



CPUC Public Agenda 3336

Thursday, May 15, 2014, 9:30 a.m.

San Francisco, CA



Commissioners:
Michael R. Peevey
Michel Peter Florio
Catherine J.K. Sandoval
Carla J. Peterman
Michael Picker

www.cpuc.ca.gov





Safety and Emergency Information

- The restrooms are located at the far end of the lobby outside of the security screening area.
- In the event of an emergency, please calmly proceed out of the exits. There are four exits total. Two exits are in the rear and two exits are on either side of the public speakers area.
- In the event of an emergency and the building needs to be evacuated, if you use the back exit, please head out through the courtyard and down the front stairs across McAllister.
- If you use the side exits you will end up on Golden Gate Ave. Please proceed around the front of the building to Van Ness Ave and continue on down to the assembly point.
- Our assembly point is between the War Memorial Building and the Opera Building (House) which is on Van Ness Ave, located between McAllister and Grove.





Public Comment

- Per Resolution ALJ-252, any member of the public who wishes to address the CPUC about matters before the Commission must sign up with the Public Advisor's Office table before the meeting begins. If an individual has signed up using the electronic system on the Commission's website, they must check in with the Public Advisor's Office on the day of the meeting, by the sign-up deadline.
- Once called, each speaker has up to 3 minutes at the discretion of the Commission President, depending on the number of speakers the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

The following items are NOT subject to Public Comment:

- Items: 21, and 39.
- All items on the Closed Session Agenda





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- Once called, each speaker has up to 2 minutes to address the Commission.
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Agenda Changes

- Items shown on the Consent Agenda will be taken up and voted on as a group in one of the first items of business of each CPUC meeting.
- Items on Today's Consent Agenda are: **1, 2, 3, 6, 8, 9, 10, 11, 14, 16, 18, 20, 21, 23, 24, 25, 27, 28, 30, 34, and 35.**
- Any Commissioner, with consent of the other Commissioners, may request an item from the Regular Agenda be moved to the Consent Agenda prior to the meeting.
- **Item 41 (37f- AB 1693 (Perea))** from the Regular Agenda has been added to the Consent Agenda.
- Any Commissioner may request an item be removed from the Consent Agenda for discussion on the Regular Agenda prior to the meeting.
None has been moved to the Regular Agenda.
- **None** has been withdrawn.
- The following items have been held to future Commission Meetings:
 - Held to 6/12/14: **4, 5, 7, 12, 13, 15, 17, 19, 22, 26, 29, 31, 32, 33, 40, 40a, and 41 with the exception of 37f - AB 1693 (Perea).**
 - Held to 6/26/14: **36 and 39.**





Regular Agenda

- Each item on the Regular Agenda (and its alternate if any) will be introduced by the assigned Commissioner or CPUC staff and discussed before it is moved for a vote.
- For each agenda item, a summary of the proposed action is included on the agenda; the CPUC's decision may, however, differ from that proposed.
- The complete text of every Proposed Decision or Draft Resolution is available for download on the CPUC's website: www.cpuc.ca.gov.
- Late changes to agenda items are available on the Escutia Table.





Regular Agenda – Energy Orders

Item # 37 [12938] – Net Energy Metering Interconnection Eligibility for Storage Devices Paired with Net Energy Metering Generation Facilities

R12-11-005 - Order Instituting Rulemaking Regarding Policies, Procedures and Rules for the California Solar Initiative, the Self-Generation Incentive Program and Other Distributed Generation Issues.

Quasi-Legislative

Comr. Peevey /Judge MacDonald

PROPOSED OUTCOME:

- Finds storage devices that are (1) paired with Net Energy Metering (NEM)-eligible generation facilities and (2) meet the Renewables Portfolio Standard Eligibility Guidebook requirements, may interconnect under the NEM tariffs.
- In order to ensure that generators receive credits only for eligible renewable electrical generation, the decision sets limits on system sizing and provides metering requirements.
- Extends the deadline for affected Self Generation Incentive Program projects to file applications to claim incentives to 120 days after updated NEM tariffs are approved by the Commission.

SAFETY CONSIDERATIONS:

- Finds that safety considerations regarding interconnection are currently being addressed in the Rule 21 rulemaking.
- The safety of storage devices on customer premises is addressed by numerous standards, rules, and regulations, including but not limited to National Electrical Code, UL requirements, and local permitting requirements.
- Directs staff to meet with statewide entities such as the Office of the State Fire Marshall or the Governor's Office of Planning and Research to develop and post a set of best practices for local permitting authorities to use as a resource.

ESTIMATED COST:

- No additional costs. Incentives shall be paid from existing California Solar Initiative funds.





Regular Agenda – Energy Orders

Item # 38 [12967] – New Order Instituting Rulemaking

R_____

Order Instituting Rulemaking on the Commission's Natural Gas and Electric Safety Citation Programs.

PROPOSED OUTCOME:

- Opens a Rulemaking to further implementation of the Commission's Natural Gas and Electric Safety Citation Programs.
- Sets forth a proposed electric safety citation program for comment and adoption by the Commission in compliance with Senate Bill 291 (Stats. 2013, Ch. 601.)
- Provides a forum for making improvements and refinements to the Commission's Natural Gas and Electric Safety Citation Programs.

SAFETY CONSIDERATIONS:

- Furthering the implementation of the Commission's Natural Gas and Electric Safety Citation Programs will establish and refine additional regulatory tools to ensure compliance with natural gas and electric safety laws and rules.

ESTIMATED COST:

- Unknown.





Safety and Enforcement Division



OIR - Natural Gas and Electric Safety Citation Programs

May 15, 2014





Scope of Rulemaking

- Implementation of Natural Gas and Electric Safety Citation Programs – SB 291 (Hill)
- Builds off Natural Gas Safety Citation Program (12/2011)
 - ALJ 274; GO 112-E, 49 CFR § 190-193, 199
- Provides forum for improvements and refinement to Commission's natural gas & electric safety citation programs





Senate Bill 291 Requirements

- Consideration of voluntary reporting
- Prior history of violations, gravity of the violation
- Degree of culpability
- Provide notice of violation
- Develop and implement an appeals process
- Conclude enforcement action within a reasonable period of time
- Adopt an **administrative limit**





Natural Gas Safety Citation Program – ALJ 274

- Meets SB 291 requirements
- Delegates SED enforcement authority to:
 - require immediate corrective actions
 - levy fines in the amounts prescribed by Pub. Util. Code §§ 2107 & 2108
- **“Administrative limits”**
 - The administrative limit is the statutory limit
 - Not clear that SB 291 requires a per citation limit but this issue will be considered as a policy matter





May Refine as Appropriate

- Criteria for issuing citations and determining penalty amounts; administrative limits on penalty amounts;
- Procedures for drafting, approval and issuance of citations
- Application of risk assessment
- Requirements for regulated entities to self-report potential violations;
- Detection of violation – self-report, audits, etc.
- Appeal process
- Notification to local jurisdictions and other state and federal agencies;
- Procedures for monitoring, data tracking, analysis and reporting of violations





Conclusion

- Support in opening this Rulemaking
- Safety is paramount – enforcement equips staff with tools necessary for our important Safety Assurance work in gas & electric ops.
 - Cease unsafe behavior / conditions
 - Require immediate corrective actions





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ESTIMATED COST:

- Unknown.





Commissioners' Reports





Eureka to Yreka Tribal Regions May 2 through May 9, 2014



Commissioner Catherine J.K. Sandoval
California Public Utilities Commission





On the Road to Willow Creek





Utility Customer Service





Yurok Veterans Memorial



Bald Hills Road to Klamath

CalFire Lookout, Bald Hills Road



Native Americans

The Native American people were the first inhabitants of the region, settling in the area about 3000 BC. Tribes represented along the Trinity River include the Tsenungwe, Hupa, Chimariko, and Wintun.

Their rich culture and heritage are still a part of this region.





Community Leaders Meeting, Willow Creek

Forest James





Sturgeon Catch

**Yurok Fish Patrol,
Klamath**





Yurok Elementary School



Yurok Headstart



End of the Electric Line





**Verizon vault,
Yurok Headstart**

**Verizon pedestals,
Yurok Headstart**





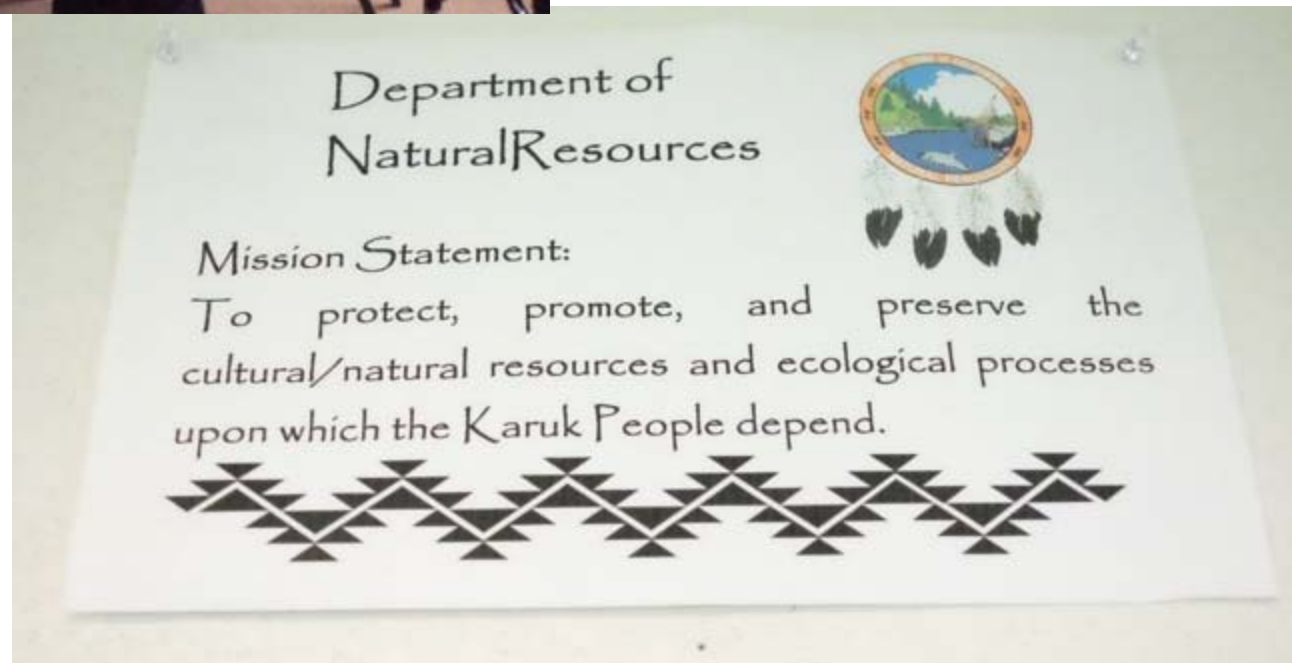
**At the
Tyners
celebrating
their phone
service**



Karuk Computer Center



**Leaf Hellman,
Jeanette Jacobs-
Johnnie with
Commissioner
Catherine J.K.
Sandoval**





**Siskiyou fiber
vault, Ishi Pishi
Road, Orleans**

**From Verizon
Pole Looking
Toward Siskiyou
Vault**





**Verizon
Microwave
Facility, Orleans**

**Verizon
Passive
Reflector**



Hear our Stories:

How the Karuk World Came into Being

"In the beginning" - before the coming of humans - the immortals lived along the Klamath River. These banners showcase stories of these ancient beings, and how life began and changed in that long-ago time. This is the indigenous history of the Klamath Basin, told and retold by Karuk people through millennia. The plants, the animals, the rocks in the river are all part of those stories. How did Eel lose his bones? How did Coyote free Salmon? Experience history through Karuk eyes and Karuk voices.

Art and history came together in this collaboration between Klamath Siskiyou Art Director Alan Crockett, and Karuk storytellers Frank Lake and Jim Ferrara. Language, graphic design, and local lore were all linked into an "insightful, fun and educational process" that created nine banners. The banners will hang from light posts and poles throughout Happy Camp. New banners and a book are being planned.

Rags to Riches - The banner fabric was made from recycled plastic bottles. Background images are high-resolution scans of fall leaves. This public art project was funded by a grant from the James Irvine Foundation, and administered by the Shasta Regional Community Foundation.

The Karuk Museum, Happy Camp





Hoopa Council Meeting





Karuk CO, Happy Camp



Leaving Happy Camp





Mount Shasta: Inefficient Water Usage





Eureka to Yreka Tribal Regions May 2 through May 9, 2014



Commissioner Catherine J.K. Sandoval
California Public Utilities Commission





Commissioners' Reports





Management Reports





Regular Agenda – Management Reports and Resolutions

Item #42 [12913]

Report and Discussion by Safety and Enforcement Division on Recent Safety Program Activities





Railroad Operations and Safety Branch (ROSB) Crude Oil Recon Team (CORT)



Roger Clugston
Program Manager - ROSB
Safety and Enforcement Division
California Public Utilities Commission

May 15, 2014





Presentation Overview

- Mission statement
- Proposed crude oil projects
- First projects online
- Oversight activities
- Risk management



* Inspections under Roadway Worker Protection provisions





Purpose

To proactively monitor crude oil projects before they come online by:

- ***identifying and seeking remediation on all regulated and non regulated potential, perceived and existing risks,***
- ***providing independent safety oversight and guidance to the railroads, crude oil facilities, and their respective contractors to mitigate identified risks and non-compliant issues.***

CORT





More oil rides the rails to California

California plans to expand its oil spill response program to address the increased risk of inland oil spills as the volume of crude oil shipped by rail has skyrocketed. Most of the railroad tank cars that carry crude have proved vulnerable to ruptures or punctures in a derailment.







Plains All American, LLC

- Plains All American, LLC, will integrate its existing California crude oil pipelines with an all-new crude-by-rail facility, 30 miles southwest of Bakersfield.
- Rehabilitation of existing railroad branch line by Union Pacific, BNSF and Genesee & Wyoming to accommodate increased rail traffic.
- Online by August /September 2014.
- Potential unloading capacity - two unit trains (200 rail cars) per day for the Los Angeles and San Francisco refining markets.





















Alon Refinery

- The Alon Bakersfield Refinery Crude Flexibility Project - to allow greater refinery flexibility for a variety of crude oils to be processed on-site.
- Refinery modifications for processing of light crudes -Bakken, Niobrara, Permian Basin, and Monterey shale.
- Utilizes existing BNSF main track infrastructure; builds new tracks within complex; repurposes existing facility to accommodate crudes.
- Rail terminal designed to unload two unit trains per day (200 rail cars) of shale field crudes and Canadian crudes.
- Access to pipelines that can serve local markets, Los Angeles and San Francisco.









Potential Risks

Hazardous Materials:

- Facility tank car unloading procedures - competencies.
- Tank car shipment condition – arrival and departure.



Track:

- Rehabilitation and new construction – competencies.
- Bridges, culverts - integrity.



Railroad equipment:

- Equipment condition – inspection practices by railroads and shippers.





Potential Risks (cont.)

Train Operations:

- Railroad train handling operations - competencies.
- Coordination with other railroad traffic.
- Staging, switching procedures.
- Facility tank car handling operations and procedures.



Signal:

- Grade crossing improvements - competencies.
- Grade crossing warning activation integrity.





ROSB and Risk Management

An organization's maturity in risk management is indicated by the priority, pro-active thought, and serious effort it allocates to this process.





Risk Management Status Report (RMSR)

Allows ROSB Investigators to:

- Be proactive, pursue continuous improvement.
- Look beyond the regulations.
- Develop/improve internal communication skills.
- Discuss **any** perceived safety risk with railroads, shippers, contractors...and seek resolution.
- Document the risk investigation on an RMSR.
- Assess, mitigate, eliminate, or accept (if minimal) the risk.
- Report results to supervisors for further guidance.
- Follow up...follow up...follow up...



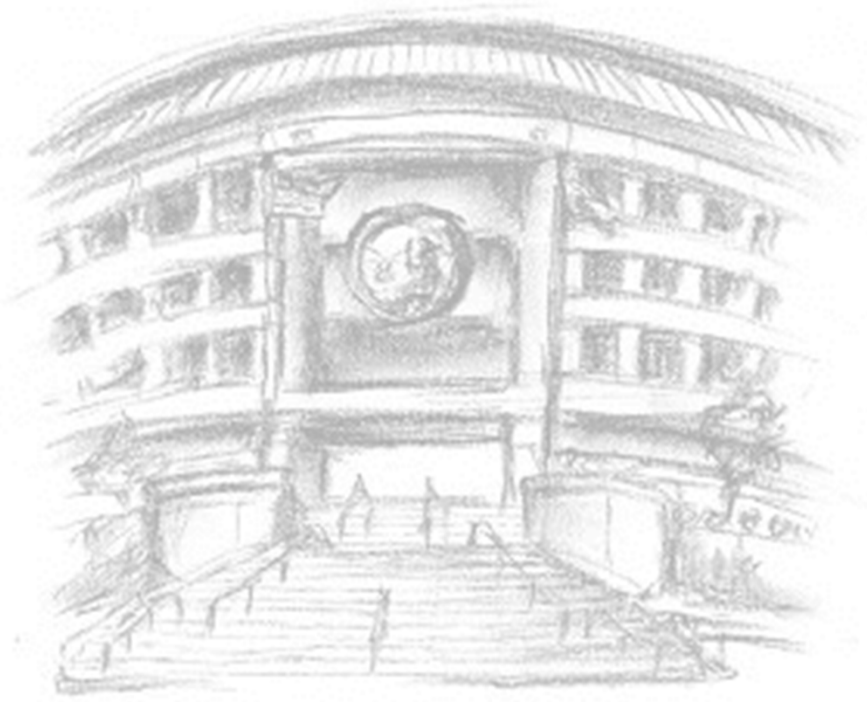


CORT





Thank you!
For Additional Information:
www.cpuc.ca.gov
www.GoSolarCalifornia.ca.gov
www.CalPhoneInfo.com





Regular Agenda – Management Reports and Resolutions

Item #42 [12913]

Report and Discussion by Safety and Enforcement Division on Recent Safety Program Activities





Regular Agenda – Management Reports and Resolutions

Item #43 [12914]

Management Report on Administrative Activities





Zero-Based Budgeting Update



Michelle Cooke
Deputy Executive Director

California Public Utilities Commission

May 15, 2014





Zero-Based Budget Update COMPLETED ACTIVITIES

- Established internal Zero-Based Budget (ZBB) team with representatives from each division
- Work plan shared with Department of Finance (DOF) in February 2014
- All day briefing for DOF staff on California Public Utilities Commission (CPUC) regulatory responsibilities in February 2014
- Inventory of Current Regulatory and Executive Work and Resources- complete except for fine tuning





Zero-Based Budget Update

COMPLETED ACTIVITIES (cont)

- Comprehensive list of the mandates that drive our work from the industry divisions
- Framework for At-A-Glance Summaries for each functional area developed- covers authorized positions, current resources assigned grouped both by classification and responsibility, and statutory mandates
- Working Paper drafted: “A Brief History of the California Public Utilities Commission: Examining the Past to Help Shape the Future”





Zero-Based Budget Update COMPLETED ACTIVITIES (cont)

- Standing weekly meeting with DOF established beginning in April
- Submitted deliverables schedule to DOF April 2014
- Submitted first two work products for discussion to DOF on May 2 and 9, 2014
- Discussion of first work products expected May 15 and 20, 2014





Zero-Based Budget Update ACTIVITIES UNDERWAY

- Inventory of Current Administrative Work and Resources
- Cross-checking and validating that no mandates are missing from comprehensive list
- Analysis of each functional area describing what they do and how it meets the mandates- to provide the framework for us to have a conversation with DOF about the continued relevance of the mandates and work- the analysis will also look at opportunities to streamline and improve functions now





Zero-Based Budget Update

ACTIVITIES DOWN THE ROAD

- Discussions and evaluation internally and with DOF of Mandates, Resources, and Strategic Goals
 - Tie top-level strategic goals to budgeting by tying them to specific functional areas of the organization
 - Evaluate redirecting existing resources to activities that better support mandates/strategic goals
 - Consider proposing elimination of mandates that do not accomplish strategic goals
 - Evaluate effectiveness of work in accomplishing mandates/strategic goals





Zero-Based Budget Update

ACTIVITIES DOWN THE ROAD (cont)

- Identify resources necessary to accomplish continuing or new mandates/ strategic goals consistent with Pub. Util. Code § 401
 - The resources should allow the CPUC to “thoroughly examine the issues before it, ... take timely and well-considered action on matters before it”
- Prepare Budget Change Proposals to implement resource requirements for Fiscal Year 15-16 budget cycle





Regular Agenda – Management Reports and Resolutions

Item #43 [12914]

Management Report on Administrative Activities



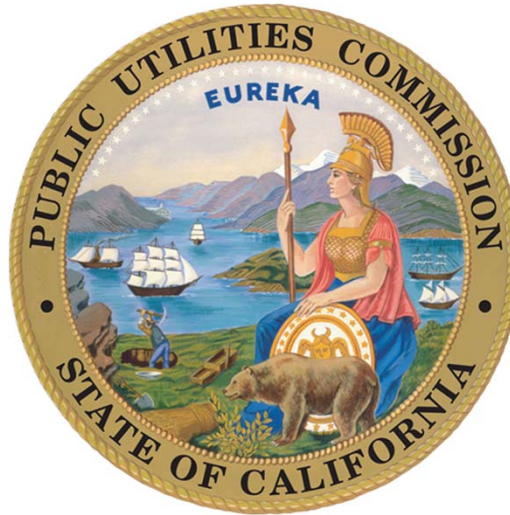


Management Reports





CAB Data on the CPUC Webpage



Loreen McMahon
Director, CSID

Phillip Enis & Risa Hernandez
Consumer Affairs Branch

California Public Utilities Commission

May 15, 2014



Presentation Overview

- Background and Evolution of CAB's Data on California Public Utilities Commission (CPUC) Webpage
- Navigation of the CPUC Webpages to Locate CAB Data
- Explanation of CAB Data



CAB's Role at the CPUC

- Organized to Process Consumer Complaints Informally
- Existed at CPUC in Various Forms Since 1920
- How to Contact CAB:
 - ❑ Phone: 800-649-7570
 - ❑ U.S. Mail at SF or LA CPUC Addresses
 - ❑ Online: <http://www.cpuc.ca.gov/PUC/aboutus/Divisions/CSID/Consumer+Affairs>



Background on Posting Consumer Data

- 2009 CIMS Production Initiated
- 2012 Upgrade Complaint Categorizations
 - Summary Data Posted on CPUC Webpage Beginning in August
- 2013 Upgrade Database Coding/Business Rules
 - In-House Design/Programming Effort with ISB to Save on Contract Costs and Get it Right – Completed November 2013
- 2014 Detailed Posting of CAB Data on the Web
 - Posted End of 1Q 2014



Data Availability

- Data is Now Posted by Month on the CPUC Website:
 - ☑ Q1 2014: January, February, March
 - ☑ Archived: August 2012 - December 2013

- Data is Reported by:
 - Industry
 - Total Contacts by Utility Provider
 - Informal Complaints by Utility Provider



How to Navigate to the Data



<http://www.cpuc.ca.gov/PUC/aboutus/Divisions/CSID/Consumer+Affairs/Contacts+Data.htm>

CPUC Home Page

CSID Home Page



CAB Home Page



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505 Van Ness Avenue San Francisco, CA 94102

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Consumer Affairs Branch

The California Public Utilities Commission (CPUC) regulates privately owned California utilities, such as those that provide energy, water, and telecommunications services. California laws specify which utilities and which services are regulated. If you have a question or a complaint with a regulated utility, the CPUC has several ways to assist.

CONSUMER AFFAIRS

- [Contacts Data](#)
- [Report Archives - Consumer Contacts Data](#)
- [Step 1 - Disputes](#)
- [Step 2 - Disputes](#)
- [Step 3 - Disputes](#)

What CAB Does

The CPUC's Consumer Affairs Branch (CAB) helps consumers understand utility bills and service as well as helps consumers resolve disputes with their energy, water, and telecommunications utilities.

CAB has a simple process to assist consumers with utility issues and disputes. This process provides an impartial assessment of the dispute between the customer and the utility. Many consumer disputes are resolved through the CAB dispute resolution process.

This process does not involve judicial review by the CPUC, so it is quicker and easier than filing a more formalized complaint with the CPUC.

Data Available from CAB




- [Limited-English-Proficient Consumer Contact Data](#)
-Provides numeric information on consumers who contact CAB in languages other than English.
- [Contacts to CAB by Industry](#)
-Provides monthly information.

Other Helpful Links

- [CPUC Programs to Assist Customers with Reduced Rates](#)
- [How to participate in CPUC formal processes](#), including formal complaints that are subject to judicial review
- [Federal Communications Commission](#)
- [California Attorney General](#)
- [California Department of Consumer Affairs](#)



Contacts Data Home Page



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Consumer Contacts Data

Presented by Utility Industry

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) is responsible for assisting consumers in answering questions and resolving disputes with their utility providers. CAB keeps records of these contacts, and this information is being made available to the public on this website for information purposes. Contacts are consumers' communications received by CAB via phone calls, letters and electronic submissions (email/web form). Contacts can consist of complaints, questions, or feedback from consumers regarding the policies and practices of specific utilities or the CPUC.

CAB processes contacts according to the issue(s) involved, and the regulatory authority of the CPUC. CAB provides assistance to the consumer in a number of ways:

- By facilitating communications between consumers and their utilities, using subject matter experts within the utility
- By referring consumers to other agencies that may be able to assist them
- By direct interaction between CAB staff and utility, following specific protocols to resolve complaints, also known as [Informal Complaints](#)

The data presented here is a compilation of contacts for the communications, energy and water industries, divided into discrete categories. CAB has recently made enhancements to its consumer contact database. In addition, the CPUC plans to make updates to its website in the near future. Please look for improvements in the navigability of the consumer contact data later in the year.

Disclaimers:

1. The CPUC is providing the information contained in the tables to assist consumers. The CPUC does not endorse or recommend one utility company over another.
2. Consumers are advised to first contact their utility company regarding any problems with or questions about their services or bills before contacting CAB for assistance.
3. Complaints to CAB are not always resolved in favor of the consumer.
4. In addition to looking at the information in these tables, consumers also should do their own research before making decisions to purchase specific products and services.

CONSUMER AFFAIRS

- [Contacts Data](#)
- [Report Archives - Consumer Contacts Data](#)
- [Step 1 - Disputes](#)
- [Step 2 - Disputes](#)
- [Step 3 - Disputes](#)



Links to Monthly Data

Links to Monthly Data - Presented by Utility Industry

COMMUNICATIONS

- [Utility Consumer Contacts - March 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Utility Consumer Contacts - February 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Utility Consumer Contacts - January 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Archives - Communications Utility Consumer Contacts: 2013, 2012](#)

ENERGY

- [Utility Consumer Contacts - March 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Utility Consumer Contacts - February 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Utility Consumer Contacts - January 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Archives - Energy Utility Consumer Contacts: 2013, 2012](#)

WATER

- [Utility Consumer Contacts - March 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Utility Consumer Contacts - February 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Utility Consumer Contacts - January 2014](#)
 - [Table 1 - Total Contacts By Company](#)
 - [Table 2 - Informal Complaints \(ICs\) by Company](#)
- [Archives - Water Utility Consumer Contacts: 2013, 2012](#)

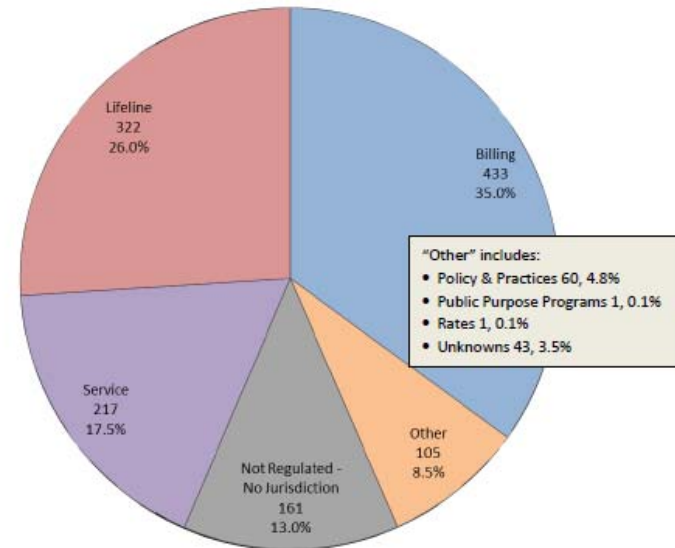


California Public Utilities Commission
Consumer Service and Information Division

COMMUNICATIONS INDUSTRY
Consumer Contacts
March 2014

Total Number of Industry Related Consumer Contacts

Presented by Category



Communications Industry related consumer contacts to CAB for March 2014	
Phone	526
Written	712
Total Contacts	1238

More information on this data can be found through the following links:

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category.
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found [here](#).



California Public Utilities Commission
Consumer Service and Information Division
Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
March 2014

Table 2

Informal Complaints (ICs)

Total Number of Industry Related Consumer Contacts That Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

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 - Communications 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
LEC1001 CLC1001	AT&T California	Billing	Bill Adjustment	8
		Billing	Bill Not Received	2
		Billing	Bundled Services	4
		Billing	Cramming	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	20
		Billing	Other Charges	13
		Billing	Out of Service Credit - OOS	2
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	13
		Lifeline	LLB Approved for Discount	5
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	3
		Policy and Practices	Safety	4
		Service	Call Quality	13
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	5
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
Service	Outage	21		
			Total ICs	144
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	5
IEC5800	AT&T Long Distance	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
			Total ICs	2
CEC3021	AT&T Mobility	Billing	Bill Adjustment	9
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	7
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	1
		Service	Disconnection Non Payment	1



Recognition

- Customer Service is Tough Work
- Many Thanks to the Folks in CAB for Assisting Consumers and Producing this Data
 - CAB Reps
 - CAB Analysts
 - CAB Managers and Supervisors
 - ISB Project Managers and Programmers



Questions?



Management Reports





The CPUC Thanks You For Attending Today's Meeting

The Public Meeting is adjourned.

The next Public Meeting will be:

**June 12, 2014, at 9:30 a.m.
in San Francisco, CA**

