

Monthly Activity Report

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

TABLE OF CONTENTS

TABLE OF CONTENTS	1
OVERVIEW	2
CONSUMER AFFAIRS	2
<i>Monthly Highlights</i>	2
<i>Key Activities</i>	2
<i>Citations/Fines/Refunds</i>	3
<i>Compliance with Ordering Paragraphs</i>	4
<i>Docket Activity</i>	5
<i>Outreach/Training/Other Activities</i>	6
<i>Legislation of Interest</i>	6
TRANSPORTATION OVERSIGHT	7
<i>Monthly Highlights</i>	7
<i>Key Activities</i>	7
<i>Citations/Fines/Refunds</i>	9
<i>Compliance with Ordering Paragraphs</i>	10
<i>Docket Activity</i>	11
<i>Outreach/Training/Other Activities</i>	12
<i>Legislation of Interest</i>	13
UTILITIES ENFORCEMENT	14
<i>Monthly Highlights</i>	14
<i>Key Activities</i>	15
<i>Citations/Fines/Refunds</i>	16
<i>Compliance with Ordering Paragraphs</i>	16
<i>Docket Activity</i>	17
<i>Outreach/Training/Other Activities</i>	18
<i>Legislation of Interest</i>	18

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 programs: Consumer Affairs, Transportation Oversight, and Utilities Enforcement.

This report contains information reflecting the month's activity within each of the three CPED programs. Information about each program 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

The Consumer Affairs program is overseen by the Consumer Affairs Branch (CAB). 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

- In line with CPUC workplace directives, CAB implemented telework for its Consumer Affairs Representatives, allowing them to handle written complaint and some quality assurance work from home.
- In the previous monthly report, CAB noted that there was an increase in San Diego Gas and Electric (SDG&E) contacts regarding high bills and high usage charges, including a large number of contacts from consumers in Orange County. While the number of these contacts has decreased in September 2018, CAB continued to actively monitor SDG&E's response to consumers and, along with staff from other CPUC units, met with the company regarding its response to these consumer contacts.

KEY ACTIVITIES

In September, 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 17,107 times and opted to speak to a live representative 3,019 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 920 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of September, CAB had closed 754 written contacts and was in process of addressing an additional 1,650 written contacts.

CAB Activity for September 2018	
Data for Telephone Contacts	
Calls to Assistance Line	17,107
Live Calls Answered	3,019
Data for Written Contacts Processed*	
New Written Contacts Received	920
Written Contacts Closed	754
Written Contacts Being Processed**	1,650

* 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.

** 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.

CAB also responds to requests from internal and external entities for consumer contact data. In September, CAB responded to three data requests. There was a request from a Commissioner for the number of VoIP contacts and the underlying reasons for contacting CAB for a specified period of time, a request from the Communication Division for the number of contacts related to a specific regional wildfire, and a request from SED on the number of contacts regarding the “de-energization “precautionary policy enacted by Energy Companies.

CITATIONS/FINES/REFUNDS

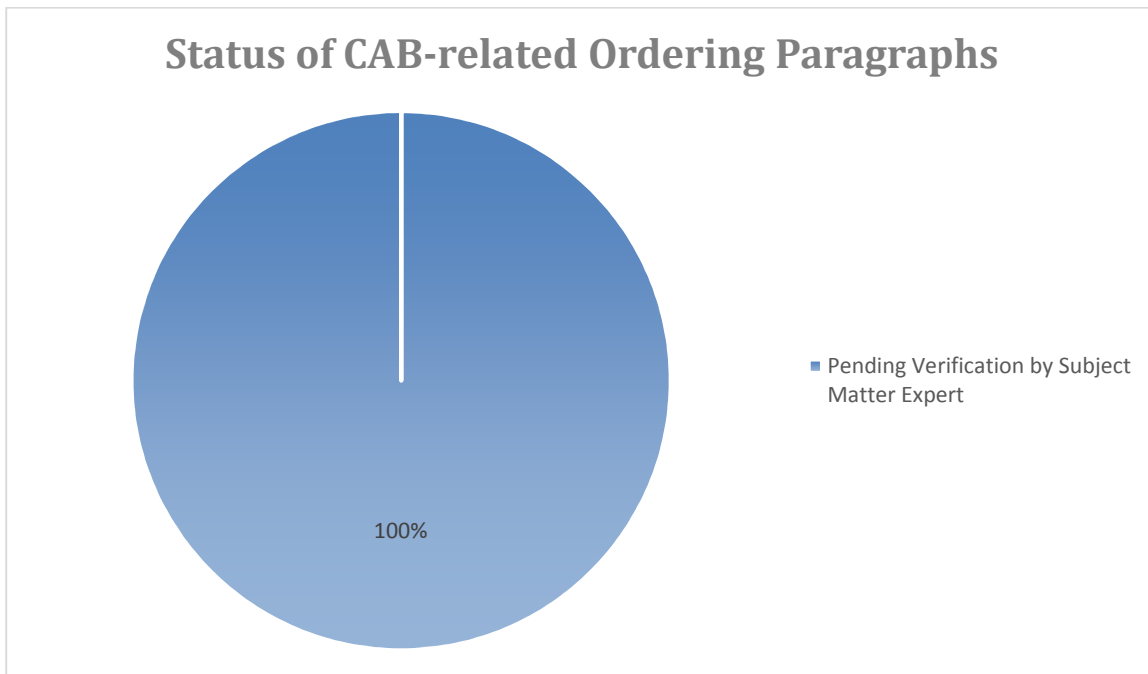
CAB helped California consumers secure \$69,118.36 worth of refunds and credits in September 2018.

Date	Refund/Credit Amount*
September 2018	\$69,118.36
Cumulative 2018	\$738,021.06

* 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.

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



There were three new CAB-related Ordering Paragraphs (OPs) enacted in September. However, in total, CAB was responsible for seven OPs that are “Pending Verification by Subject Matter Expert” from previous months.

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 and attempts 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 database as “In Compliance”.

One utility complied in September.

*Previously captured as “Not Compliance Items”.

DOCKET ACTIVITY

CAB monitored 12 open proceedings in September that have consumer impacts. These items appeared on the CPUC’s September Voting Agendas and decisions were reached on 10 of them:

1. D1809035: This decision granted the application of Application of Bright Packet, Inc. for a Certificate of Public Convenience and Necessity in Order to Provide Resold Competitive Local Exchange in the State of California.
2. D1809036: This discussion dismissed the expedited complaint that Southern California Edison Company wrongfully terminated Complainant from the California Alternate Rates for Energy program. Complainant did not complete recertification process.
3. D1809044: This decision adopts additional consumer protection requirements, including a Solar Consumer Information Packet.
4. D1809050: This decision extended the statutory deadline for completion of this proceeding until February 6, 2019
5. D1809004: This decision grants Netly, LLC a Certificate of Public Convenience and Necessity to Provide Full Facilities-Based and Resold Local Exchange Telecommunications Services and Non-Dominant Interexchange Service within California.
6. D1809011: This decision grants the Certificate of Public Convenience and Necessity transfer of control from Modus Networks LLC to NextEdge Networks Holdings LLC.
7. D1809014: This decision approves Uniti Leasing X LLC's Application for a Certificate of Public Convenience and Necessity to provide limited facilities-based and resold competitive local exchange and interexchange services.

8. D1809017: This decision approves the Application of California-American Water Company for approval of Monterey Peninsula Water Supply Project and to recover all present and future costs in rates.
9. D1809023: Rehearing of D1709004 which denied Mr. Bettencourt's complaint against Sierra Park Water Company (Sierra Park) for the alleged unlawful billing of a yearly flat fee for a vacant lot owned by Mr. Bettencourt. In denying his complaint, the Commission denied Mr. Bettencourt's request that impounded money in the amount of \$1,375 be returned to him.
10. RES W-5176: This resolution authorizes Rio Plaza Water Company (Rio Plaza) to transfer \$17,313, the incremental volume related expenses recorded in Rio Plaza's Groundwater Management Memorandum Account, to a balancing account and impose a \$2.77 surcharge per month per customer for a period of twelve months to recover the \$17,313.

Items 11- 12 were held until the October 11, 2018 meeting:

11. Application 1709007: The proposed outcome is to deny the application of Bandwidth.com CLEC, LLC for Approval to Transfer Control of Bandwidth.com CLEC, LLC to David A. Morken Pursuant to California Public Utilities Code Section 854(a).
12. Application 1705022: The proposed outcome will grant Application of California Water Service Company for a Certificate of Public Convenience and Necessity to Provide Water Service to Travis Air Force Base and to Establish Rates.

** A Certificate of Public Convenience and Necessity is required to lawfully operate a utility company in California and is granted by the CPUC.

OUTREACH/TRAINING/OTHER ACTIVITIES

CAB provided advisory support from a consumer protection perspective on Solar and Net Energy Metering issues including on the consumer information packet considered in R.14-07-002. CAB also met with the Contractor State License Board to explore ways to improve coordination and share data regarding consumer complaints

LEGISLATION OF INTEREST

Although the Legislative Session is now over, CAB (along with other CPUC units) analyzed SB 901 now that it has been signed into law, including assessment of resource impacts, as it is expected to have significant ratepayer impact which will likely translate into higher complaint volumes for CAB related to the impact that the wildfire

cost recovery allowed by the bill will have on bill affordability for California consumers.

TRANSPORTATION OVERSIGHT

The Commission’s Transportation Oversight 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) and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, issues 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 staffs 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 License 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 serves a role analogous to that of an “industry division” by functioning as the Commission’s subject matter expert and advising decision-makers regarding for-hire carriers.

MONTHLY HIGHLIGHTS

- TEB staff presented to several carriers, reporters, and public officials as part of the Tour Bus Summit 2018 in Los Angeles on 9/20. The event was well-attended and well-received.

KEY ACTIVITIES

Carrier Application and Permit Activity

In September 2018, TLAB staff received 210 applications this month (new, renewals, refiles, transfers), and issued 232 permits. TEB completed but cannot approve 346 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). Three new TNC applications are under review.

Passenger Carrier Activity	Total
New Applications Docketed	57
Renewal Applications Docketed	131
Refile Applications Docketed	18
Transfer Applications Docketed	4
Authorities Issued	232
Authorities Suspended	306
Authorities Revoked	41
Authorities Reinstated (Suspended/Revoked)	236
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	145
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	201
Pending Reinstatement from Suspension and Revocation	16
Total Active/Suspended Authorities as of 9/30/2018	6,884
Number of Voluntary Suspensions	31
Number of Voluntary Revocations	4
Number of vehicles added to Passenger Carrier Equipment Statements	458
Address and DBA Changes	110
Vehicle inspection requests sent to CHP	254
Returned Applications (incomplete package)	54

Enforcement Activities

TEB is working on a total of 164 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 September 2018, TEB closed 10 cases and initiated 15 new cases.

Enforcement Activity	Volume
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Open Cases as of 9/1/18	159
New Investigation Initiated	15
Investigations Completed	10
Cases Open as of 9/30/18	164
Cease and Desist Notices	19
Official Notices	4
Administrative Citations	7

CITATIONS/FINES/REFUNDS

TEB Activity	Amount
Fine Assessed	\$43,500
Fines Paid	\$14,915
Overcharge Refunds/Claims Settlements by CIU Rep	\$300

- F-5439. Bogar Arizmendez dba Formalized Transportation, Santa Rosa (TCP 28066). Case: PSG-4484. Fine: \$2,000. Violations: operated after expiration of authority.
- F-5468. Jerry Jacobs dba Continental Chauffeur, Novato (TCP 24284). Case: PSG-4607. Fine: \$7,500. Violations: operated after expiration of authority; failure to maintain records; failure to produce records.
- F-5469. Abdelfattah H. Sekkaf dba LAX Limousine Service, El Segundo (TCP 21078). Case: PSG-4701. Fine: \$4,000. Violations: operated during the suspension of authority; engaged employee-drivers without evidence of workers' compensation insurance policy in effect and on file; failed to enroll drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; failed to enroll drivers in the Controlled Substance and Alcohol Testing Certification Program for pre-employment testing; failed to maintain charter-party records including waybills for a minimum of three years; and

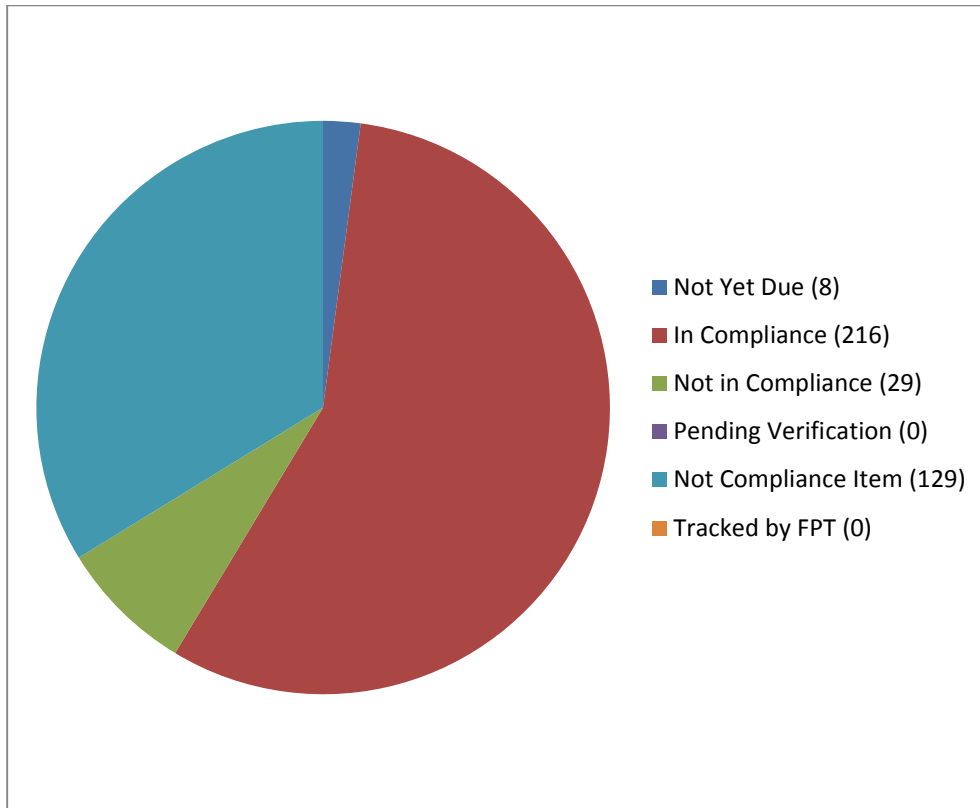
failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for two years.

- F-5470. Sacramento Limousine Inc., doing business as Carey Sacramento, Sacramento (TCP 27769). Case: PSG-4584. Fine: \$5,000. Violations: operated after expiration of permit; underreported revenue; failed to maintain and provide documentation.
- F-5471. Nosebeard Enterprises LLC, dba SLO Safe Ride, San Luis Obispo (TCP 27391). Case: PSG-4655. Fine: \$4,000. Violations: operated during a period of suspension and after revocation; failed to report accurate PUCTRA fees for years 2015 and 2016; failed to display the TCP number in written advertisements; and failed to include pertinent information on the waybills.
- F-5473. Robles Investment Services, Inc. dba Robles Limousine Services, Westminster (TCP 35465). Case: PSG-4787. Fine: \$1,000. Violation: failed to provide access to records.
- F-5474. LA Carservice, Inc. South Gate (TCP 27423). Case PSG-4714. Fine: \$20,000. Violations: operated during the expiration of its operating authority - 175 days; failed to enroll five drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; failed to enroll three drivers in the Controlled Substance and Alcohol Testing Certification Program for pre-Employment Testing; failed to execute sub-carrier agreements for the utilization of the other carriers' vehicles and drivers by the operating carriers - two counts; failed to display TCP number in advertisements - three counts.

Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by CPUC	Warning letters issued by CPUC	Total fines collected
LAX (Los Angeles International Airport)	10 (unlicensed)	10	6	9	\$6,000

COMPLIANCE WITH ORDERING PARAGRAPHS



The Transportation Program is currently responsible for 382 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 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. And finally, OPs introduce new reporting requirements and transportation policies.

DOCKET ACTIVITY

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason / Randolph**

Nothing to Report.

Enforcement Proceedings

- **I.17-04-009 / Rasier Zero Tolerance Rules / Mason / Randolph.**

D.18-09-047 extends the statutory deadline for completion of this proceeding until February 28, 2019.

Citation Appeals

- None

Carrier Application Proceedings

- **A.18-06-011 / GoGo Technologies, Inc. (dba GoGo Grandparent) / Chiv/Randolph**

No new activity.

- A.18-09-008 / Application of AFISHINADO INC., dba Afishinado Charters for authority to operate as an “on-call” passenger Vessel Common Carrier operating from Avalon Harbor to various points on Catalina Island, including: Campus by the Sea, All C.I.M.I. facilities, White’s Landing, Two Harbors, Howland’s Landing, Emerald Bay. [HARD COPY FILING] / Application Filed 09/14/2018 / Objection to Application Filed by Island Enterprises Inc. on 10/31/2018 / Under Review
- A.18-09-010 / In the matter of the Application of CLASSIC TRANSPORTERS INC., for Certificate of Public Convenience and Necessity under Section 1031, et seq., of the Public Utilities Code, to operate an on-call, door-to-door, passenger stage, between San Francisco (SFO), Oakland (OAK), and San Jose (SJC) International Airports, on the one hand, and points in the counties of Alameda, Contra Costa, Marin, Santa Clara, San Francisco, and San Mateo, on the other hand; and to establish a Zone of Rate Freedom / Application Filed 09/18/2018 / Under Review.

OUTREACH/TRAINING/OTHER ACTIVITIES

Other Actions

- None

Joint Agencies Work

- TLAB Staff attended the bimonthly “DMV AV Visioning Session” meeting in Sacramento comprised of representatives from the California State Transportation Agency (DMV, CHP, CalTrans) and CPUC.
- San Francisco International Airport (SFO) Operations. SFO Ground Transportation Unit (GTU), Airport Police and TEB staff jointly address complaints of unlicensed providers of passenger transportation at SFO. Of 600 observed/inspected vehicles, the following violations were found: ten carriers

operating with a suspended, revoked or expired permit; one carrier's vehicle did not match vehicle listed on its equipment list; one carrier lacked SFO operating permit.

- Napa Valley Interagency Operations, Napa. TEB staff worked with the Napa Valley Railroad Police to address complaints of unlicensed providers of for-hire passenger transportation. The team observed/inspected 20 vehicles and found no violations.

Outreach to Regulatory/Enforcement Agencies

- Tour Bus Summit 2018, Los Angeles, September 20, 2018. TEB staff presented CPUC rules and regulations to forty-four tour bus carriers, two commercial law enforcement officers (LAPD and Santa Monica PD), CNBC News I-Team Reporter and Camera Team, and Field Deputy Alice Roth from LA City Councilmember David Ryu's office.

LEGISLATION OF INTEREST

The Transportation Oversight program is currently tracking five legislative items of interest. No bills were added to the program's tracking list in September 2018.

SB 1014 (Skinner): Requires the Commission and Air Resource Board to work collaboratively to implement annual TNC greenhouse gas (GHG) reduction targets. (Signed by the Governor).

SB 1080 (Roth): 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. (Signed by the Governor).

SB 1194 (Lara): This bill would prohibit CPUC-regulated bus companies from disclosing passenger records to any entity other than a law enforcement officer without a warrant or pursuant to specific exceptions. (Signed by the Governor).

SB 1376 (Hill): This bill would require the Commission to implement a comprehensive disability access program for TNCs according to strict standards outlined in law. (Signed by the Governor).

SB 1474 (Hill): This bill would authorize the CPUC to contract with the CHP or a sheriff's office to impound the vehicle of a passenger carrier in violation of the law. (Signed by the Governor).

UTILITIES ENFORCEMENT

The Utilities Enforcement program is overseen by the Utilities Enforcement Branch (UEB). 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

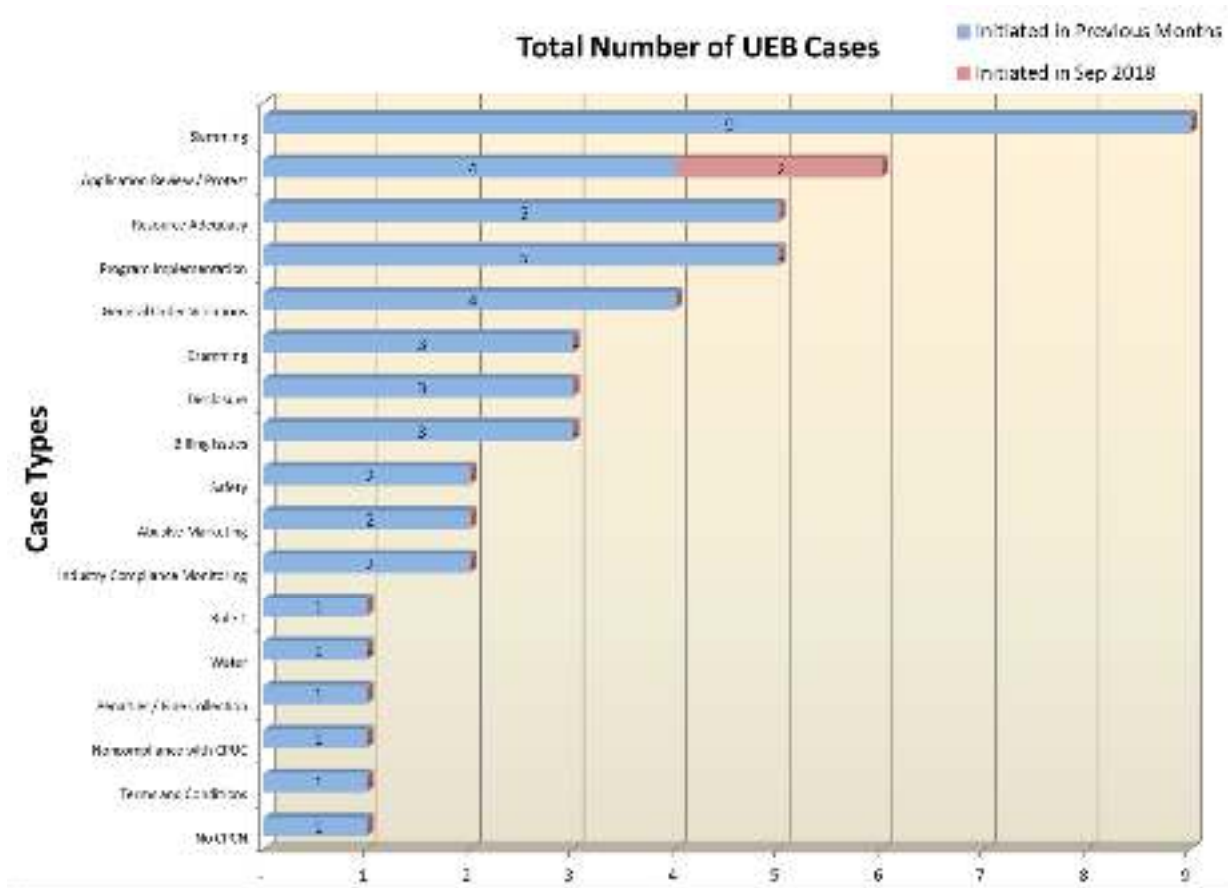
- **San Jose Water Company (I.18-09-003) (Commissioner Aceves/ ALJ Bemederfer) (Advocacy):** At the request of CPED, the Commission voted to institute a formal investigation to determine whether San Jose Water repeatedly overcharged and double-billed its customers in violation of Public Utilities Code and other Commission Orders.
- **NetFortris Acquisition Co., Inc. (I.17-09-004) (Commissioner Peterman/ ALJs Kim and Goldberg) (Advocacy):** The Commission adopted the settlement agreement between CPED and NetFortris (D.18-09-025) to resolve all issues in this investigative proceeding. The decision directs NetFortris to pay \$300,000 in penalty and implement other corrective measures.
- **Preferred Long Distance (I.18-05-012) (Commissioner Rechtschaffen/ ALJ McKenzie) (Advocacy):** UEB and its Legal counsel attended the prehearing conference to determine the positions of the parties, issues, and other procedural matters. In addition, UEB and Preferred Long Distance filed joint prehearing conference statement to identify the factual and legal issues needed to be addressed in this case and to identify undisputed material facts.
- **Resolution UEB-003 Core Transport Agent (CTA) Citation Program:** UEB prepared a CTA Citation Program to authorize it to serve citations on CTA in the amount of \$1,000 for each violation subject to the requirements set forth in Commission Decision 18-02-002, pursuant to Public Utilities Code 985. UEB has, in compliance with PU Code Section 311(g), provided notice to all parties in D.18-02-002 that this resolution is available for public comment.

- SoCalGas (I.17-04-021) (Commissioner Rechtschaffen/ ALJ Ayode) (Advocacy):**
 In accordance with the ALJ's ruling to reopen the evidentiary record, UEB filed opening comments to recommend that the Commission delete Rule 14C and 16A from SoCalGas' tariff to limit the company's ability to issue estimated bills. In addition, UEB recommends that the Commission open a rulemaking to ensure consistency of tariffs across the other industry-owned utilities.

KEY ACTIVITIES

UEB is working on a total of 50 cases. Investigations center primarily on Slamming and Application Reviews. UEB's cases come from a variety of sources, with CPCN application reviews, Inter-Division referrals, and UEB's own scanning activities playing key roles.

Cases by Type as of September 30, 2018

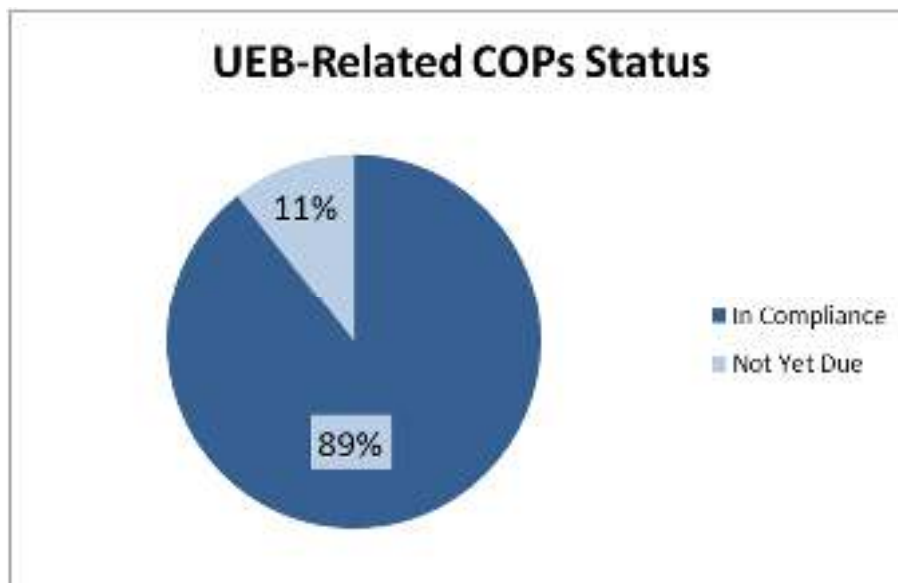


CITATIONS/FINES/REFUNDS

During the month of September, the Commission adopted the settlement agreement between CPED and NetFortris, which required that NetFortris pay a penalty of \$300,000. Cumulative 2018 fines and penalties imposed are shown below.

Date	Citations/Fines/ Reparation Amounts
September 2018	\$300,000
Cumulative 2018	\$4,123,452

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB's COPS tracker for the month of September. 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.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.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.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.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
I.18-05-012	Order Instituting Investigation Into the Operations and Practices of Preferred Long Distance, Inc. to Determine Whether Respondents Violated the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Switched from Telephone Carriers and Billed for Telephone Products and Services.	McKenzie	Rechtschaffen
I.18-07-008	Order Instituting Investigation into Pacific Gas and Electric Company's (U39E) Failure to Provide a 24-hour Notice Prior to Residential Electric Service Disconnections Between July 1 and July 18, 2016 and the Adequacy of its Remedy Going Forward.	Kelly	Aceves
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	Zhang	Aceves

	Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.		
K.18-05-018	Appeal of PILOT POWER GROUP, INC. from Citation E-4195-42 issued on April 24, 2018 by the Consumer Protection and Enforcement Division.	Jungreis	N/A
I.18-09-003	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices and Conduct of the San Jose Water Company (U168W) Regarding Overbilling Practices.	Bemesderfer	Aceves

OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff attended the Tableau User Learning Lab training.
- Staff called into the September SNAP (State National Action Plan) conference call. The FCC discussed implantation of the One-touch make-ready (OTMR) policy. This policy allows for installers to perform all simple work at one time when preparing a pole for new wireline attachments.

LEGISLATION OF INTEREST

None.