



California Public  
Utilities Commission

# Monthly Activity Report

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CONSUMER PROTECTION AND  
ENFORCEMENT DIVISION

July 2024

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# TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)

TLAB’s Licensing Section analyzes applications from carriers, issues permits and certificates to carriers that meet state requirements, writes proposed decisions to approve or deny carriers’ CPCN applications, manages changes to carrier operations, communicates with carriers, and tracks carrier compliance with permit requirements. TLAB’s Analysis Section functions as the Commission’s subject matter expert on policy matters, providing technical and advisory support to commissioners, administrative law judges, and all levels of agency management on transportation matters.

## Processing Carrier Applications

TLAB’s Transportation Licensing Section is processing and managing applications for over 7,500 carriers throughout California. Items processed in July 2024 include applications, vehicle and driver updates, vehicle safety inspection results, and other requests. This work is accomplished through the CPUC Transportation Carrier Portal (TCPortal), an online system that allows carriers to submit applications and other requests electronically and make payments online. The TCPortal tracks certain licensing activities as shown in the following tables and figures.

Figure 1. Total Permits & Certificates

**Total Permits and Certificates.** Figure 1 shows the total number of operating authorities (active and suspended) by month.

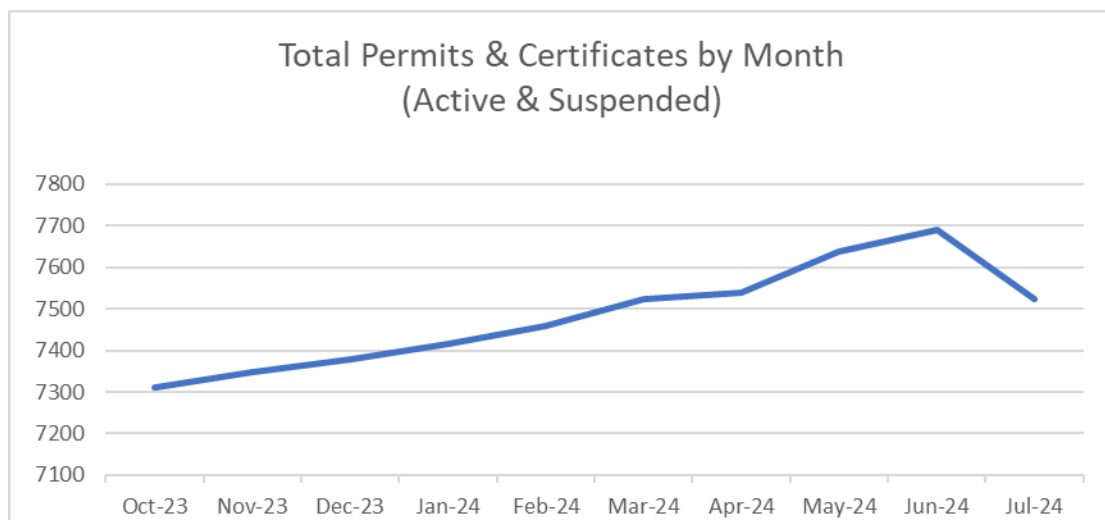


Table 1. Permits and Certificates by Category

**Permits and Certificates by Category.** The Commission grants permits and certificates for five categories of transportation carriers. Table 1 shows total numbers for those categories in the current month.

Carrier Type	Current Total
Transportation Charter Party	7,386
Passenger Stage Corporation	101
Vessel Common Carrier	15
Transportation Network Company	17
Autonomous Vehicle	5

Figure 2. Monthly Completions of Permit Categories

**Monthly Completions of Permit Categories.** In addition to new applications for operating authorities, TLAB processes refile applications, transfer applications, and renewal applications. Figure 2 shows the application numbers of each category completed by month.

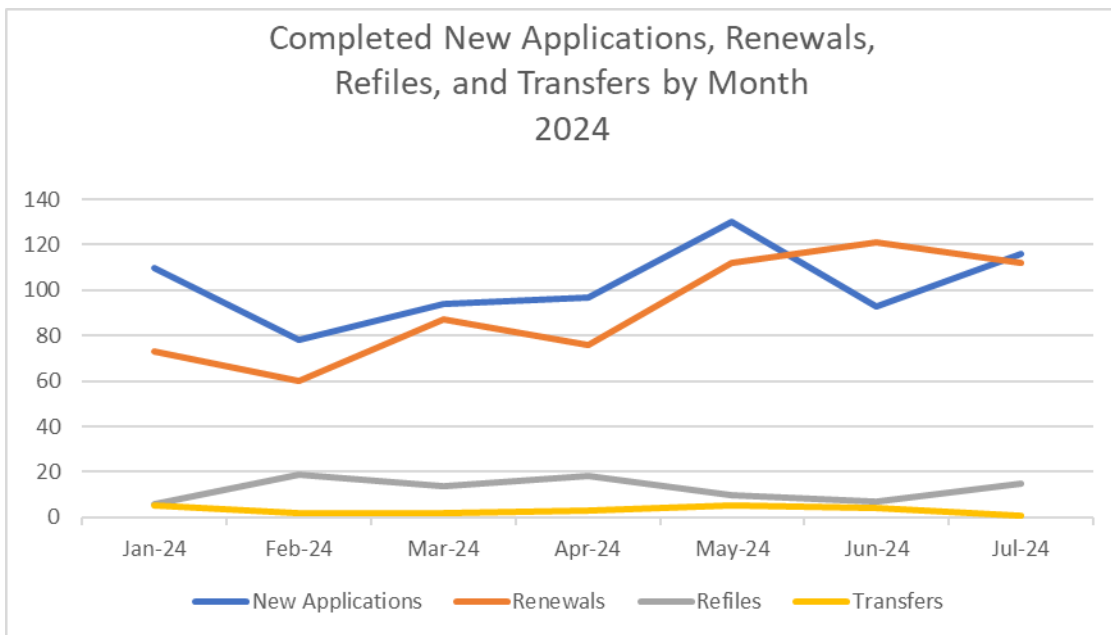


Figure 3. Suspensions and Revocations by Month

**Suspensions and Revocations.** Carriers can be suspended or revoked for various reasons such as failing to maintain active insurance or to file annual or quarterly PUCTRA statements. Carriers may also voluntarily suspend operations. Figure 3 shows both types of suspensions and revocations by month.

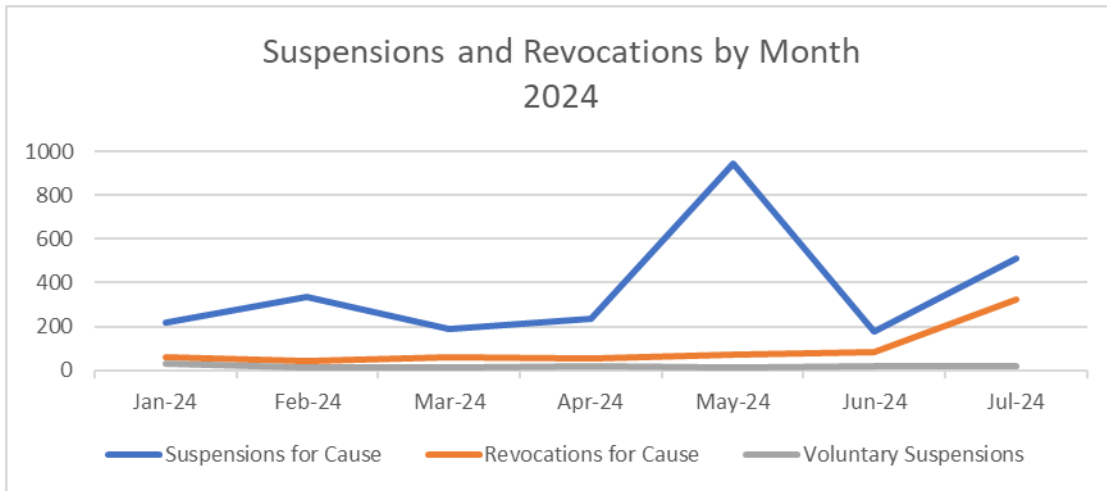
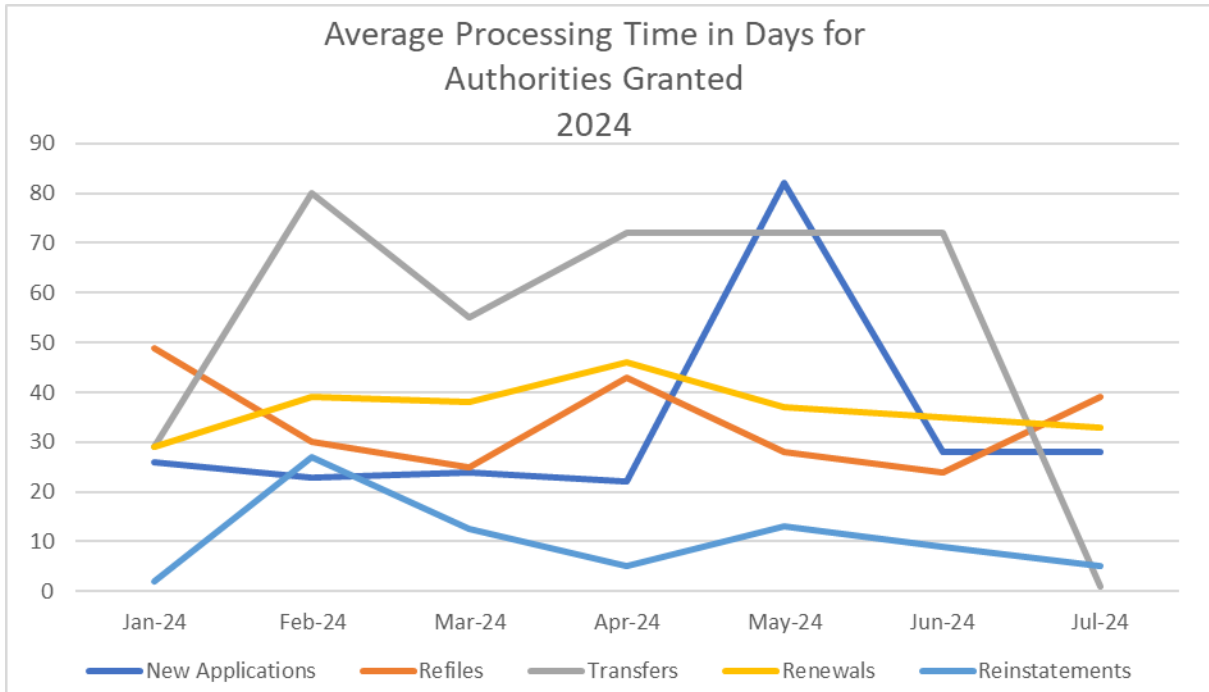


Figure 4. Average Processing Times

**Average Processing Times.** The total time to process an application, from initial receipt to issuance or denial of a permit or certificate, depends on internal processing time and on the time for external entities to provide necessary information. Upon receipt of applications, CPUC staff review them for completeness and issue deficiency notices to carriers for any outstanding items.

Examples of these items include evidence of insurance coverage filed by the carrier’s insurance provider; evidence of compliance with drug and alcohol testing requirements; and inspection by the California Highway Patrol for modified limousines and vehicles with a seating capacity of 11 or more. Figure 4 shows the average total processing time for the major categories of permits and certificates processed by TLAB.



## Docket Activity

**Current Policy and Program Proceedings.** The Transportation Analysis Section supports three current proceedings. R.12-12-011 develops regulations relating to transportation network companies and autonomous vehicles. R.19-02-012 implements Senate Bill 1376, incentivizing transportation network companies to provide on-demand service for persons with disabilities, including wheelchair users who need a wheelchair accessible vehicle. R.21-11-004 implements the California Clean Miles Standard and Incentive Program, enacted through Senate Bill 1014, requiring the California Air Resources Board and the Commission to jointly work to lower greenhouse gas emissions from transportation network companies.

- 1) **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Baker**
  - Docket activity can be found [here](#)
- 2) **R.19-02-012 / TNC Access Rulemaking / Chiv / Baker**
  - Docket activity can be found [here](#)
- 3) **R.21-11-014 / Clean Miles Standard / Mason, Goldberg / Reynolds**
  - Docket activity can be found [here](#)

**Carrier Application Proceedings.** The Transportation Licensing Section assists the Commission in the regulation of Passenger Stage Corporations and Vessel Common Carriers. Passenger Stage Corporations

(PSCs) are carriers that transport passengers between points on an individual fare basis. Examples are fixed-route bus services and “share-the-ride” airport shuttle services. Vessel Common Carriers (VCCs) are carriers that transport persons or property between points in the State. Examples are commute ferry services in the San Francisco Bay and services between California mainland points and Catalina Island. PSCs and VCCs are common carriers and must file requests with the Commission through a formal process. Both carrier types require a “certificate of public convenience and necessity” (CPCN) from the Commission for the authority to operate in California.

- **A.22-10-013** / In the Matter of the Application of PACIFIC MARITIME GROUP, Inc., a California corporation, doing business as PACIFIC TUGBOATS (VCC-88), For Authorization To Increase Rates on its Vessel Common Carrier Service Operated Out of Los Angeles, Long Beach and Redondo Beach Harbors and Connecting to Avalon, Two Harbors and the Isthmus on Santa Catalina Island and all the Camps and Beaches That Surround Santa Catalina Island. / **07/02/2024 Joint Assigned ALJ Ruling Setting Joint Status Conference.**
- **A.23-02-017** / Application of CATALINA CHANNEL EXPRESS, INC. (VCC-52), a California Corporation, to increase the baseline rates for its vessel common carrier service and to /retain its existing Zone of Rate Freedom. / **07/02/2024 Joint Assigned ALJ Ruling Setting Joint Status Conference.**
- **A.23-07-001** / Application of California Wine Tours, Inc. (PSC-9679) to Abandon Scheduled Passenger Stage Corporation Service Between Points in Napa, Sonoma, Vallejo, the San Francisco International Airport, and the Oakland International Airport. / **07/18/2024 Proposed Decision issued.**
- **A.23-07-003** / Application of Tideline Marine Group, Inc. (VCC-93) to Discontinue Scheduled and Unscheduled Service. / **07/16/2024 Proposed Decision issued.**
- **A.23-11-013** / Application of Avalon Freight Services LLC (VCC-91) For Authorization to Modify Rates for Its Scheduled Vessel Common Carrier Freight Service Between the Port of Los Angeles, California on the one hand, and Avalon on Santa Catalina Island on the other hand. / **07/02/2024 Joint Assigned ALJ Ruling Setting Joint Status Conference.**
- **A.24-05-016** / Application of CATALINA PASSENGER SERVICE, INC. (VCC-47), a California Corporation, to increase the baseline rates for its vessel common carrier service and to obtain a Zone of Rate Freedom. / **7/22/2024 Ruling filed setting Prehearing Conference for August 12, 2024.**
- **A.24-05-017** / Application of BALBOA ISLAND FERRY, INC. (VCC-2), a California Corporation, to increase the baseline rates for its vessel common carrier service and to obtain a Zone of Rate Freedom. / **7/23/2024 Ruling filed setting Prehearing Conference for August 12, 2024.**
- **A.24-07-005** / Application of VENTURA TRANSIT SYSTEM, INC. (PSC-23334) for authority to increase passenger fares for airport services between points in the Counties of San Luis Obispo, Santa Barbara, Ventura and the Los Angeles Airport (Bob Hope), Long Beach Airport, John Wayne Airport, Disneyland, Los Angeles and Long Beach Harbors, Santa Barbara Airport, and San Francisco

International Airport; and to expand its existing Zone of Rate Freedom (ZORF) under Section 454.2 et seq. of the Public Utilities Code. / **07/15/2024 Application filed.**

- **A.24-07-009** / Application of Crosby Street Transit LLC for authority to operate as a passenger stage corporation in the County of San Francisco and to establish a Zone of Rate Freedom (ZORF) fare structure. / **07/16/2024 Application filed.**

## Joint Agency Collaboration/Outreach/Training

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**Joint Agency Collaboration.** Information sharing and collaboration with other transportation agencies is a critical part of TLAB’s work.

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- Monthly TLAB and Department of Motor Vehicles Autonomous Vehicles meeting

**Outreach and Education.** TLAB provides outreach and education to potential and current carriers through presentations on application fundamentals at venues such as SFO and LAX, and attendance at functions sponsored by transportation-related organizations such as the Greater California Livery Association and the California Bus Association.

**Training.** TLAB managers and staff regularly attend all trainings required by the Commission, as well as trainings for developing work skills and industry-specific trainings. For example:

- New Employee Training
- Supervisory Development Training
- Cybersecurity Training
- Harassment Prevention and Diversity and Bias Awareness Training
- Leadership Training



# TRANSPORTATION ENFORCEMENT BRANCH (TEB)

The Transportation Enforcement Branch (TEB) regulates Charter-Party Carriers of Passengers (TCP) (e.g., limousines, airport shuttles, autonomous vehicles, chartered and scheduled bus operators, Transportation Network Companies (TNC) and vessels in California to safeguard the public by ensuring compliance with Commission General Orders (GO), Public Utilities (PU) Codes, and other applicable laws and regulations. TEB conducts our core safety assurance through compliance inspections, investigations, and enforcement activities. TEB promotes safety by conducting outreach activities for passenger carriers, training for law enforcement on applicable General Order regulations, and reviews all public complaints that it receives.

Consistent with the Commission’s Strategic Directives<sup>1</sup> and Enforcement Policy,<sup>2</sup> TEB developed and utilizes a Safety Management System that is implemented through the following pillars: Transportation Safety Assurance, Transportation Risk Management, and Transportation Safety Promotion.

## Transportation Safety Management System

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TEB reports the following progress for July 2024 for the following program elements.

**Transportation Safety Assurance** – Assuring the Commission’s regulated entities comply with the law and have sufficient training and resources to ensure the safety of the public, their workers, and the environment. For TEB, this includes Investigations, Field Operations, and related Enforcement Activities.

- Transportation Enforcement Field and Airport Operations:
  - » Napa
  - » Pala Casino
  - » San Diego
  - » Lake Tahoe
- Formal Enforcement Proceedings:  
I.21-12-001/Uber Technologies, Inc., and Uber Black Sub-carriers/ALJ Lirag/Commissioner Baker. On December 2, 2021, the Commission opened an Order Instituting Investigation (OII) to determine whether passenger carriers violated any provisions of the Public Utilities Code or other applicable rules and regulations. The statutory deadline in this proceeding has been extended to September 30, 2024.

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<sup>1</sup> [CPUCs Strategic Directives \(ca.gov\)](#)

<sup>2</sup> [CPUC Adopts Enforcement Policy to Promote Maximum Compliance, Transparency, and Public Safety](#)

- » On December 11, 2023, the case was reassigned to ALJ Rafael L. Lirag
- » On March 7, 2024, Commissioner Matthew Baker was reassigned to the OII
- Transportation Safety Complaint Referrals:
  - » Effective June 16, 2023, the Consumer Affairs Branch (CAB) is responsible for the intake of all transportation-related complaints. CAB processes transportation complaints, maintains consumer complaint statistics, and refers complaints to TEB that require further investigation. For the month of July 2024, TEB received a total of 28 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
CAB	8
Transportation Licensing and Analysis Branch (TLAB)	7
Safety Enforcement Division (SED) Whistleblower	2
California Highway Patrol (CHP)	2
Los Angeles Police Department (LAPD)	2
Los Angeles Airport Police Department (LAXPD)	2
San Francisco Ground Transportation Unit (SFO GTU)	2
Los Angeles Department of Transportation (LADOT)	1
Fiscal Audits	1
CPUC Executive Office (Webmaster)	1

**Transportation Risk Management** – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the transportation carriers the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated risk. TEB management utilizes the risk data to support our operational decision making.

**Transportation Safety Promotion** – Supporting efforts to assure that the public and regulated transportation entities can make informed choices and know how to respond to unsafe situations. For TEB, this includes Training and Education, Outreach Efforts with Industry and Law Enforcement, and Commission Engagement.

- Santa Clara Police Department (Special Events Unit) Training on July 16, 2024, in Santa Clara

Table 3. TEB Enforcement Activities<sup>3</sup>

12 Month Enforcement Activity	Jan 2024	Feb 2024	Mar 2024	April 2024	May 2024	June 2024	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Total
Beginning Investigations Balance	98	91	128	133	125	122	137						N/A
(+) New Investigations	15	41	17	16	18	26	40						173
(-) Closed Investigations	22	4	12	24	21	11	19						113
Ending Investigations Balance	91	128	133	125	122	137	156						N/A
Investigations Open Longer than 6 Months	11	14	13	8	21	19	34						N/A
% Of investigations Open Longer than 6 Months	12%	11%	10%	6%	17%	14%	22%						N/A
Cease and Desist Notices	5	12	13	19	18	28	29						124
Warning Letters	3	8	6	10	13	12	8						60
Citations	9	2	6	4	9	3	4						37
Vehicle Impounds	5	0	0	1	1	1	0						8

<sup>3</sup> Effective January 2024, TEB will submit data based on the calendar year.

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
January 2024 – June 2024	\$270,000
July 2024	\$10,000
Cumulative 2024	\$280,000

Table 5. Citation Appeal Proceedings

Docket No.	Entity	Status
K.22-11-012	Edwin Torres, North Hollywood, unlicensed (PSG-5685)	Citation T.22-10-001 served October 24, 2022. Appeal Filed November 10, 2022. On February 7, 2023, CPED attended an ADR/Mediation, but CPED subsequently decided to withdraw from any further mediation sessions. On February 21, 2024, a new ALJ, Andrew Dugowson was assigned. On May 13, 2024, ALJ Dugowson set a remote status conference for July 15, 2024. Waiting on ALJ Dugowson to choose a hearing date.
K.23-04-007	Lkhavasuren Dulmaa, Moraga, unlicensed. (PSG 5804)	Citation T.23-02-002 for \$2,000 served on February 16, 2023. Appealed on April 12, 2023. ALJ Sumner Matthews assigned case on April 18, 2023. On October 11, 2023, ALJ Matthews will send both parties motion to jointly withdraw citation. Awaiting document from ALJ Matthews.
K.23-12-016	Thorne Transportation Services (PSG-5955)	Citation T.23-11-001 served November 1, 2023. Filed December 22, 2023. PHC was on April 26, 2024. Pending ruling from ALJ.
K.24-04-007	Bauer’s Hotel Shuttle LLC, San Francisco. Active (TCP 28103)	Citation T.24-03-001 Served March 26, 2024. Filed April 15, 2024. ALJ Patrick Petersen was assigned on April 23, 2024. Awaiting hearing date.
K.24-06-003	Alva Limolux LLC, San Francisco (TCP 39397)	Citation T.24-05-008 served May 24, 2024. Filed June 10, 2024. PHC has not yet been scheduled. ALJ: Kieuchinh Tran (Assigned June 19, 2024) Commissioner: (Assigned June 19, 2024). PHC scheduled for August 29, 2024, at

MONTHLY ACTIVITY REPORT – CPED

Docket No.	Entity	Status
		1:00 p.m.
K.24-05-024	Tutor Time Learning Center, LLC (TCP 41692)	Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Filed May 30, 2024. ALJ: Gerald F. Kelly (Assigned June 4, 2024) Commissioner: (Assigned June 4, 2024). Email Ruling Setting in Person Evidentiary Hearings and Requiring Certain Actions of the Parties Evidentiary hearings will be conducted in person in this matter at the Commission’s San Francisco Hearing Room located at 505 Van Ness Avenue, San Francisco, California 94102. Hearings will be conducted as follows:  November 5, 2024. 10:30 a.m. to 3:30 p.m. November 6, 2024, 10:30 a.m. to 3:30 a.m.
K.24-05-027	Tutor Time Learning Center, LLC (TCP 41692)	Citation T.22-11-003 for \$16,000 served on November 22, 2022. Filed May 30, 2024. ALJ: Gerald F. Kelly (Assigned July 2, 2024) Commissioner: (Assigned July 2, 2024).
K.24-07-007	Mexicoach Inc. Active (TCP 36804) (PSG 5956)	Citation T.24-05-007 for \$20,000 served on May 23, 2024. Filed July 12, 2024. ALJ: Patrick Petersen (Assigned July 23, 2024) Commissioner: (July 23, 2024)
K.24-07-015	Erhan Kantarci DBA Welcome Limousine U. S., Walnut Creek. Revoked (TCP 37165)	Citation T.24-05-006 for \$4,000 served on May 28, 2024. PHC pending.

Table 6. TEB Field and Airport Operations – Total Vehicles Observed<sup>4</sup>

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)
January 2024	33	51	0
February 2024	22	7	1
March 2024	63	3	0

<sup>4</sup> Effective January 2024, TEB will submit data based on the calendar year.

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)
April 2024	93	90	0
May 2024	152	84	0
June 2024	118	52	0
July 2024	50	63	0

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
Napa District Attorney and St. Helena Police Department	Napa TCP/PSC Passenger Carrier Joint Operation
California Highway Patrol San Onofre	Pala Casino TCP/PSC Passenger Carrier Joint Operation
California Highway Patrol Placerville	Lake Tahoe Area TCP/PSC Passenger Carrier Joint Operation

## UTILITIES ENFORCEMENT BRANCH (UEB)

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 Commission to seek appropriate penalties and remedies for consumers.

### Monthly Highlights

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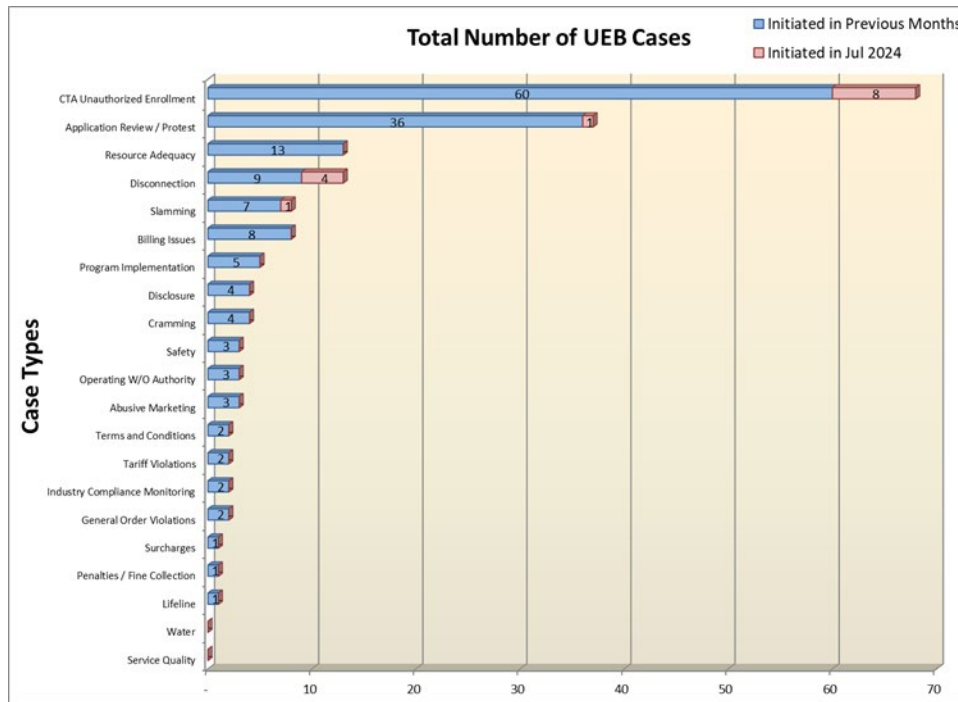
- **San Diego Community Power (SDCP) RA Citation Appeal (K.24-05-026):** On July 30, 2024, ALJ Afary sent a procedural email requesting from SDCP and CPED a list of unavailable dates in August and September 2024 as she plans to schedule a status conference to discuss prospective issues and any specific scheduling or non-evidentiary matters.
- **Shell Energy North America (SENA) RA Citation Appeal (K.21-11-018):** On July 26, 2024, the ALJ issued a ruling granting motions to admit testimony, motions to seal, and motion for official notice.
- **TC Telephone (I.22-10-007):** On July 5, 2024, TC Telephone filed a motion requesting for the opening of a second phase of this proceeding for resolution of the issue of unpaid Lifeline claim forms. On July 19, 2024, CPED filed a response to TC Telephone’s motion. CPED opposes TC Telephone’s motion because CPED believes that the “motion” in effect is an appeal of the Presiding Officer’s Decision (POD) under the guise of a motion. On the same day July 19, 2024, TC Telephone filed an appeal to the POD. TC Telephone claims that the POD contained legal and factual errors and erroneously imposes an interest penalty on TC Telephone. CPED intends to file a response to the appeal on August 5, 2025.
- **Foothill Education Technology Partnership (FETP) Administrative Enforcement Order (AEO) (H.24-02-005):** On July 2, 2024, FETP issued a data request to CPED, requesting for all documents and communications of the investigation relating to FETP’s participation in the California Teleconnect Fund. On July 17, 2024, CPED provided responses to FETP’s data request.
- **Silicon Valley Clean Energy Authority (SVCEA) RA Citation Appeal (K.23-11-015):** On July 29, 2024, CPED and SVCEA filed a joint response to the ALJ’s March 7, 2024 ruling requesting a list of facts in dispute and the need for hearing. Both CPED and SVCEA believe that hearings are not necessary and provided a proposed briefing schedule.

### Key Activities

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UEB is working on a total of 180 cases. Investigations center primarily on Core Transport Agent (CTA) Unauthorized Enrollment, Application Review/Protest, 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.

Figure 5. UEB Total Number of Cases by Type as of July 31, 2024



## Citations/Fines/Reparation

UEB issued one RA Citation E-4195-0172 to San Diego Community Power on July 25, 2024, in the amount of \$8,489,956. UEB also issued CTA citations to Wave Energy and AAA Natural Gas, each in the amount of \$1,000.

Cumulative 2024 fines, reparations and penalties imposed from UEB’s cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
January to June 2024	\$8,151,515
July 2024	\$8,491,956



Cumulative 2024	\$16,643,471
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- 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, Decisions 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050 and 23-06-029. On July 25, 2024, UEB issued one RA citation in the amount of \$8,489,956 to San Diego Community Power.
- Disconnection Citation Program:** UEB issues citations to enforce compliance with the disconnections-related consumer protection rules in D.20-06-003. This citation program is applicable to Southern California Edison Company (SCE), Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas), collectively referred to as California’s large investor-owned utilities (IOUs).
- 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 July, UEB reviewed 148 CTA-related complaints that Consumer Affairs Branch (CAB) received in June 2024 and the Fraud Hotline received in July and identified 31 needing investigation for potential unauthorized enrollment. Staff issued 10 data requests for proof of enrollment authorizations. UEB received proof of enrollment authorizations for 28 customers; and 3 customers were not enrolled with the subject CTA. Currently, staff is contacting customers to confirm the legitimacy of the proof of authorizations. Therefore, staff investigation of the June complaints is still ongoing.

On July 1, 2024, UEB issued Wave Energy, LLC Citation No. UEB-003-0196 in the amount of \$1,000. On July 5, 2024, UEB issued AAA Natural Gas Citation No. UEB-003-0197 in the amount of \$1,000.

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				
July	148	31	10	28	2	0

## Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of July. UEB was responsible for 41 separate Ordering Paragraphs. As of July 2024, 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

Proceeding	Description	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	Houck
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.21-11-018	Appeal of Shell Energy North America to citation E-4195-113 issued on October 21, 2021 by Consumer Protection & Enforcement Division.	Cai	N/A
K.23-05-017	Appeal of Desert Community to citation E-4195-133 issued on April 17, 2023 by Consumer Protection & Enforcement Division.	Chiv	N/A
I.22-04-005	Order Instituting Investigation on the Commission’s Own Motion into MetroPCS California LLC Failure to Remit Prepaid Mobile Telephony Service Surcharges and User Fees	Mason	Houck
I.22-10-007	Order Instituting Investigation into the Operations and Practices of TC Telephone and Order to Show Cause to Determine Whether Respondents Violated the Laws, Rules, and Regulations Governing the California Universal LifeLine Program	Mason	Shiroma

A.22-11-011	Application of Kloud Communications, Inc. for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Wilson	Shiroma
K.23-11-015	Appeal of Silicon Valley Clean Energy to citation E-4195-143 issued on October 27, 2023 by Consumer Protection & Enforcement Division.	Goldberg	N/A
K.24-01-013	Appeal of Desert Community Energy to citation E-4195-156 issued on December 20, 2023 by Consumer Protection & Enforcement Division.	Kelly	N/A
K.24-02-001	Appeal of Desert Community Energy to citation E-4195-157 issued on January 3, 2023 by Consumer Protection & Enforcement Division.	Chiv	N/A
H.24-02-005	Request of FETP For Hearing on AEO for Violation of California Teleconnect Fund Program Rules.	Kelly	N/A
K.24-05-026	Appeal of San Diego Community Power to citation E-4195-0173 issued on April 30, 2024 by Consumer Protection & Enforcement Division	N/A	N/A

## Outreach/Training/Other Activities

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**SNAP Summary:** On July 19, 2024, the FCC discussed the consumer protection requirements for companies winding down the Affordability Connection Program (ACP). The subsidies for the program ended on May 1, 2024. During this three-month period (ending on August 1, 2024) carriers cannot charge consumers early termination fees for switching to a different plan, and carriers cannot terminate service for failure of the consumer to pay the \$30 dollar subsidy if the consumer is current on the remainder of their bill. Consumers are urged to file complaints with the FCC if violations occur.