



Consumer Protection and Enforcement Division



Monthly Activity Report August 2020

TABLE OF CONTENTS

TABLE OF CONTENTS 1

OVERVIEW 2

PASSENGER TRANSPORTATION..... 2

Key Activities 3

Citations/Fines/Refunds 5

Compliance with Ordering Paragraphs 8

Docket Activity..... 9

Outreach/Training/Other Activities..... 12

UTILITIES ENFORCEMENT 13

Monthly Highlights 14

Key Activities 14

Citations/Fines/Reparation 15

Compliance with Ordering Paragraphs 17

Docket Activity..... 18

Outreach/Training/Other Activities..... 19

OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility and transportation customers. CPED implements 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, (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 three branches: the Transportation Enforcement Branch-North (TEB-N), TEB-South (TEB-S) 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 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 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 and advises decision makers regarding for-hire carriers.

KEY ACTIVITIES

Investigations

In August 2020, TEB closed 18 investigation cases and initiated 11 new cases.

Table 1. TEB 2020 Enforcement Activity

2020 Enforcement Activity	Jan	Feb	Mar	April	May	June	July	Aug	YTD
Open Investigations as of 8/1/2020	111	139	129	134	146	140	116	96	
New Investigations Initiated	46	16	30	34	18	4	6	11	165
Investigations Completed	18	26	25	22	24	28	26	18	187
Cease and Desist Notices	28	19	17	12	25	3	7	11	122
Official Notices	3	7	5	4	4	3	1	0	27
Telephone Disconnects	2	3	0	0	0	0	0	0	5
Citations	6	8	11	3	14	26	0	11	79
Citations Appealed	0	0	2	1	0	2	0	2	7

Table 2. TEB Consumer Intake Unit (CIU) Complaints Received

August 2020 CIU Complaint Activity	
Open complaints as of August 1, 2020	1
New complaints received during month	6
Complaints closed during month	6
Complaints Referred to Enforcement	4
Open complaints as of August 31, 2020	1

Consumer complaints decreased by three complaints in August compared to the prior month. This month, the CIU received just six complaints.

Table 3. TEB Open Investigations

Investigations from CIU Complaints Referred to Enforcement								
	Jan	Feb	Mar	Apr	May	June	July	Aug
Open Investigations as of first day of month	31	42	31	27	32	33	25	24
New Investigations Initiated	17	2	9	11	8	0	1	4
Closed Investigations During Month	6	13	13	6	7	8	2	4
Open Investigations as of last day of month	42	31	27	32	33	25	24	24
Investigations open longer than 6 months	8	11	10	11	18	7	6	12
% of total open investigations	19%	35%	37%	34%	54%	28%	25%	50%

Carrier Application and Permit Activity

As of August 2020, TLAB’s Licensing Section has received **1514** applications (New, Renewals, Refiles, and Transfer) and issued **1391** permits. Currently, TLAB has completed **282** additional applications but cannot approve them until the California Highway Patrol (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).

Table 4. TLAB Passenger Carrier Activity

Year-to-Date Passenger Carrier Activity	Total
New Applications Docketed	257
Renewal Applications Docketed	1150
Refile Applications Docketed	87
Transfer Applications Docketed	20
Authorities Issued	1391
Authorities Suspended	4154
Authorities Revoked	1164
Authorities Reinstated (Suspended/Revoked)	2077
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	204
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	201
Pending Reinstatement from Suspension and Revocation	78
Voluntary Suspensions	1048

Voluntary Revocations	103
Vehicles added to Passenger Carrier Equipment Statements	2850
Address and DBA Changes	1411
Vehicle inspection requests sent to CHP	1852

Transportation Call Center Statistics

Beginning February 12, 2020, all Licensing staff are available to answer calls from applicants and carriers inquiring about pending applications, addition of vehicles (equipment updates), or general inquiries. The number of calls has been increasing because of COVID-19 and the Licensing section’s efforts to direct applicants and carriers to our phone lines. A total of 1911 calls have been received to date.

CITATIONS/FINES/REFUNDS

Table 5. TEB Fine Citations, Fines Paid, Consumer Refunds and PUCTRA underpayment Fees

TEB Fines/Refunds	Jan	Feb	Mar	Apr	May	June	July	Aug	YTD
Fines Assessed	\$34,500	\$21,000	\$30,500	\$26,000	\$66,000	\$68,000	\$0.00	\$31,000.00	\$277,000.00
Fines Paid	\$13,590	\$14,040	\$37,233.33	\$11,190	\$3,002.09	\$19,173.34	\$4,400.00	\$20,900.00	\$123,528.76
Overcharge Refunds/ Settlements by TEB Consumer Unit	\$1,496	\$559	\$2,269.06	\$0.00	\$522	\$41.50	\$0.00	\$0.00	\$4,887.56
PUCTRA Back Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$636.95	\$1,601.79	\$0.00	\$2,238.74

Citations

- F-5695. Stefan S. Kostadinov, dba Folsom Lake Express, Folsom, TCP 9408. Case: PSG-5222. Fine: \$3,000. Violations: carrier 1) operated without a valid authority; 2) failed to accurately report revenue and under-reported fees; and 3) failed to use waybills.

- F-5698. Dale Gustin dba Dale's Wine and Beer Tours, Paso Robles Unlicensed. PSG-5249. Fine: \$1,000. Violation: carrier 1) advertised as a charter party carrier without authority.
- F-5699. Five Star Transportation, Inc., Los Angeles, TCP 11944. Case: PSG-5256. Fine: \$3,000. Violation: carrier 1) failed to enroll drivers in DMV/EPN program; 2) failed to drug test drivers; and 3) carrier underreported PUCTRA fees for 2017 year and 2018 year.
- F-5700. Michael T Segne dba Ama-Mike, Oakland, TCP 28535. Case PSG-5210. Fine: \$3,000. Violations: carrier 1) operated as a charter-party after revocation of authority; 2) operated as a charter-party carrier without evidence of Public Liability and Property Damage insurance; and 3) failed to produce records.
- F-5701. Encore Transportation Inc., San Francisco, TCP 37729. Case: PSG-5207. Fine: \$2,000. Violations: carrier 1) failed to produce records.
- F-5702. Five Star International Services, Inc., Los Angeles, TCP 38426. Case: PSG-5276. Fine: \$5,000. Violation: carrier 1) operated without required PL&PD insurance; 2) failed to enroll drivers in DMV/EPN program; and 3) failed to drug test drivers.
- F-5703. KRC Anaheim LP dba Emerald Court, Carlsbad, TCP 39192. Case PSG-5230. Fine: \$3,000. Violations: carrier 1) operated without authority; 2) failed to enroll a driver in alcohol/ drug consortium; and 3) operated a vehicle without adequate PL&PD on file.
- F-5704. Quinn Charters Inc., El Cerrito, TCP 28189. Case: PSG-5196. Fine: \$4,000. Violations: carrier 1) operated as a charter-party carrier after expiration of authority; 2) advertised as a charter-party carrier without a valid authority; and 3) failed to comply with airport rules and regulations. Carrier also failed to produce records.
- F-5705. Gudeta Yonas dba Yoni Limo, San Jose, TCP 36815. Case PSG-5181. Fine: \$5,000. Violations: carrier 1) operated as a charter-party carrier after suspension and revocation of authority; 2) failed to have Public Liability and Property Damage insurance in effect and on file; and 3) failed to enroll driver in DMV EPN program. Carrier also

failed to include the required information on the waybills and failed to comply with airport rules and regulations.

- F-5706. CYC Holdings Inc dba CYC Transport, Santa Ana, TCP 36382. Case PSG-5147. Fine: \$2,000. Violation: carrier 1) engaged drivers without being licensed with the proper endorsement and medical certificates.
- F-5707. Eskindir Ghebrehiwet Ghebremedhin and Cristobal Javier Castro dba Egg Ride Services (Limo), Antioch, TCP 26381. Case: PSG-5180. Fine: \$3,000. Violations: carrier 1) operated as a charter-party carrier after suspension and expiration of authority; 2) failed to have Workers’ Compensation insurance in effect and on file; and 3) failed to enroll driver in DMV EPN program.

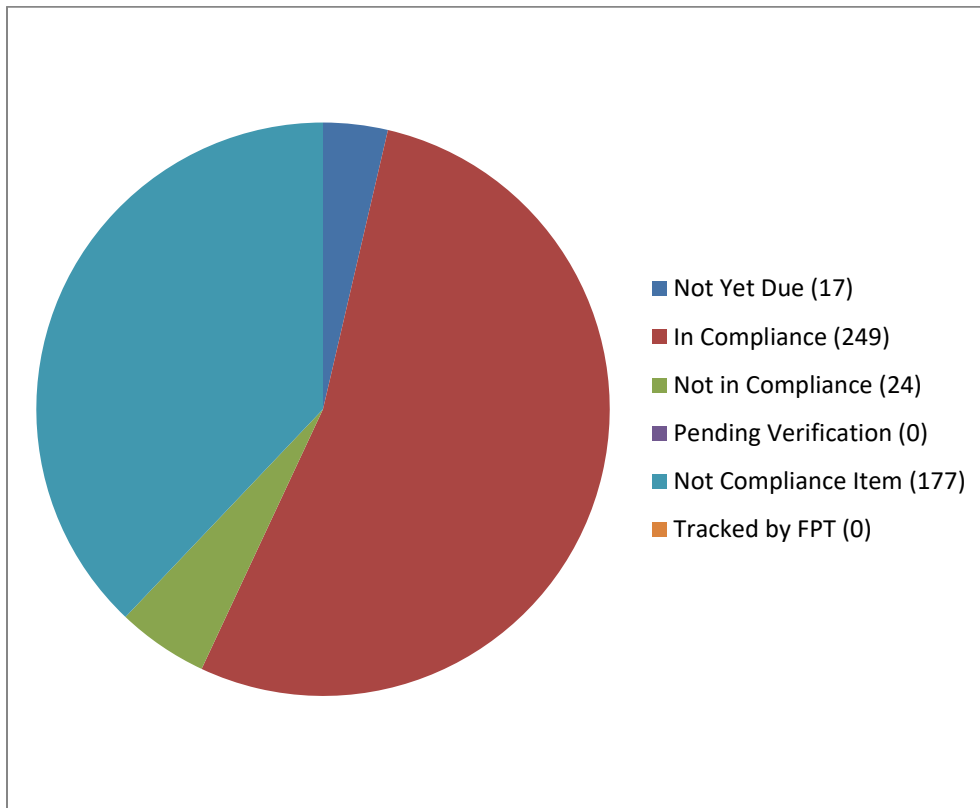
Los Angeles Airport Citation Program

Table 6. LAX Citations and Fines Collected

Month	Citations issued by LAX	Citations issued by CPUC	Vehicles impounded	C&D letters issued by TEB-S	Total fines collected
January	16	8	15	16	\$8,000
February	19	11	15	16	\$10,250
March	2	0	2	2	\$0
April	0	0	0	0	\$0
May	2	1	1	2	\$1,000
June	0	0	0	0	\$0
July	3	3	3	3	\$3,000
August	1	1	1	1	\$1,000
Year to date	43	24	37	40	\$23,250

COMPLIANCE WITH ORDERING PARAGRAPHS

Table 7. Compliance with Ordering Paragraph Chart



The Transportation Program is currently responsible for 467 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. OPs also introduce new reporting requirements and transportation policies.

DOCKET ACTIVITY

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.** No update.
- **R.19-02-012 / TNC Access for Persons with Disabilities / Mason & Chiv / Shiroma.** No update.
- **Resolution TL-19131 (COVID-19 Requirements):** On August 6, 2020, the Commission adopted Resolution TL-19131 requiring all passenger carriers under the Commission’s jurisdiction to follow COVID-19 related guidance issued by the CDC and specific State issued Industry Guidance as well as Public Health Orders issued by the state and local jurisdictions.

Formal Enforcement Proceedings

- No Olls or OSCs

Citation Appeal Proceedings

- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim**
On September 26, 2019, appeal was received and filed by ALJ Docket Office. April 2020, no hearing date scheduled by the ALJ. May 2020, no hearing date scheduled by ALJ. Appeal has not been scheduled to date. No change for August.
- **K.20-03-012 / Belmont Village Calabasas, LLC (Unlicensed) Appeal / ALJ Kline**
On March 16, 2020, appeal was received and filed by the ALJ Docket Office. No hearing date scheduled by the ALJ. On April 20, 2020, ALJ ordered TEB to suspend any and all further efforts to enforce its cease and desist order against Belmont until the citation appeal proceedings is resolved by Commission resolution. In addition, parties are reminded that all ex parte communications are prohibited in citation appeal proceedings. On May 22, 2020, Counsel working on opening brief. On 6/3/2020 CPUC Counsel received service copies of Belmont Village Calabasas LLC’s Opening Brief and supporting documents

from Legal Secretary Linda Jan Hall to William D. Taylor and Matthew H. Lewis, Esq. On 6/29/2020, Counsel received email from ALJ a “Ruling Resolving Threshold Jurisdictional Issue and Directing Procedural Next Steps”. ALJ finds the Commission has jurisdiction over charter-party carriers of passengers pursuant to the Passenger Charter-party Carriers’ Act (Pub. Util. Code §§ 5351 et seq.) even when those same carriers are issued a Private Carrier of Passengers Certificate by the California DMV pursuant to the Private Carriers of Passengers Registration Act (Veh. Code §§ 34680-34693). ALJ ordered Belmont Village Calabasas and the CPED to meet and confer, and file a joint case management statement that addresses the remaining material issues in dispute and the need for an appeal hearing within 21 calendar days of the date of this ruling. On July 9, 2020, Belmont filed an appeal to the categorization of proceedings K 20-03-012, requesting the Commission reclassify from “adjudicatory” to “quasi-legislative” pursuant to Rule 7.6, (Categorization appeal). On July 17, 2020, ALJ Ruling Denying Belmont Village Calabasas, LLC’s Categorization Appeal.

Scheduled hearing for September 8, 2020, but Belmont’s Attorney asked for a continuance to October 2020 and parties are awaiting ALJ’s decision on the continuance. Webex Test: 10/13/2020. Appeal Hearing 10/19/2020.

- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP 35518-B) Appeal / ALJ Goldberg**
On June 1, 2020, received defendant’s appeal.
On June 10, 2020, appeal was filed by the ALJ Docket Office. No Hearing date has been set.
- **K.20-06-008 / Hamidullah Hamidi dba All Access Limo Service (TCP 31413-B) Appeal / ALJ Goldberg**
On June 24, 2020, received defendant’s appeal and filed by ALJ Docket Office.
No hearing date has been set.
- **K.20-08-005 / Erick Pierre dba Pilot Limousines Services (TCP 23628-B) Appeal / ALJ (unassigned)**
On August 6, 2020, received defendant’s appeal and filed by ALJ Docket Office.
No hearing date has been set.

[CPED Monthly Activity Report / August 2020](#)

- **K.20-08-010 / David Trevor O'Donnell dba PS Architecture Tours (TCP 33873-S) Appeal / ALJ (unassigned)**
On August 14, 2020, received defendant's appeal and filed by ALJ Docket Office.
On August 26, 2020, appeal was settled for \$1,000 and motion to dismiss appeal was filed.

Carrier Application Proceedings

- **A.19-09-010 / Application of WeeBee's Transportation, LLC for authority to operate as a for hire transportation Passenger Stage Corporation between points in Lodi California; and to establish a Zone of Rate Freedom / 08/26/2020 Decision 20-08-028 Issued Granting Order of Dismissal**
- **A.20-01-009 / Application of Leisure Sightseeing Shuttle, a California Corporation, for a Certificate of Public Convenience and Necessity to operate as an on call Passenger Stage Corporation between Points in the Counties of Alameda, Santa Clara, San Mateo, Contra Costa, Marin and the City and County of San Francisco and the San Francisco International Airport, Oakland International Airport and the Norman Y. Mineta San Jose International Airport; and to establish a Zone of Rate Freedom / 08/27/2020 Decision 20-08-029 Issued Granting Application**
- **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 / 08/06/2020 Reassigned to Commissioner Genevieve Shiroma and Administrative Law Judge Hallie Yacknin**
- **A.20-07-007 / Application of San Diego Direct Transportation Service, LLC (PSG12852) dba San Diego Airport Shuttle to Amend Service Routes and Areas of Service to Include the Cities of San Diego and Los Angeles and Points in the Counties of San Diego, Imperial, Orange, Riverside, Los Angeles, San Bernardino, Ventura, Santa Barbara and Kern; and to establish a Zone of Rate Freedom / 08/07/2020 Douglas Ito assigned as Examiner**

CPED Monthly Activity Report / August 2020

- **A.20-08-008** / Application of AMERICANSTAR TOURS (PSG8118) for Authority to Expand its Service Area to Include both AMTRAK's (i) ROUTE 18 THRUWAY SCHEDULE BUS SERVICE BETWEEN POINTS IN FRESNO AND SANTA MARIA and (ii) ROUTE 21 SERVICE BETWEEN POINTS IN OXNARD AND OAKLAND; and to establish a Zone of Rate Freedom of \$20 above and below the Proposed Fare, the minimum fare rate is \$5 / **08/11//2020 Application filed**
- **A.20-08-019** / Application of UNION RIDE INC., a California Corporation, for a Certificate of Public Convenience and Necessity to operate as a Passenger Stage Corporation between points in the Cities of San Ysidro and Los Angeles California; and to establish a Zone of Rate Freedom / **08/24/2020 Application filed**

OUTREACH/TRAINING/OTHER FIELD ACTIVITIES

Outreach

- **Monthly Joint New Carrier Orientation at San Francisco International Airport.** The San Francisco Ground Transportation Unit (SFO GTU) has resumed the Applicant/carrier workshop as of July 16, 2020. The workshop was suspended for 4 months due to Covid19. The CPUC is providing the orientation via WebEx for the Applicants. The number of applicants has been reduced to five applicants/carriers per session to keep the recommended 6-foot standard distance per the CDC.

Joint Agencies

- **Napa County Interagency Operations, Napa** – Northern California-based staff (Nera), working with the Napa County District Attorney's office and St. Helena Police Department, to address complaints of unlicensed providers of for-hire passenger transportation. The following violations were found: two (2) carriers operating with revoked permits; one vehicle was impounded.
- **San Francisco International Airport (SFO) Ground Transportation Unit and San Francisco Airport Police.** Northern California-based staff, San Francisco

International Airport Ground Transportation Unit and San Francisco Airport Police working jointly to address complaints of unlicensed providers of passenger transportation at San Francisco International Airport (**This assignment is on hold due to the Corona Virus**).

Surveillance – TEB-South

- The Transportation Enforcement Branch South (TEB-S) continued to conduct field activities throughout Southern California, including Airports, transit centers, the entertainment district, and the San Ysidro Border Area. The main purpose of these visits was to monitor passenger transportation carriers’ (PTC) activities during COVID-19 and report if drivers of these vehicles are complying with face covering and social distance state mandates. TEB staff observed a slight increase of airport ground traffic during the month of July coming off the COVID -19 era historical lows. TEB Staff did observe that drivers for PTC were wearing face covering and complying with social distance mandates where applicable. High volume of TNC vehicles are not in compliance with the required trade dress.

Training for Managers, Supervisors, and Staff

- Implicit Bias Training
- Ethics Training
- Cybersecurity Awareness Training

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 CPUC to seek appropriate penalties and remedies for consumers.

MONTHLY HIGHLIGHTS

- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** As requested by the ALJ, CPED filed responses to and attended a Law and Motion hearing to address issues relating to exhibits, witnesses, and hearing procedures. CPED also filed pre-trial briefs addressing issues from the ALJ scoping ruling and the Commissioner’s expanded ruling. In addition, CPED participated in the evidentiary hearing to address issues raised in the Order Instituting Investigation. CPED alleged that Community Union (CU), a member of NIU, was overpaid in California Advanced Services Fund (CASF).
- **Net Energy Metering (NEM) Citation Program (UEB-004):** CPED reviewed and incorporated opening and reply comments to resolution UEB-004. The resolution was submitted and published for Commission voting but was later held to address questions from the IOUs. Resolution UEB-004 establishes a NEM citation program to enforce compliance with the consumer protection measures authorized by the Commission in Decisions (D.)16-01-044, D.18-09-044 and D.20-02-011.
- **Cox Communications (UEB-005):** CPED drafted Resolution UEB-005 requesting that the Commission approve a settlement agreement between CPED and Cox. CPED alleged that Cox violated PU Code and Commission statutes by failing to include the appropriate telephone number of the Consumer Affairs Branch on certain customer bills.
- **Disconnections/Reconnections OIR (R.18-07-005) (ALJ Kelly):** UEB held a workshop to develop a citation program to enforce disconnection rules pursuant to D.20-06-003. Parties filed post workshop opening and reply comments.
- **Pacific Gas and Electric (PG&E) Order to Show Cause Related to Public Safety Power Shutoff (Commissioner Batjer/ALJ Poirier):** A status conference was held to provide the ALJ an update on the parties progress during the meet and confer.

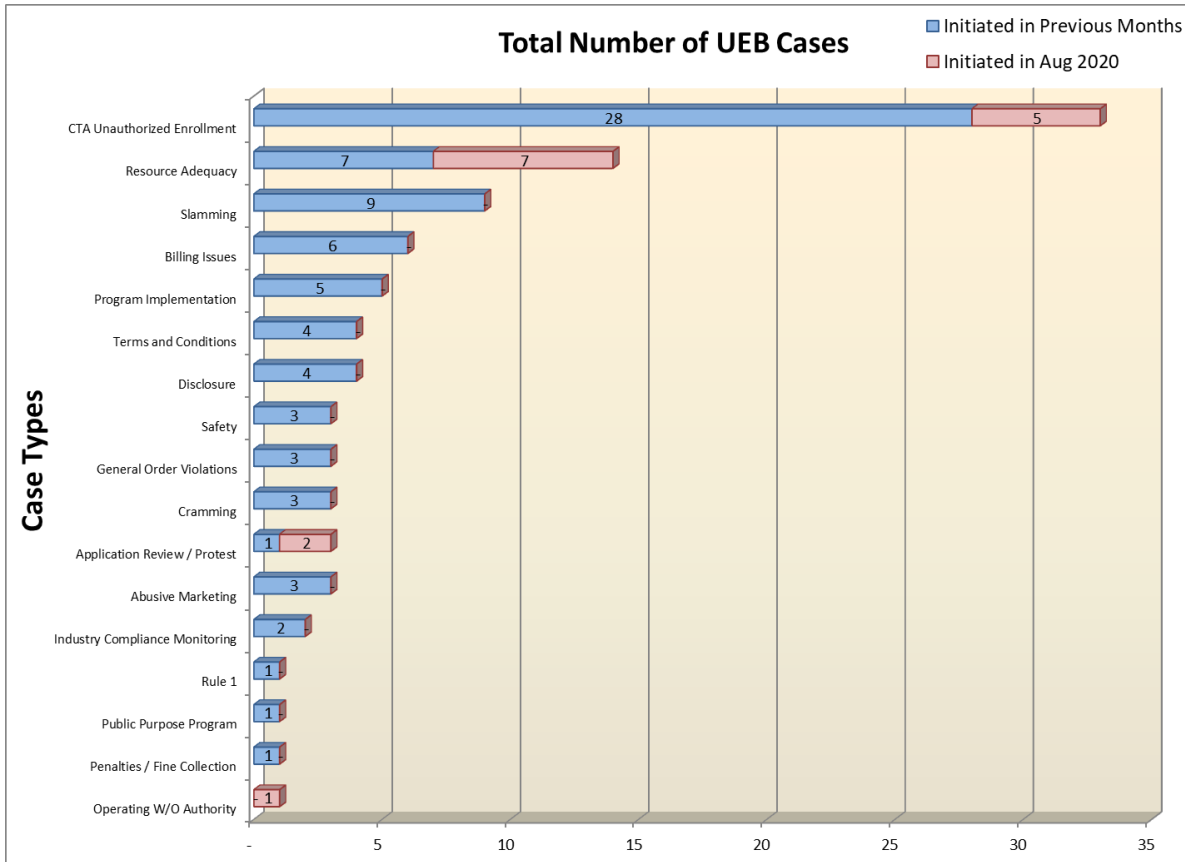
KEY ACTIVITIES

UEB is working on a total of 96 cases. Investigations center primarily on 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.

Cases by Type as of August 31, 2020

Table 8. UEB Total Number of Cases by Type Chart

CPED Monthly Activity Report / August 2020



CITATIONS/FINES/REPARATION

UEB issued eight citations during the month of August 2020. Five RA deficiency citations were issued in the total amount of \$757,369 and three CTA citations in the total amount of \$3,000.

Updated Cumulative January through August 2020 fines, reparations and penalties imposed are shown below.

Table 9. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
August 2020	\$760,369
Cumulative 2020	\$10,408,857

- **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 and 14-06-050. UEB issued RA five citations in August 2020 as shown below.

Table 10. UEB Resource Adequacy Citations

RESOURCE ADEQUACY CITATIONS AUGUST 2020					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0088	8/27/2020	Just Energy Solutions	\$387,387.50	9/28/2020	Awaiting payment or appeal
E-4195-0089	8/28/2020	Commercial Energy	\$6,660.00	9/28/2020	Awaiting payment or appeal
E-4195-0090	8/28/2020	Commercial Energy	\$6,660.00	9/28/2020	Awaiting payment or appeal
E-4195-0091	8/28/2020	Commercial Energy	\$19,998.00	9/28/2020	Awaiting payment or appeal
E-4195-0092	8/28/2020	Monterey Bay Community Energy	\$336,663.00	9/28/2020	Awaiting payment or appeal
		TOTAL	\$757,368.50		

- **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 PU Code Section 983.5.

In August, UEB reviewed 108 CTA-related complaints received by the Consumer Affairs Branch (CAB) in July 2020 and identified 31 needing investigation. UEB issued five data requests for proof of enrollment authorization for 25 customers. Six complaints did not contain enough information in CAB's Consumer Information Management Systems database (CIMS) to be included in the data requests. UEB received 21 TPVs and one signed contract as proof of customer authorization (three customers did not have service agreements). Staff's investigation is ongoing as a second Data Request was issued to AAA Natural Gas and Peak Six Power and Gas, LLC due to irregularities with the customers' TPV/signed enrollment form. UEB issued three CTA citations in August 2020 as shown below.

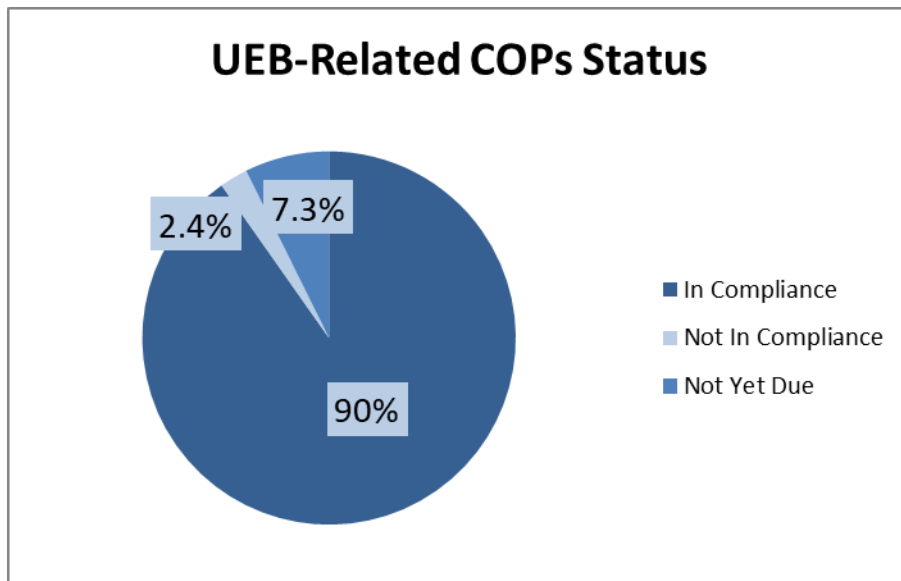
Table 11. UEB CTA-Related Complaints

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
July	108	31	5	Pending	Pending	0

Citation #	Date Issued	Company	Citation Amount	Date Due	Payment Status
UEB-003-0040	8/6/2020	Ambit California, LLC	\$1,000	9/8/2020	Pending
UEB-003-0041	8/6/2020	Ambit California, LLC	\$1,000	9/8/2020	Pending
UEB-003-0042	8/20/2020	Smart One Energy	\$1,000	9/18/2020	Pending

COMPLIANCE WITH ORDERING PARAGRAPHS

Table 12. UEB-Related COPs Status Chart



There were two new Ordering Paragraphs added to UEB’s COPS tracker for the month of August. UEB was responsible for 41 separate Ordering Paragraphs. As of August, 2020, 37 (representing 90%) have been complied with, three are not yet due (representing 7.3%) and one is not in compliance (representing 2.4%).

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.

UEB-RELATED PROCEEDINGS

Table 13. 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	Randolph
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

California Public Utilities Commission | Consumer Protection and Enforcement Division

K.20-04-004	Appeal of American PowerNet Management (APN) to citation E-4195-73 issued on March 6, 2020 (revised on April 29) by Consumer Protection & Enforcement Division.	Yacknin	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.20-04-006	Appeal of East Bay Community Energy to citation E-4195-77 issued on April 9, 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

OUTREACH/TRAINING/OTHER ACTIVITIES

SNAP: No SNAP meeting.