021. Citation dismissed by ALJ Miles on September 10, 2021. Case K.21-04-003 closed.

- **K.21-09-015 / GoGo Charters LLC (Unlicensed) Appeal / assigned to ALJ Peter Wercinski.** Compliance filing due October 13, 2021. No hearing date set.

Carrier Application Proceedings

- **A.20-03-010 /** Application of Transit Systems Unlimited, Inc. for authority to Operate as Self-Insured Charter-Party Carrier of Passengers pursuant to Public Utilities Commission General Order No. 115-G / 06/28/2021 Transit Systems filed an Application for Rehearing and Oral Argument / **9/23/21 Commission denied rehearing, Commission decision is upheld.**
- **A.20-09-005 /** Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Tiburon / **09/13/21 Opening Briefs Filed; 09/23/21 Reply Briefs Filed**
- **A.19-05-0030 /** Application of Tres Estrellas de Oro Inc. to amend its Certificate of Public Convenience and Necessity (CPCN) To Operate as a Scheduled Passenger Stage Corporation / **No decision to date.**
- **A.19-09-011/** Application of PropSF, LLC (VCC94) to amend its Vessel Common Carrier Authorization to Add Unscheduled Prearranged Service Between Points in San Francisco, Marin, the Peninsula, and the East Bay, Establish Rates and a ZORF for Unscheduled Service, and Request a ZORF of 20% for Both Scheduled and Unscheduled Services / **09/23/21 Petition for Modification Filed**

Outreach

- TLAB meetings with three TNC drivers' groups for the purposes of informing the Clean Miles Standard proceeding; only one occurred in September 2021 (Driver's Seat Cooperative (9/1))
- TLAB meeting with Caltrans' Cal-ITP representatives to learn about proposed Mobility Data Interoperability Principles (9/15)
- TLAB meeting with California State University – Chico's GIS Department regarding the database and data ingestion tools they have built for Communications Division, and applicability to TNC Annual Report Data (9/30)

Training for Managers, Supervisors, and Staff

- No training

Joint Agency Collaboration

- TEB investigators, San Francisco International (SFO) Airport Ground Transportation Unit (GTU), and SFO Airport Police working jointly on an ongoing basis, to address complaints of unlicensed providers of passenger transportation at SFO.
- 09/03 - 09/06/21 - TEB investigators participated in a three-day operation, with the Napa County District Attorney's office, and the Napa Police Department, to address complaints of unlicensed carriers providing for-hire passenger transportation at the BottleRock Music Festival.
- 09/10/21 - TEB investigators participated in a field operation with the Sacramento Police Department. The joint operations team covered the Golden One Center between 5th and 7th along L and J street to enforcement against illegal passenger transportation.
- 09/11/21 - TEB investigators participated in the CHP San Ysidro Motor Coach Inspection.
- 09/16- 09/19/21, SFO SFPD Joint Enforcement Operation. TEB Airport Enforcement staff, participated in a four-day operation, working with SFO SFPD to address the illegal solicitors providing for-hire passenger transportation.
- 09/16 - 09/19/21 – TEB investigators participated in a four-day operation with SFO GTU and Airport Police to address the illegal solicitors providing for-hire passenger transportation.
- TLAB participation in Climate Change Scoping Plan 2022 Update – New Mobility Work Group meeting, including representatives from CARB, CalSTA, Caltrans, Department of Rehabilitation, and UC Davis (9/14)

UTILITIES ENFORCEMENT BRANCH

- ☐ UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring 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 Commission to seek appropriate penalties and remedies for consumers.

- **Frontier Communications Service Outage OII (I.19-12-009):** On September 23, 2021, ALJ Zhang issued an email ruling setting forth the schedule for the proceeding. On September 29, 2021, the Commission issued D.21-09-028 denying the joint motion of CPED and Frontier for adoption of a settlement agreement, finding that the additional reinvestment projects in lieu of penalties are not in the public interest due to Frontier's failure to deliver on service quality improvements with past infrastructure reinvestment projects in lieu of penalties.
- **San Diego Community Power (SDCP) RA Citation Appeal (K.21-03-005):** On September 17, 2021, ALJ Goldberg issued an email ruling setting briefing dates. On September 20, 2021, CPED filed its opening briefs arguing that SDCP failed to demonstrate that it undertook an exhaustive effort to procure resources; and resources were not available in the market due to factors outside SDCP's control. CPED calls for the Commission to affirm Citation No. E-4195-0098 and order SDCP to pay the full citation amount of \$388,288.
- **Western Community Energy (WCE) RA Citation Appeal (K.21-03-006):** On September 22, 2021, WCE filed a report on the status of its bankruptcy pursuant to ALJ Wercinski's July 14, 2021 ruling granting WCE's motion to stay. WCE requested that the Commission continue to Stay WCE's Appeal of Citation No. E-4195-0099 until January 30, 2022 due to ongoing negotiations in the WCE bankruptcy proceeding.
- **Commercial Energy RA Citation Appeal (K.21-08-001):** On September 30, 2021, ALJ Chive issued a ruling requesting a joint submission from CPED and Commercial Energy in light of the Commission issuing D.21-09-046 on September 27, 2021 denying Commercial Energy's Application for Rehearing of Resolution E-5138.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** On September 17, 2021, a Presiding Officer's Decision issued by ALJ Zhang became the decision of the Commission (D.21-09-021) because no appeal or request for review have been filed. The decision found Community Union (sole remaining respondent of NIU) failed to implement its program in accordance with the terms of approval granted by the Commission in violation of Decision 11-06-038 and Resolution T-17355, and acted in contempt and violated Rule 1.1 by demonstrating a reckless disregard for the Commission, the regulatory process and the law.

The decision also directs the following: 1) Community Union shall return \$162,109 it received unlawfully to the California Advanced Services Fund; 2) Community Union is banned from seeking and receiving ratepayer funds from and participating in public purpose programs at the Commission for seven years, and 3) the corporate veil as between Community Union and Larry Ortega (President and CEO) is pierced, and the two are deemed as the same entity; therefore, Larry

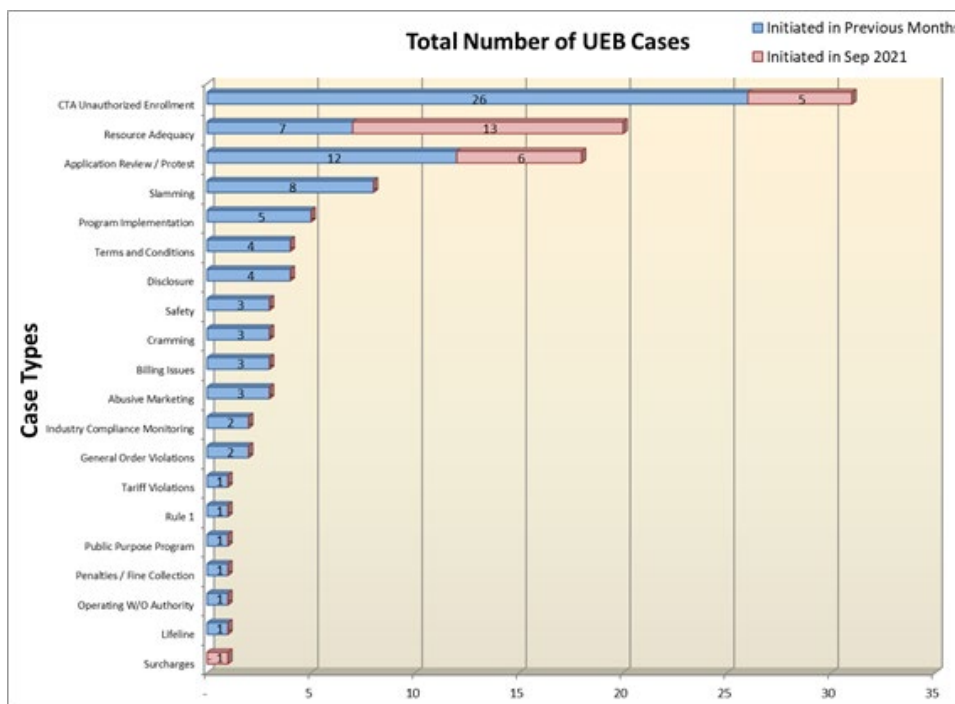
Ortega is held personally liable for the restitution and is personally banned from receiving ratepayer funds from and participating in public purpose for seven years.

- One-Ring CPCN Application Protest (A.21-02-006):** On September 3, One-Ring filed a notice of ex-parte communication alerting the Commission to recent developments at the Federal level that negatively impacted One-Ring’s request for a Certificate of Public Convenience (CPCN). As such, One-Ring will move to withdraw their CPCN application. CPED protested One-Ring’s application for a CPCN to operate as a competitive local exchange carrier. CPED alleged that One-Ring committed Rule 1.1 violations for omitting required information in its application.

Key Activities

UEB is working on a total of 113 cases. Investigations center primarily on Application Review, CTA Unauthorized Enrollment, Slamming, and Resource Adequacy. UEB’s cases come from a variety of sources, with Inter-Division referrals and UEB’s own scanning activities playing key roles.

UEB Total Number of Cases by Type as of September 30, 2021



Citations/Fines/Reparation

On September 17, 2021, a Presiding Officer's became the decision of the Commission (D.21-09-021) directing Community Union to return \$162,109 it received unlawfully to the California Advanced Services Fund.

In September 2021, UEB issued one citation totaling \$1,000 via the CTA Citation program. Cumulative 2021 fines, reparations and penalties imposed are shown below.

Table 7. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/ Reparation
August 2021	\$163,109
Cumulative 2021	\$47,823,424

- **Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities' (LSE) compliance with system, local, and flexible resource adequacy requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-036, 11-06-022, 14-06-050, 19-06-026, and 20-06-031. UEB received 13 RA case referrals from Energy Division in September 2021. No RA citations were issued in September.
- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In September, UEB reviewed 81 CTA-related complaints received by the Consumer Affairs Branch (CAB) in August 2021 and identified 13 needing investigation for potential unauthorized enrollment. UEB issued 5 data requests for proof of enrollment authorization for 13 customers. UEB received 10 third-party verification (TPV) recordings and 6 signed agreements as proof of customer authorization to enroll in CTA services. Bolt Energy Services provided both TPVs and signed agreements for 3 customers, which results in double counting. Vista Energy Marketing L.P provided both TPVs and signed agreements for one customer, which resulted in double counting. UEB's investigation for August is ongoing.

On September 9, 2021, UEB issued Bolt Energy Services, LLC Citation No. UEB-003-0056 for \$1,000;

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payment is due no later than October 11, 2021. Details of the issued citation are shown below.

Table 8. UEB CTA Citations

CTA CITATIONS August 2021					
Citation #	Date Issued	Company	Citation Amount	Date Due	Status
UEB-003-0056	9/9/2021	Bolt Energy Services, LLC	\$1,000.00	10/11/2021	Payment pending

Table 9. UEB CTA-Related Complaints

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
September	81	13	5	13	Pending	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of September. UEB was responsible for 41 separate Ordering Paragraphs. As of September 2021, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus 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 and informs fiscal of any identified issues.

Table 10 UEB-Related Proceedings

Docket No.	Title	ALJ	Commissioner
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Aceves
R.18-12-005	Ruling directs Pacific Gas and Electric Company to show cause why it should not be sanctioned for violation of Public Utilities Code § 451 and Commission statutes by failing to properly communicate with its customers, and coordinate with local governments and Public Safety Partners during the Public Safety Power Shutoff (PSPS) events during October 9 - November 1, 2019, resulting in a risk to public safety.	Semcer/ Poirier	Batjer
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 and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.18-07-009	Order Instituting Investigation on the Commission's Own Motion into the California's One Million New Internet Users Coalition's Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Rechtschaffen
I.19-12-009	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Frontier Communications to Determine Whether Frontier Violated Laws, Rules and Regulations through Service Outages and Interruptions and Disclosing and Publishing Customer Addresses.	Zhang	Batjer

K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195-0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kim	N/A
K.20-04-005	Appeal of San Jose Clean Energy to citation E-4195-74 issued on April 10, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-05-006	Appeal of Clean Power Alliance of Southern California to citation E-4195-82 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.21-03-005	Appeal of San Diego Community Power to citation E-4195-98 issued on February 3, 2021 by Consumer Protection & Enforcement Division.	Golberg	N/A
K.21-03-006	Appeal of Western Community Energy to citation E-4195-99 issued on February 9, 2021 by Consumer Protection & Enforcement Division.	Wercinski	N/A
K.21-08-001	Appeal of Commercial Energy to citation E-4195-100 issued on July 1, 2021 by Consumer Protection & Enforcement Division.	Chiv	N/A
A.21-02-006	Protest of One-Ring's Certificate of Public Convenience and Necessity to Operate as a Competitive Local Exchange Carrier.	Liang-Uejio	Aceves

Outreach/Training/Other Activities

State National Action Plan (SNAP): On September 23, the FCC presented information on its informal complaint process. The FCC is one of the few federal agencies that attempts to provide individual consumers with specific relief. Consumers can file a complaint at <https://consumercomplaints.fcc.gov/hc/en-us>. Informal complaints are typically, within 1 or 2 days, served by the FCC on the offending company. The company will have up to 30 days to review the complaint and reply to the FCC and the consumer in writing about how they handled the issue. Once a consumer files a complaint on the webpage, they get a tracking number and immediate notification the complaint was received. About 90 percent of complaints are responded to within a 30- day period.