



# Consumer Protection and Enforcement Division



## Monthly Activity Report April 2021

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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.

## Key Activities

### Investigations

In April 2021, TEB closed 12 investigation cases and initiated 9 new cases.

**Table 1. TEB Enforcement Activity**

Rolling 12-Month Enforcement Activity	May 2020	June 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	Totals
Open Investigations	146	140	116	96	89	94	96	87	81	61	61	73	N/A
New Investigations Initiated	18	4	6	11	19	20	0	6	0	6	14	9	113
Investigations Completed	24	28	26	18	14	18	9	12	20	6	2	12	189
Cease and Desist Notices	25	3	7	11	7	9	4	8	7	11	2	11	105
Official Notices	4	3	1	0	0	1	0	2	1	0	0	0	12
Telephone Disconnects	0	0	0	0	0	1	0	0	0	0	0	1	2
Citations	14	26	0	11	5	11	5	2	5	2	8	2	91
Citations Appealed	0	2	0	2	1	0	0	1	0	0	0	1	7

Consumer complaints increased by two complaints in April compared to the prior month. This month, the Consumer Intake Unit (CIU) received seven complaints.

**Table 2. TEB CIU Complaints Received**

<b>April 2021 CIU Complaint Activity</b>	
Open complaints as of April 1, 2021	1
New complaints received during month	7
Complaints closed during month	1
Complaints Closed and Referred to Enforcement during month	5
Open CIU complaints as of April 30, 2021	2

**Table 3. CIU Complaints Referred to TEB**

	May 2020	June 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021
<b>Open Investigations as of first day of month</b>	32	33	25	24	24	22	20	20	18	17	21	25
<b>New Investigations Initiated</b>	8	0	1	4	3	2	0	0	0	4	5	0
<b>Closed Investigations During Month</b>	7	8	2	4	5	4	0	2	1	0	1	5
<b>Open Investigations as of last day of month</b>	33	25	24	24	22	20	20	18	17	21	25	20
<b>Investigations open longer than 6 months</b>	18	7	6	12	15	11	14	10	9	12	15	10
<b>% of total open investigations</b>	54%	28%	25%	50%	68%	55%	70%	56%	53%	57%	60%	50%

### Carrier Application and Permit Activity

As of April 2021, TLAB’s Licensing Section received 622 applications (New, Renewals, Refiles, and Transfer) and issued 521 permits. Currently, TLAB has completed 550 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**

<b>Year-to-Date Passenger Carrier Activity</b>	<b>Total</b>
New Applications Docketed	129
Renewal Applications Docketed	439
Refile Applications Docketed	43
Transfer Applications Docketed	11
Authorities Issued	521
Authorities Suspended	1421
Authorities Revoked	329
Authorities Reinstated (Suspended/Revoked)	878
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	222
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	255
Pending Reinstatement from Suspension and Revocation	52
Voluntary Suspensions	215
Voluntary Revocations	44
Vehicles added to Passenger Carrier Equipment Statements	610
Address and DBA Changes	466
Vehicle inspection requests sent to CHP	533

### Transportation Call Center Statistics

Beginning February 12, 2020, all Licensing staff became available to answer calls from applicants and carriers. The number of calls in 2020 averaged 198 calls/month. Through April 2021, TLAB has received a total of 676 telephone calls in 2021:

- 217 inquiries for pending application, suspension/revocation, reinstatements, and PUCTRA questions
- 156 inquiries for related to adding/deleting vehicles and changing account information
- 303 inquiries for general licensing requirements

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### Citations/Fines/Refunds/Telephone Disconnects

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

TEB Fines/Refunds	May 2020	June 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021	Totals
<b>Fines Assessed</b>	\$66,000	\$68,000	\$0	\$31,000	\$16,000	\$33,000	\$12,000	\$25,000	\$31,000	\$10,000	\$36,000	\$11,000	\$339,000
<b>Fines Paid</b>	\$3,002	\$19,173	\$4,400	\$20,900	\$11,950	\$12,000	\$1,250	\$3,900	\$5,650	\$2,700	\$11,800	\$13,375	\$110,100
<b>Overcharge Refunds/ Settlements by TEB Consumer Unit</b>	\$522	\$41.50	\$0	\$0	\$724	\$48.50	\$0	\$0	\$0	\$114.76	\$0	\$0	\$1,450.76
<b>PUCTRA Underpayment Fees</b>	\$0.00	\$636.95	\$1,601	\$0.00	\$9,545	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$11,782.95



## Citations

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

- T.21-04-001. Marcos Munoz Zaragoza dba Zaragoza Charters & Tours, Long Beach, TCP 38344. Case: PSG-5506. Fine: \$6,000. Violation: carrier 1) operated as a charter-party carrier during suspension; 2) failed to obtain workers' compensation insurance; and 3) failed to enroll drivers in DMV/EPN program.
- T.21-04-002. MGM Limousine LLC, North Highlands (TCP 22788). Case PSG-5541. Fine \$5,000. Violations: carrier 1) operated after suspension of authority; 2) operated a bus with expired DMV registration and not inspected by CHP; 3) engaged a driver with an out of class driver's license; 4) failed to enroll a driver in DMV/EPN program; and 5) no waybill.

## **Statewide Airport Enforcement Unit Surveillance Activities**

- TEB's AEU 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 airports. The main purpose of these activities was to monitor passenger transportation carriers' activities during COVID-19 and report if drivers of these vehicles are complying with face covering and social distance state mandates. AEU staff continued to observe small increase of airport ground traffic during the month of March coming off the COVID -19 era historical lows. AEU Staff did observe that drivers for these carriers were wearing face coverings and complying with social distance mandates. Some of the TNC vehicles observed were not in compliance with the required trade dress. AEU staff is collecting such information for potential enforcement actions and have started investigating those carriers that were observed operating without active authority.

## 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 CPUC	Total fines collected
May 2020	2	1	1	2	\$1,000
June 2020	0	0	0	0	\$0
July 2020	3	3	3	3	\$3,000
August 2020	1	1	1	1	\$1,000
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
<b>Totals</b>	22	19	19	26	\$19,000

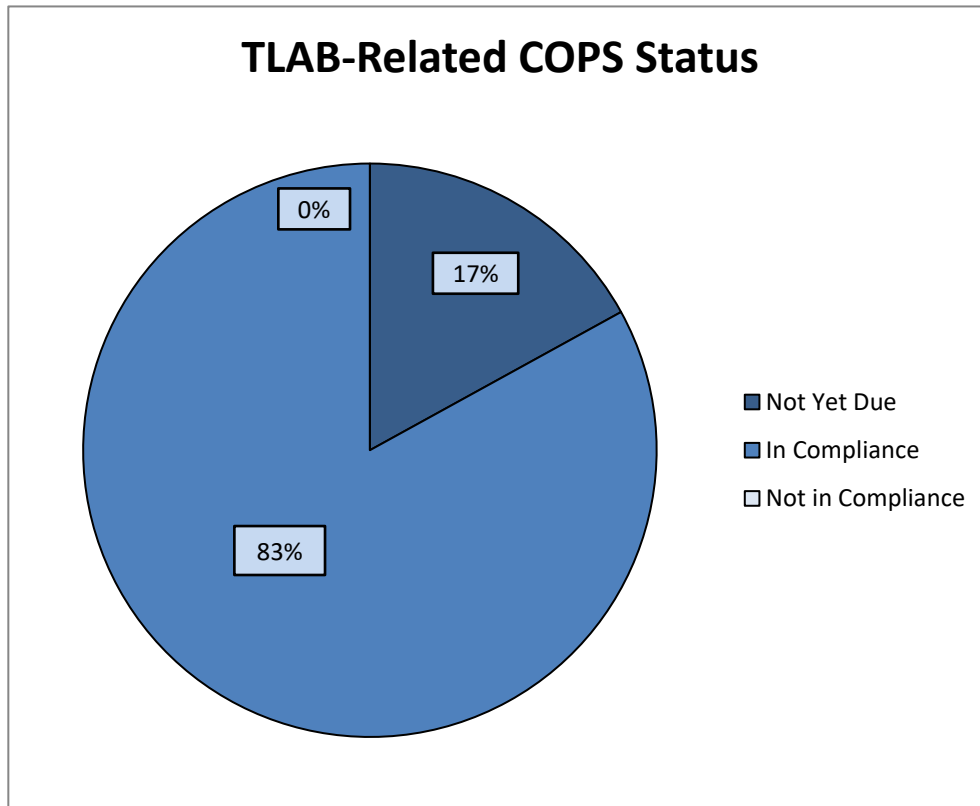
## Telephone Disconnects

- PSG 5234. Cori Diamond, an individual, Woodland Hills (Unlicensed). Carrier advertised and offered transportation services without valid authority. The advertisement listed one phone number. Notwithstanding CPED's Cease and Desist letter directing the carrier to immediately cease all unlawful advertisements and operations, carrier continued to violate the law. On April 22, 2021, CPED obtained a Finding of Probable Cause signed by Los Angeles County Superior Court District Judge. The Finding orders disconnection of telephone service to the number advertised and used by carrier to violate criminal laws in the State of California.

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## Compliance with Ordering Paragraphs

**Figure 1. Compliance with Ordering Paragraphs**



The Transportation Program is currently responsible for 631 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.

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## Docket Activity

### Policy Proceedings

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

1) No Docket activity in April 2021.

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

1) 4/21/2021: Motion for Party Status (Shasta Regional Transportation Agency)

2) 4/23/2021: Proposals on Track 4 Issues submitted by San Francisco Taxi Workers Alliance, Uber, Lyft, Via, the Disability Advocates (Disability Rights California, Center for Accessible Technology, and Disability Rights Education and Defense Fund), San Francisco (SFMTA, SFCTA, and Mayor's Office on Disability), and Riverside County Transportation Commission. Staff Proposals additionally submitted as a Ruling.

### Formal Enforcement Proceedings

- **No Order Instituting Investigation (OI)s or Order to Show Cause (OSC)s**

### 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. Set for another Status Conference on April 1, 2021. On April 1, 2021 parties met for ALJ Status Conference. It was agreed that there is no factual dispute. The dispute remains on who the regulatory authority is for the towed trailer vehicles. Carrier was informed from Licensing after receiving the new application for TCP A certificate that it cannot accept the towed trailer vehicles because it does not fall under one of the authorized vehicles. ALJ offered defendant and CPED three options to resolve the matter: 1) Refer to ADR (Alternative Dispute Resolution), 2) Set for Evidentiary Hearing, 3) Briefing Schedule. Both parties agreed to Briefing Schedule. ALJ asked both parties to meet & confer about the Brief regarding content, page limit, and time for rebuttal. ALJ gave both parties to provide Brief by Status Report before April 12, 2021. Brief by Status Report was submitted to ALJ prior to April 15, 2021.
- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP 35518) Appeal / assigned to Administrative Law Judge (ALJ) Sasha Goldberg**. On June 1, 2020, received defendant's appeal (Citation F-5663 imposing a \$20,000 fine). On June 10, 2020, appeal was filed by ALJ Docket

Office. February 16, 2021, Awaiting hearing date.

- **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.20-09-011 / Eskindir Ghebremedhin and Cristobal Javier Castro, dba Egg Ride Services, (TCP 26381-P) Appeal / assigned to Administrative Law Judge (ALJ) Susan Lee.** On September 18, 2020, received defendant's appeal and filed by ALJ Docket Office. On October 1, 2020, CPED filed a compliance filing for Citation # F-5707. On January 22, 2021, ALJ Susan Lee advised the Appellant's attorney sent an email communication on January 16, 2021 explaining the Appellant in this proceeding will proceed with an attorney. ALJ Susan Lee scheduled a telephonic/Webex status conference on February 1, 2021. ALJ Susan Lee scheduled a telephonic/Webex evidentiary hearing on February 26, 2021. ALJ Susan Lee advised TEB to file additional briefings by March 24, 2021. Assigned CPUC Attorney, Roderick Hill, provided a response to ALJ Susan Lee's request for additional briefings on March 23, 2021. Attorney for appellant, Jason Beahm provided a response to ALJ Green's request for additional briefing on April 8, 2021. Transcripts of K.20-09-011 for February 1, 2021 and February 26, 2021, Status Conference (Virtual) and Evidentiary Hearing (Virtual) provided on April 26, 2021. ALJ Susan Lee granted appellant's request to file a late Reply Brief after appellant's was rejected on April 8, 2021 for not submitting briefing on time. Appellant's Reply Brief shall comply with Rule 1.5 and be served and filed by close of business on May 4, 2021.
- **K.21-01-019. About Time Limousines LLC (TCP 21892). Appeal / ALJ Thomas J. Glegola.** On December 31, 2020, defendant filed appeal of Citation F-5694 imposing a fine of \$4,000. Docket Office accepted the appeal on January 4, 2021. On February 25, 2021, Docket Office informed defendant that his appeal was successfully and officially filed. Pre-hearing conference scheduled for 04/02/2021.
- **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 Administrative Law Judge (ALJ) Patricia Miles.** On April 6, 2021, received defendant's Notice of Appeal and filed by ALJ Docket Office. On April 13, 2021, case was assigned to ALJ Patricia Miles. On April 20, 2021, CPED filed compliance filing. Awaiting hearing date.

## 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 / **04/ 16/2021 ALJ denied Transit Systems Unlimited, Inc's application for authority to operate as a self-insured charter-party carrier pursuant to General Order 115-G.**
- **A.19-05-0030** / Application of Tres Estrellas de Oro inc. to amend its Certificate of Public Convenience and Necessity To Operate as a Scheduled Passenger Stage Corporation / **4/13/2021 TEB reviewing application.**
- **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 / **04/15/21 Decision 21-04-007 issued.**



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## Outreach/Training/Other Activities

### Training for Managers, Supervisors, and Staff

- Tableau Visual Analytics
- Tableau Prep Builder
- Heat Illness Prevention Plan
- LinkedIn Learning – Holding Yourself Accountable
- Expert Witness Testimony
- TCP Portal Training

### Joint Agencies

- 04/08/2021 - 04/11/2021 – Napa/St. Helena Joint Enforcement Operation – TEB staff (Nera)(Uduefe)(Iljas) worked with the Napa County District Attorney’s office and St. Helena Police Department to address complaints of unlicensed providers of for-hire passenger transportation. A total of 194 vehicles were observed, of which 2 suspended 1 unlicensed 1 impounded. TCPs were noted.
- 04/24/2021 Napa/St. Helena Joint Enforcement Operation – TEB staff, (Nera) and (Taylor) participated in one day of the operation 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. Ryan Lorey from El Dorado District Attorney’s office joined the operation to observe the Napa operation. A total of 72 vehicles were observed, of which 4 suspended 1 revoked 1 impounded. TCPs were noted.

## 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

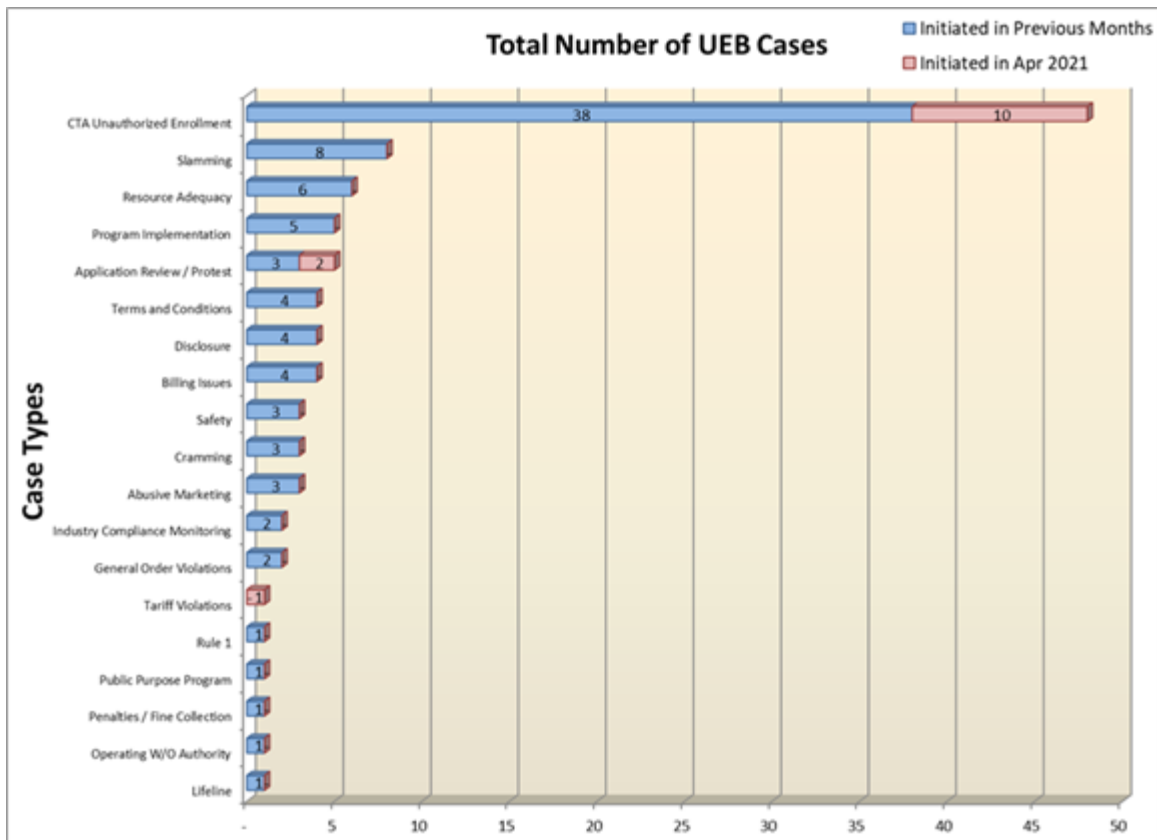
- **ASSURANCE WIRELESS (Resolution UEB-008):** On April 15, 2021, the Commission adopted Resolution UEB-008 approving a settlement agreement between CPED and Assurance (wholly owned by Sprint). The settlement resolves all issues regarding CPED's allegation that Assurance failed to comply with federal non-usage rules by claiming reimbursement for Lifeline customers who should have been de-enrolled for non-usage. As of April 26, 2021, the total settlement amount of \$41,686,931 has been paid to the Lifeline program.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** The Commission adopted Resolution L-609 on April 15, 2021 denying Community Union's (the last remaining respondent of NIU) motion for disqualification of Commissioner Rechtschaffen for cause and request for new evidentiary hearing. The Commission denied CU's request on the bases that CU's motion was untimely and failed to provide factual basis for the motion as required by the Commission's rules of Practice and Procedure.
- **San Diego Community Power RA Citation Appeal (K.21-03-005):** CPED and SDCP filed a joint submission pursuant to the ALJ's March 25, 2021 Ruling ordering a joint response from SDCP and CPED addressing six question related to facts that are in dispute, evidence SDCP intends to present, alternative dispute resolution, discovery, and proposed schedule for briefs and testimony. The ALJ also issued a Ruling setting the procedural schedule, and ordering CPED to file a response providing all data requests and responses conducted throughout the course of discovery and a list of all solicitations by load serving entities for System RA occurring in 2020 that it is aware of.
- **Western Community Energy RA Citation Appeal (K.21-03-006):** The ALJ issued a Ruling ordering a joint response from SDCP and CPED addressing six question related to facts that are in dispute, evidence SDCP intends to present, alternative dispute resolution, discovery, and proposed schedule for briefs and testimony. CPED and SDCP filed a joint submission pursuant to the ALJ's April 2, 2021 Ruling on April 26, 2021 addressing all six questions.

## Key Activities

UEB is working on a total of 103 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 April 30, 2021

Figure 1. UEB Total Number of Cases by Type Chart



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## Citations/Fines/Reparation

The Commission adopted Resolution UEB-008 approving a settlement between CPED and Sprint. As a result, Sprint remitted \$41,686,931 to the California Lifeline program.

UEB issued three CTA citations during the month of April 2021 totaling \$5,000. Two were in the amount of \$1,000 each and one for \$3,000.

**Table 7. UEB Fines, Reparations, and Penalties**

Date	Citations/Fines/ Reparation
April 2021	\$41,691,931
Cumulative 2021	\$46,248,847

- **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. No RA citations were issued in April 2021.
- **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 April, UEB reviewed 172 CTA-related complaints received by the Consumer Affairs Branch (CAB) in April 2021 and identified 39 needing investigation. UEB issued 9 data requests for proof of enrollment authorization for 36 customers. Three complaints did not contain enough information in CAB's Consumer Information Management System (CIMS) to be included in the data requests. UEB was notified two customers did not have service accounts with the alleged CTAs. At this time, UEB has received proof of enrollment authorization for all requested customers. Staff's investigation for March is ongoing due to three consumers disputing the e-signatures on the signed contracts and acknowledgement forms Bolt Energy Services, LLC provided as proof of enrollment authorization.

UEB issued three citations in April and have not received payment. Details of these citations can be found in the table below.

**Table 8. UEB CTA Citations**

<b>CTA CITATIONS APRIL 2021</b>					
<b>Citation #</b>	<b>Date Issued</b>	<b>Company</b>	<b>Citation Amount</b>	<b>Date Due</b>	<b>Status</b>
UEB-003-0046	4/2/2021	Bolt Energy Services, LLC	\$1,000.00	5/3/2021	Payment is overdue
UEB-003-0047 to 0049	4/7/2021	Bolt Energy Services, LLC	\$3,000.00	5/7/2021	Awaiting payment
UEB-003-0050	4/7/2021	Bolt Energy Services, LLC	\$1,000.00	5/7/2021	Awaiting payment
		<b>Total</b>	<b>\$5,000.00</b>		

**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				
April	172	39	9	Pending	Pending	0

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### Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of April. UEB was responsible for 41 separate Ordering Paragraphs. As of April 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.

## UEB-Related Proceedings

**Table 10. UEB-Related Proceedings**

<b>Docket No.</b>	<b>Title</b>	<b>ALJ</b>	<b>Commissioner</b>
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
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.20-03-005	Appeal of San Diego Community Power to citation E-4195-98 issued on February 3, 2021 by Consumer Protection & Enforcement Division.	Gubman	N/A
K.20-03-006	Appeal of Western Community Energy to citation E-4195-99 issued on February 9, 2021 by Consumer Protection & Enforcement Division.	Wercinski	N/A
A.21-02-006	Protest of One-Ring's Certificate of Public Convenience and Necessity to Operate as a Competitive Local Exchange Carrier.	TBD	TBD

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## Outreach/Training/Other Activities

**State National Action Plan (SNAP):** On April 15, 2021, the FCC met to discuss actions it has taken with respect to the communications supply chain. The FCC continues to protect the national security of the United States, the security and safety of the people of United States, and the integrity of communications networks and supply chain. The FCC has implemented the Secure and Trusted Communications Networks Act of 2019. A summary of FCC's actions can be found at the FCC's website under the Protecting Against National Security Threats to the Communications Supply Chain Through FCC Programs section.