



# Consumer Protection and Enforcement Division



## Monthly Activity Report November 2019

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## Overview

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility 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 seven 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. For ease of use, the report aggregates statewide enforcement data when possible under the "TEB" heading.

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.

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## KEY STATISTICS

### Enforcement and Complaint Activities

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

In November 2019, TEB carried over from prior month 148 investigation cases. TEB closed 19 investigation cases and initiated 17 new ones. The Consumer Intake Unit (CIU) received 10 complaints, resolved 10 complaints, and referred seven complaints to the Enforcement Unit for further investigation. Year-to-date, carriers appealed 10% of the 109 citations issued by TEB.

Enforcement Activity	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	YTD
<b>Open Investigations at Beginning of Month</b>	144	139	146	158	179	175	174	157	155	135	148	N/A
<b>New Investigations</b>	22	35	21	53	20	17	16	19	8	40	17	268
<b>Investigations Completed</b>	27	28	19	32	24	18	33	21	28	27	19	276
<b>Cease and Desist Notices</b>	27	20	23	17	25	16	14	16	8	18	9	193
<b>Official Notices</b>	1	3	2	1	3	7	2	4	1	0	3	27
<b>Citations</b>	4	18	8	12	9	10	9	8	12	15	4	109
<b>Citations Appealed</b>	2	0	3	0	1	0	1	0	2	1	1	11

Complaint Activity	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	YTD
<b>Open complaints at Beginning of Period</b>	6	5	5	3	3	7	5	3	3	2	2	N/A
<b>New complaints, by complainant type:</b>	25	15	27	17	17	9	7	10	23	10	10	160
<b>Consumer</b>	20	9	21	16	10	8	6	9	9	10	10	118
<b>Competitor</b>	5	5	6	1	7	2	1	0	7	0	0	34
<b>Government Agency</b>	0	0	0	0	0	0	0	1	0	0	0	1
<b>Complaints referred to Enforcement Unit</b>	19	8	22	12	15	5	3	3	13	7	7	107
<b>Complaints Closed by CIU</b>	6	12	25	19	19	12	8	7	7	10	10	125
<b>Open complaints as of end of period</b>	6	5	1	1	1	5	3	3	6	1	1	N/A
<b>0-30 days</b>	25	12	25	14	16	7	5	7	22	10	10	143
<b>31-60 days</b>	0	2	1	3	1	2	0	3	1	0	0	13
<b>61-90 days</b>	0	1	1	0	0	0	2	0	0	0	0	4
<b>Over 90 days</b>	0	0	0	0	0	0	0	0	0	0	0	0

**Year-to-Date Carrier Application and Permit Activity**

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

As of November 2019, TLAB’s Licensing Section staff has received 2,494 applications (New, Renewals, Refiles, and Transfer) and issued 2,617 permits. Currently, TLAB has completed 373 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). Two new TNC applications are currently under review.

<b>Year-to-Date Passenger Carrier Activity</b>	<b>Total</b>
<b>New Applications Docketed</b>	<b>610</b>
<b>Renewal Applications Docketed</b>	<b>1704</b>
<b>Refile Applications Docketed</b>	<b>131</b>
<b>Transfer Applications Docketed</b>	<b>49</b>
<b>Authorities Issued</b>	<b>2617</b>
<b>Authorities Suspended</b>	<b>4185</b>
<b>Authorities Revoked</b>	<b>1070</b>
<b>Authorities Reinstated (Suspended/Revoked)</b>	<b>3239</b>
<b>New Applications waiting for CHP inspection or carrier action (drug test results, insurance).</b>	<b>474</b>
<b>Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).</b>	<b>147</b>
<b>Pending Reinstatement from Suspension and Revocation</b>	<b>19</b>
<b>Total Active/Suspended TCP and PSC Authorities as of 11/30/2019</b>	<b>6203</b>
<b>Total Active/Suspended TNC Authorities as of 11/30/2019</b>	<b>19</b>
<b>Voluntary Suspensions</b>	<b>186</b>
<b>Voluntary Revocations</b>	<b>137</b>
<b>Vehicles added to Passenger Carrier Equipment Statements</b>	<b>5692</b>
<b>Address and DBA Changes</b>	<b>2336</b>
<b>Vehicle inspection requests sent to CHP</b>	<b>3711</b>
<b>Returned Applications (incomplete package)</b>	<b>695</b>

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CITATIONS/FINES/REFUNDS

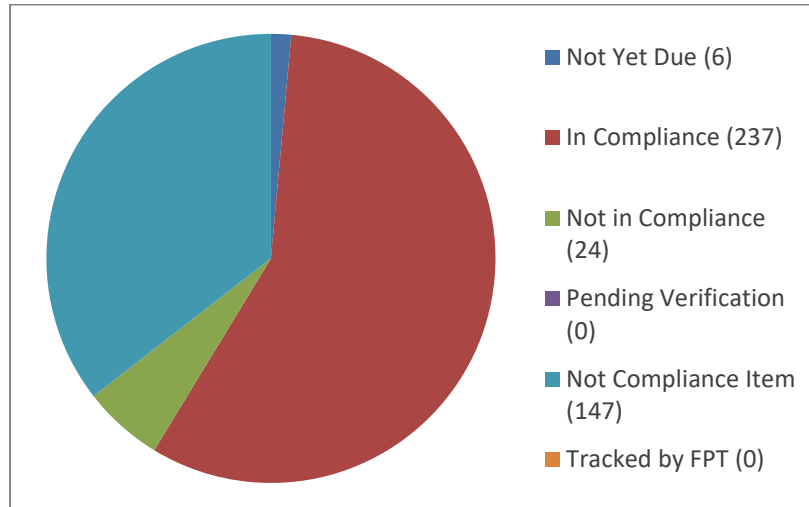
TEB Activity	November 2019	YTD
Fines Assessed	\$10,000	\$410,500
Fines Paid	\$16,350	\$301,235
Overcharge Refunds/Claims Settlements by TEB Consumer Unit	\$318	\$10,266

- F-5621. Pegasus Transit Inc., Oxnard, Unlicensed, previously registered as TCP 25910. Case: PSG-5085. Fine \$4,000. Violations: carrier 1) operated after expiration of authority; 2) failed to enroll driver in DMV EPN program; 3) failed to display TCP number in advertisements; 4) failed to add or delete equipment within ten days.
- F-5622. Superior Enterprises LLC, Glendale, TCP 35089. Case: PSG-5149. Fine: \$2,000. Violation: carrier failed to provide access to records.
- F-5623. D & D Limo Inc, Glendale, TCP 36542. Case: PSG-5150. Fine: \$2,000. Violation: carrier failed to provide access to records.
- F-5624. On Time Coach Executive LLC, Glendale, TCP 38149. Case: PSG-5151. Fine: \$2,000. Violation: carrier failed to provide access to records.

**Los Angeles International Airport (LAX) Citation Program – November 2019**

Citations issued by LAWA police	Vehicles impounded	Admin citations issued by CPUC	C&D letters issued by CPUC	Total fines collected
4 (3– unlicensed) (1 – GO 157 violation only)	4	0	2	\$0

COMPLIANCE WITH ORDERING PARAGRAPHS



The Transportation Program is currently responsible for 414 separate Ordering Paragraphs (OPs). Many OPs 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**
  - On November 6, 2019, Administrative Law Judge Robert Mason III issued a Ruling Ordering Comments on TNC Data Confidentiality, Collection, and Sharing Issues,
- **R.19-02-012 / TNC Access for Persons with Disabilities / Mason & Chiv / Shiroma**
  - No new activities.

**Enforcement Proceedings**

- No OIIs or OSCs.

### Citation Appeal Proceedings

- **K.19-11-012 / Executive Network Enterprises Inc (TCP 23109-B) Appeal / ALJ Kelley.** On November 8, 2019, the carrier filed an appeal with the ALJ Docket Office; awaits a hearing date.
- **K.19-10-009 / Migan C. Murray, dba Rite Time Transport (TCP 37559-A) Appeal / ALJ Yacknin.** On October 18, 2019, the carrier filed an appeal with the ALJ Docket Office; awaits a hearing date.
- **K.19-09-15 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim.** On September 26, 2019, the carrier filed an appeal with the ALJ Docket Office; awaits a hearing date.
- **K.19-09-002 / Ibrahim Raed Khalil, dba Comedy Limo (TCP 17704) Appeal / ALJ Wang.** Hearing conducted on October 30, 2019; awaiting the ALJ's draft resolution.
- **K.19-08-017 / Khouri Amir Faiz, dba Classic Limousine and Sedan Service (TCP 21472) Appeal / ALJ McGary.** Hearing conducted on October 31, 2019; awaiting the ALJ's draft resolution.
- **K.19-05-001 / West Lake Village, LLC dba West Lake Limo (TCP 29548) Appeal / ALJ Kelley.** On May 3, 2019, the carrier filed an appeal with the ALJ Docket Office. The ALJ held a hearing on August 5, 2019; awaiting the ALJ's draft resolution.

### Carrier Application Proceedings

- **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 / 11/20/19 Application Assigned to Commissioner Liane Randolph and ALJ Glegola**
- **A.19-11-001 / Application of POLYTECH ENTERPRISES, a Limited Liability Corporation, doing business as Shuttle 2000 (PSG0013879) to Expand its Service Territory to include Schedule Service Route 3 to transport Passengers to and from Los Angeles International Airport, Near Rose Bowl Stadium area Pasadena, Hotels Downtown Los Angeles area, California State Polytechnic University Pomona, Ontario Airport area and to establish a Zone of Rate Freedom (ZORF) in Service Route 3; and to Revise the Zone of Rate Freedom (ZORF) in existing Service Route 2 / 11/1/19 Application filed**



- **A.19-11-020 / Application of Ventura County Shuttle, Inc. d/b/a Ventura County Airporter (PSC-6291) for Authority to Increase Base Fares and Continue to Maintain a Zone of Rate Freedom / 11/21/19 Application filed**

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OUTREACH/TRAINING/OTHER FIELD ACTIVITIES

**Joint Agency Work**

- **San Francisco International Airport (SFO) Ground Transportation Unit and San Francisco Airport Police.** TEB-N dedicates one analyst to SFO. Staff and management from TEB-Northern California, SFO Ground Transportation Unit, and San Francisco Airport Police meet monthly to jointly address complaints of unlicensed and noncompliant passenger carriers that operate at SFO. Joint staff observed 650 vehicles. Among the 650 vehicles, TEB staff found that 22 carriers operated with a suspended, revoked, or expired permit; while eight carriers failed to register their vehicles with the CPUC.
- **California Highway Patrol Commercial Vehicle Unit – San Martin on November 18, 2019.** Staff from TEB-Northern California trained approximately 50 employees at the California Highway Patrol Weigh Station located near Gilroy. The training focused on how the CHP can apply sections of the Public Utilities Code to achieve the agencies’ mutual goal to promote and enforce safe and legal operation of buses and coaches.
- **Interagency Operations – Napa, November 8, 2019 through November 11, 2019.** Northern California-based TEB staff work jointly with the Napa County District Attorney’s Office and St. Helena Police Department to address complaints of unlicensed providers of passenger transportation. In November, joint staff inspected 108 vehicles and impounded five vehicles belonging to carriers who were unlicensed (two) or operating with revoked permits (three).

**Superior Court**

- **PSG-4962. Onkar Singh, an individual dba Singh Transportation Service and Gurjit Singh, Bakersfield (Unlicensed).** Carrier advertised and offered transportation services on the Internet without valid authority. The advertisements listed two phone numbers. The carrier ignored CPED’s Cease and Desist letter which instructed the carrier to immediately cease all unlawful advertisements and operations and continued to violate the law. On November 22, 2019, CPED obtained a Finding of Probable Cause signed by a Kern County Superior Court Judge. The Finding ordered disconnection of telephone service to the numbers advertised and utilized by the carrier to violate California criminal

statutes.

- **PSG-5027. Sharon Leard (dba) What's the Rush Wine Tour, San Diego (TCP 39007).** Carrier advertised on the Internet and passed out flyers which offered charter-party passenger transportation on an expired permit. The advertisements listed one phone number. The carrier ignored CPED's Cease and Desist letter instructing the carrier to immediately cease all unlawful advertisements and operations and continued to violate the law. On November 27, 2019, CPED obtained a Finding of Probable Cause signed by a Kern County Superior Court Judge. The Finding orders disconnection of telephone service to the one number advertised and utilized by carrier to violate criminal California statutes.
- **PSG-5036. WTF Tours LLC dba WTF Tours of the Central Coast, Steve John Tallant and Bethany Aurioles, Arroyo Grande (Unlicensed).** Carrier advertised and offered transportation services on the Internet without valid authority. The advertisements listed one phone number. The carrier ignored CPED's Cease and Desist letter instructing the carrier to immediately cease all unlawful advertisements and operations and continued to violate the law. On November 25, 2019, CPED obtained a Finding of Probable Cause signed by a San Luis Obispo County Superior Court Judge. The Finding orders disconnection of telephone service to the number advertised and utilized by carrier to violate California criminal statutes.

#### **Outreach to Regulatory/Enforcement Agencies**

- No activities to report.

#### **Training**

TEB staff attended three courses in November:

- **National Certified Investigator & Inspector Training (Basic Program) – November 12 through November 14, 2019.** A course offered by the Council on Licensure, Enforcement & Regulation to gain skills and knowledge of investigation techniques and procedures.
- **Presentation Skills – November 13 through November 14, 2019.** A course offered by CalHR, and part of TEB's required curriculum.
- **Roles and Responsibilities of the Superior Analyst – November 19, 2019.** Course offered by CalHR Training, and part of TEB's required curriculum.

## Other Actions

- **Public Utilities Commission Transportation Reimbursement Account (PUCTRA) Workshop** – TLAB’s Licensing Section launched the PUCTRA Worksheet Calculator Workshop in March 2019 to address carriers needs to obtain guidance on completing the quarterly or annual PUCTRA Fee Statement and to direct them to the online calculator to minimize the Licensing Section’s workload and errors when reporting. On November 7, 2019, a workshop was conducted in Los Angeles on how to complete the online PUCTRA Worksheet Calculator, and provided information about renewals, suspensions and revocations of Charter-Party Carriers.
- **TLAB Licensing Standard Operating Procedures Manual:** The first draft has been prepared and is currently under internal review. Due to the complexity, amount of detail and time needed for review, the projected completion of the project is December 2020. TLAB’s Operating Procedures Manual was created with two objectives in mind:
  1. To be used by new employees in learning about the procedures when processing and reviewing applications for Charter-party carriers. It will answer basic questions such as the reason CPUC requires the requested documents and references the appropriate statutes that mandate the current requirements
  2. To be posted online as a resource for applicants, carriers and other state agencies regarding the TCP process and requirements.

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## LEGISLATION OF INTEREST

- None – Legislature is not in Session.

## UTILITY ENFORCEMENT

The Utilities Enforcement Branch (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 penalties and remedies for consumers.

MONTHLY HIGHLIGHTS

- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** UEB staff, Legal Counsel and NIU attended a follow-up Alternate Dispute Resolution to conduct settlement negotiations. The ALJ Neutral facilitated settlement discussions to resolve issues regarding allegations of NIU’s misuse of CASF funds.
- **TC Telephone (K.18-10-001)(ALJ Zhang):** The ALJ issued a draft resolution approving the amended settlement agreement between CPED and TC Telephone. As a result of the amended agreement, TC Telephone shall pay a penalty of \$76,000 and meet specified requirements to resolves issues relating to non-compliance of Third-Party Verification requirements.
- **Resource Adequacy (RA) Citation Program:** UEB issues citations and levy fines to enforce all Lod 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 23 RA citations totaling \$9,515,683.50 in 2019.

RESOURCE ADEQUACY CITATIONS 2019					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0048A	1/15/2019	Just Energy Solutions	\$3,330.00	2/14/2019	Payment received 2/7/2019
E-4195-0049	2/13/2019	Pioneer Community Energy	\$137,462.40	3/13/2019	Payment received 3/8/2019
E-4195-0050	2/25/2019	Valley Clean Energy	\$3,330.00	3/27/2019	Payment received 3/8/2019
E-4195-0051	2/27/2019	East Bay Community Energy	\$1,552,589.20	3/29/2019	Payment received 3/22/2019
E-4195-0048A	1/15/2019	Just Energy Solutions	\$3,330.00	2/14/2019	Payment received 2/7/2019
E-4195-0049	2/13/2019	Pioneer Community Energy	\$137,462.40	3/13/2019	Payment received 3/8/2019

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RESOURCE ADEQUACY CITATIONS 2019					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0050	2/25/2019	Valley Clean Energy	\$3,330.00	3/27/2019	Payment received 3/8/2019
E-4195-0051	2/27/2019	East Bay Community Energy	\$1,552,589.20	3/29/2019	Payment received 3/22/2019
E-4195-0052	2/27/2019	San Jose Clean Energy	\$6,791,155.40	3/29/2019	Appealed on 3/29/2019
E-4195-0053	2/25/2019	Agera Energy	\$51,481.80	3/27/2019	Payment received 3/21/2019
E-4195-0054	2/15/2019	Just Energy Solutions	\$362,304.00	3/18/2019	Payment received 3/20/2019
E-4195-0055	3/5/2019	Commercial Energy	\$299,520.20	4/5/2019	Payment received 4/2/2019
E-4195-0056	5/15/2019	Just Energy Solutions	\$11,988.00	6/14/2019	Payment received 6/28/2019
E-4195-0057	5/16/2019	Valley Clean Energy	\$3,330.00	6/15/2019	Payment received 6/28/2019
E-4195-0058	5/15/2019	Just Energy Solutions	\$5,000.00	6/14/2019	Payment received 6/28/2019
E-4195-0059	5/29/2019	Commercial Energy	\$26,573.40	6/28/2019	Payment received 7/10/2019
E-4195-0060	5/15/2019	Just Energy Solutions	\$22,444.20	6/14/2019	Payment received 6/28/2019
E-4195-0061	9/3/2019	Commercial Energy	\$70,972.30	10/4/2019	Payment received 9/6/2019
E-4195-0062	7/24/2019	Just Energy Solutions	\$46,586.70	8/23/2019	Payment received 8/13/2019
E-4195-0063	7/26/2019	Commercial Energy	\$6,660	8/27/2019	Payment received 8/29/2019
E-4195-0064	7/24/2019	Just Energy Solutions	\$39,926.70	8/23/2019	Payment received 8/13/2019
E-4195-0065	7/24/2019	Agera Energy LLC	\$2,500	8/26/2019	Payment Received 8/19/2019

RESOURCE ADEQUACY CITATIONS 2019					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0066	10/3/2019	Just Energy Solutions	\$33,300.00	11/2/2019	Payment Received 11/03/2019
E-4195-0067	10/1/2019	Agera Energy	\$4,500.00	10/31/2019	Pending
E-4195-0068	10/1/2019	Commercial Energy	\$3,300.00	10/31/2019	Payment received 10/28/2019
E-4195-0069	10/3/2019	Just Energy Solutions	\$19,980.00	11/2/2019	Payment Received 11/03/2019
E-4195-0070	10/29/2019	Commercial Energy	\$17,449.20	11/28/2019	Payment received 11/26/2019

- **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 pursuant to Public Utilities (PU) Code Section 983.5.
  - UEB reviewed 119 CTA-related complaints for July 2019 and identified 36 needing investigation. UEB issued eight data requests for proof of enrollment authorization for 24 customers and received 16 TPVs and five signed contracts as proof of customer authorization. Records for three customers could not be found in the CTA’s systems.
  - UEB reviewed 118 CTA-related complaints for August 2019 and identified 38 needing investigation. UEB issued seven data requests for proof of enrollment authorization for 24 customers and received 16 TPVs and six signed contracts as proof of customer authorization. Records for two customers could not be found in the CTA’s systems. UEB issued a letter to a CTA to cease and desist from acts constituting grounds for suspension or revocation of authority to operate based on June, July, and August 2019 complaints. These acts include abusive marketing, false advertising, etc. Staff sent a notice of citation for one CTA on October 23, 2019 and provided the CTA 30 days to respond before issuing the citation. Information is pending.

- UEB reviewed 89 CTA-related complaints for September 2019 and identified 22 needing investigation. UEB issued six data requests for proof of enrollment authorization for 19 customers and received 11 TPVs and six signed contracts as proof of customer authorization. Records for two customers could not be found in the CTA’s systems.
- UEB reviewed 84 CTA-related complaints for October 2019 and identified 19 needing investigation. UEB issued 6 data requests for proof of enrollment authorization for 13 customers and received 10 TPVs and 2 signed contracts as proof of customer authorization. Records for 1 customer could not be found in the CTA’s systems. Staff sent a citation to 1 CTA (SFE) on December 2, 2019. Payment for the citation is still pending.

Month	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total	Unauthorized Enrollment				
November	82	18	4	15	0	0
December	154	47	8	26	2	4
January	193	63	9	48	0	0
February	195	42	7	24	0	0
March	252	57	8	36	0	0
April	132	53	8	27	0	0
May	109	36	8	18	0	0
June	92	33	8	17	0	0
July	119	36	8	21	0	0
August	118	38	7	11	Pending	1
September	89	22	6	17	0	0
October	84	19	6	12	1	0

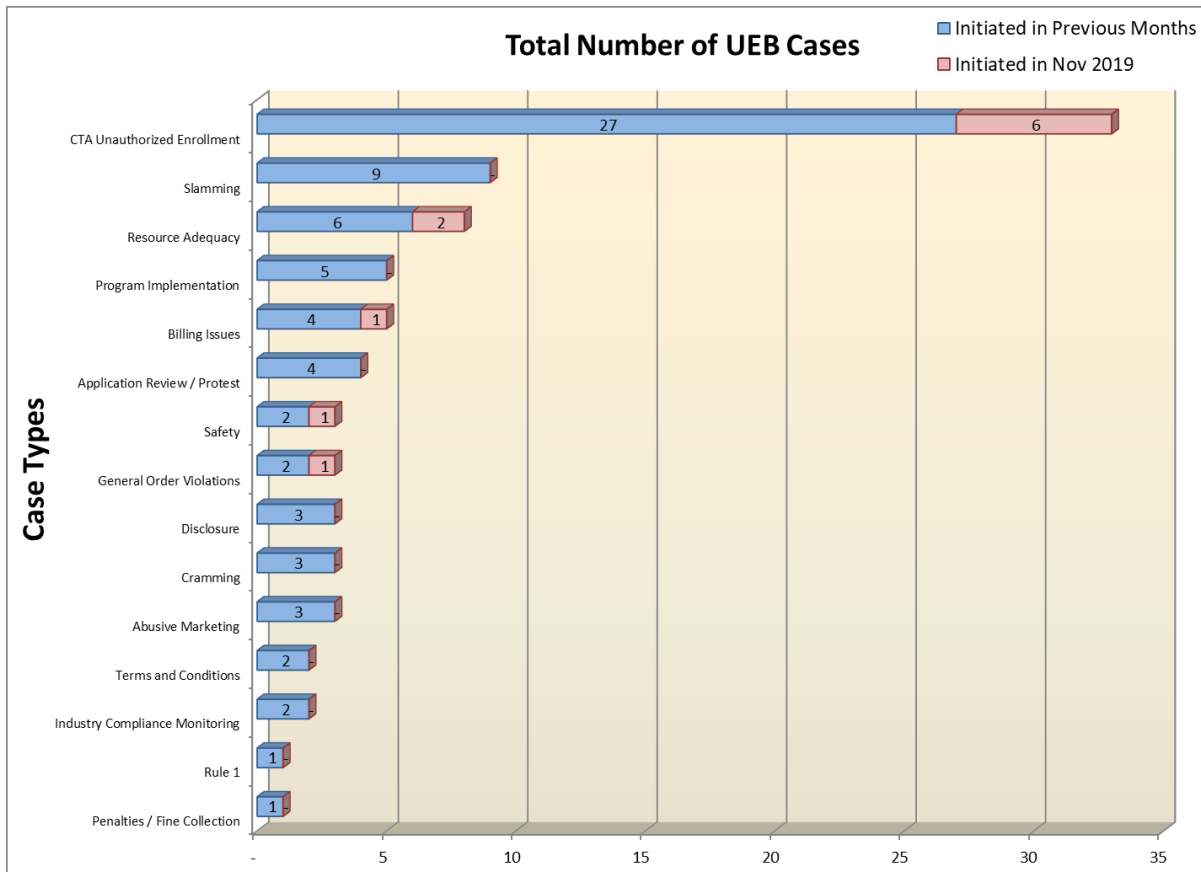
CTA CITATIONS 2019					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
UEB-003-0001	3/20/2019	SFE Energy	\$1000.00	4/19/2019	Payment received 4/9/2019
UEB-003-0002	3/20/2019	Spark Energy	\$1000.00	4/19/2019	Payment received 4/22/2019

UEB-003-003	5/21/2019	N/A	\$1,000.00	6/20/2019	Citation withdrawn 6/25/2019
UEB-003-004	11/13/2019	Spark Energy	\$2,000.00	12/13/2019	Pending
UEB-003-005	11/14/2019	Just Energy	\$1,000.00	12/14/2019	Pending

KEY ACTIVITIES

UEB is working on a total of 85 cases. Investigations center primarily on CTA Unauthorized Enrollment, Slamming, and Resource Adequacy. 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 November 30, 2019**





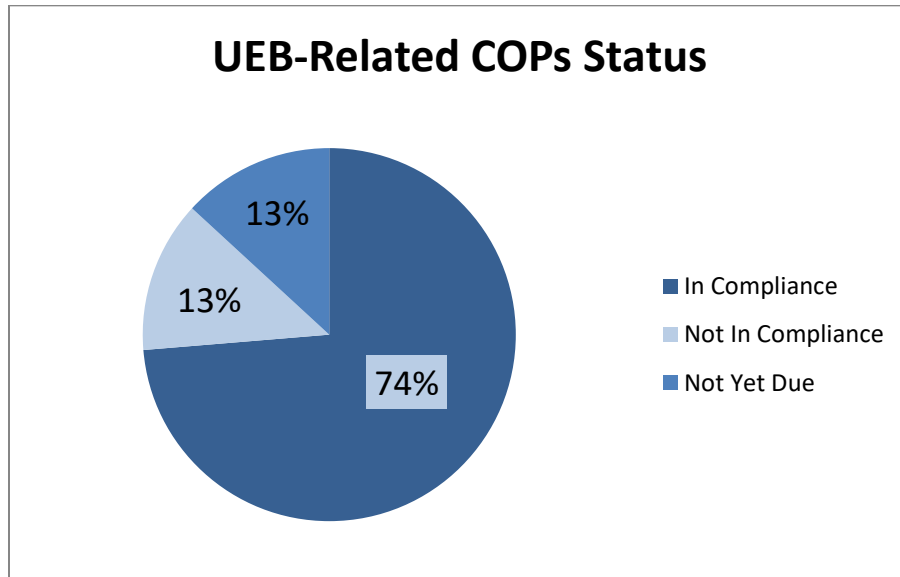
CITATIONS/FINES/REFUNDS

UEB issued two citations during the month of November 2019. Spark Energy Gas and Just Energy Solutions were cited \$2,000 and \$1,000, respectively for failure to provide valid proof of customer enrollment authorization for its customers.

Cumulative 2019 fines, reparations and penalties imposed are shown below.

Date	Citations/Fines/ Reparation Amounts Issued/Imposed
November 2019	\$3,000
Cumulative 2019	\$19,657,220

COMPLIANCE WITH ORDERING PARAGRAPHS



Six new Ordering Paragraphs were added to UEB’s COPS tracker for the month of November. UEB was responsible for 38 separate Ordering Paragraphs. As of November 30, 2019, 28 (representing 74%) have been complied with, five are not yet due (representing 13%) and five are not in compliance (representing 13%).

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

**UEB-Related Proceedings**

<b>Docket No.</b>	<b>Title</b>	<b>ALJ</b>	<b>Commissioner</b>
A.19-04-014	Application of Cox California Telcom, LLC (U5684-C) Requesting the Commission Not Require Cox to Pay Disputed Surcharge Amounts Identified in Audit Report.	Kline	Shiroma
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	Aceves
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

California Public Utilities Commission | Consumer Protection and Enforcement Division

K.18-10-001	Appeal of TC Telephone from Citation No.1308 - 1426 issued on August 8, 2018 by the Consumer Protection and Enforcement Division.	Zhang	N/A
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

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OUTREACH/TRAINING/OTHER EVENTS

**SNAP:** No SNAP call was scheduled in the month of November.