



California Public  
Utilities Commission

# Monthly Activity Report

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CONSUMER PROTECTION AND  
ENFORCEMENT DIVISION

June 2024

# Contents

- TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)..... 1
  - Processing Carrier Applications..... 1
  - Docket Activity..... 4
  - Joint Agency Collaboration/Outreach/Training ..... 6
- TRANSPORTATION ENFORCEMENT BRANCH (TEB) .....7
  - Transportation Safety Management System..... 7
- UTILITIES ENFORCEMENT BRANCH (UEB) ..... 13
  - Monthly Highlights ..... 13
  - Key Activities..... 14
  - Citations/Fines/Reparation ..... 15
  - Compliance with Ordering Paragraphs..... 16
  - UEB-Related Proceedings ..... 16
  - Outreach/Training/Other Activities ..... 17

# 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 7,600 carriers throughout California. Items processed in June 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.

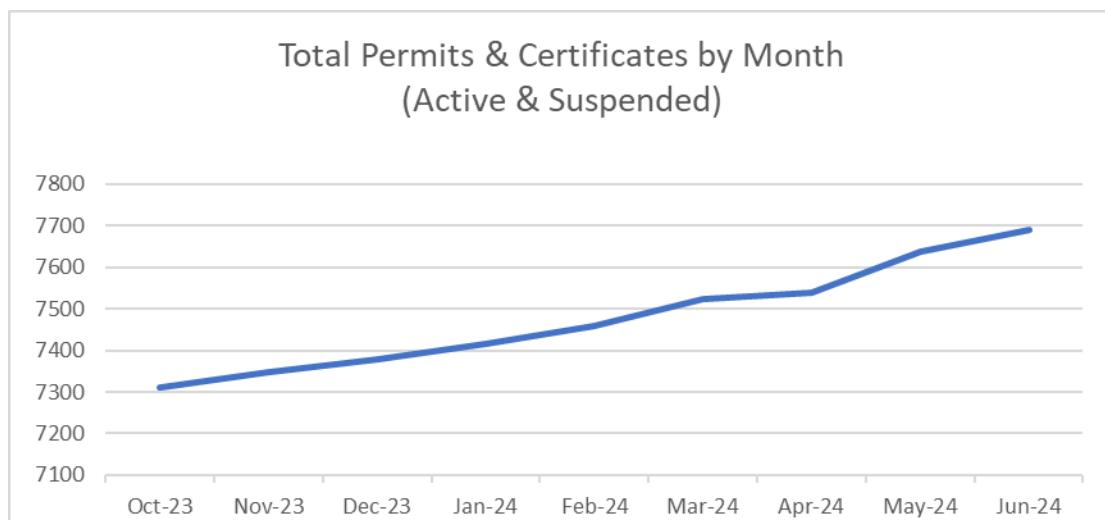


Table 1. Permits and Certificates by Category

**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	7,549
Passenger Stage Corporation	102
Vessel Common Carrier	15
Transportation Network Company	19
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.

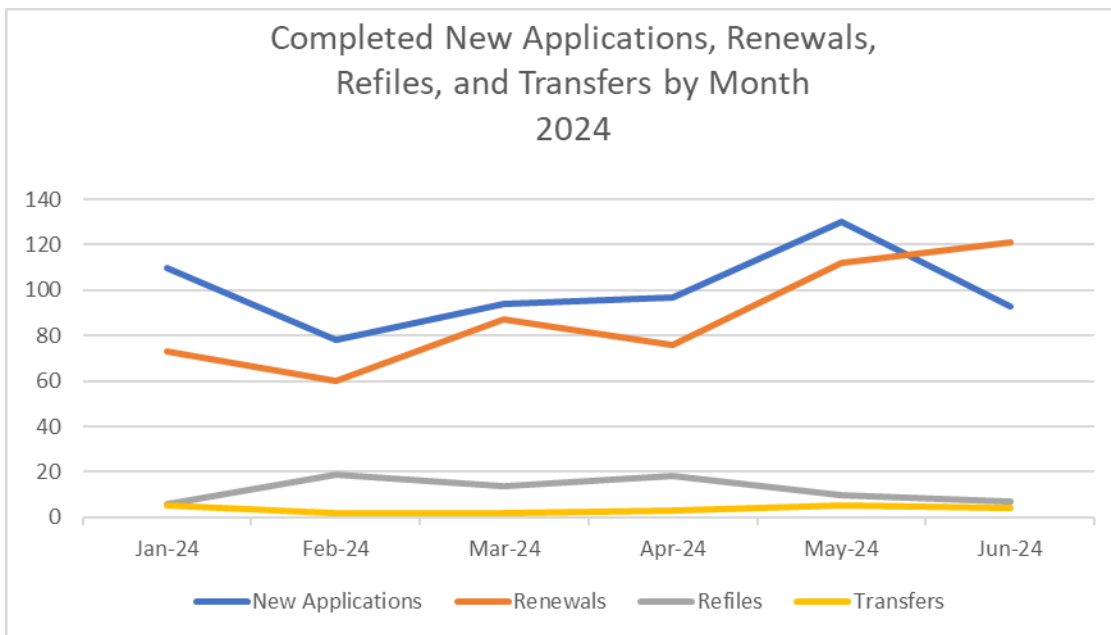


Figure 3. Suspensions and Revocations by Month

**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.

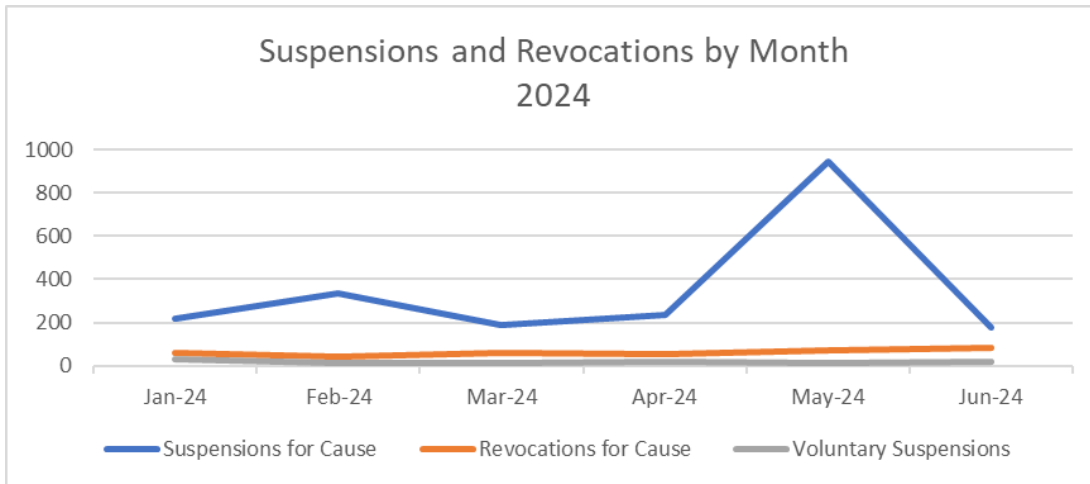
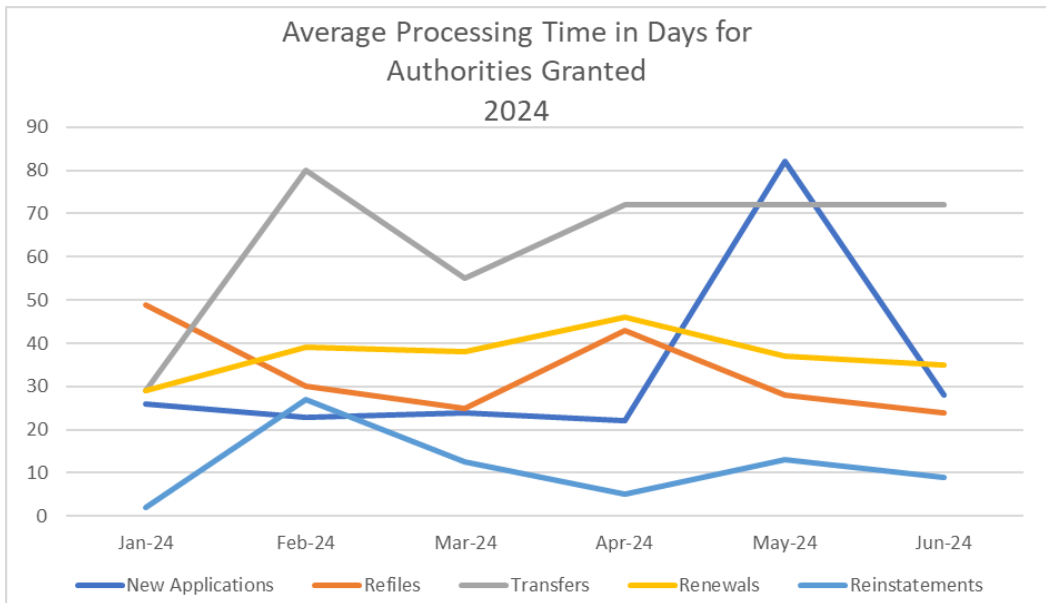


Figure 4. Average Processing Times

**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 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

- a) **Order to Show Cause.** On December 1, the Joint Assigned Commissioners and Assigned Administrative Law Judges (ALJ) issued a ruling ordering Cruise to show cause why it should not be sanctioned by the Commission for failing to provide complete information and for making misleading public comments regarding a pedestrian collision on October 2, 2023 and its subsequent interactions with the Commission. In response to an email request from Cruise, the assigned ALJ extended Cruise’s deadline to provide a response by January 12, 2024. Cruise responded with a Motion for Settlement which was discussed at an ALJ hearing on February 6. Responses to this motion were filed by the City of San Francisco on February 29, which Cruise replied to on March 6. A Presiding Officer’s Decision accepting the terms of Cruise’s modified settlement was issued on June 20.
- b) **Unaccompanied Minor Transportation** – Uber filed a motion on March 14 seeking clarification regarding whether and how CPUC rules pertain to their new service offering targeted at providing rides to unaccompanied teenagers. The rules in question concern whether a service “primarily”

transports minors. HopSkipDrive, a company which has been determined to primarily transport minors, filed a response to Uber’s motion on March 29 stating that the CPUC should not use the “primary” distinction and that enhanced background check requirements should apply to any company that transports minors. Uber filed a reply to HopSkipDrive’s response on April 8. An Assigned Commissioner Ruling seeking comments on the matter was issued June 7; opening comments were received June 28.

- c) **Aligning TNC Annual Report Deadlines with Clean Miles Standard Reporting Deadlines.** A Proposed Decision requiring TNC Annual Reports to be submitting in January instead of September to align with CMS reporting was issued on June 28.
- d) D.24-06-015 was issued, extending the statutory deadline to December 31, 2024.
- 2) **[R.19-02-012](#) / TNC Access Rulemaking / Chiv / Baker**
  - a) D. 24-06-012 was issued, extending the statutory deadline to January 1, 2025.
- 3) **[R.21-11-014](#) / Clean Miles Standard / Mason, Goldberg / Reynolds**
  - b) No docket activity.

**Applications for Rehearing of Autonomous Vehicle Resolutions.** On September 14, the City and County of San Francisco filed applications for rehearing of two resolutions authorizing Cruise and Waymo to expand driverless passenger service; A.23-09-015 (Waymo Resolution TL-19144) was denied on November 8 and A.23-09-014 (Cruise Resolution TL-19145) is still pending.

**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.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. / **06/22/2024 ALJ issued Ruling requesting additional information. 06/21/2024 Applicant filed response to Ruling with the additional information.**
- **A.24-01-015** / In the Matter of the Application of Santa Barbara Airbus, Inc. d/b/a Santa Barbara Airbus (PSC-1262) for Authorization of a Change in Control Pursuant to Public Utilities Code Section 854(a). / **06/24/2024 Draft Executive Director’s Order dismissing the Application was served for comments.**
- **A.24-06-018** / Application of International Bus Lines Inc. for authority to operate as a scheduled passenger stage corporation between points in the Counties of San Diego, Los Angeles, Riverside,

Orange, San Bernardino, Kern, Tulare, Madera, Merced, Fresno, Stanislaus, Ventura, San Joaquin, and San Luis Obispo and to establish a Zone of Rate Freedom (ZORF) fare structure. / **06/27/2024**  
**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 June 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 La Onda Festival
  - » John Wayne Airport
  - » Disneyland
  - » Ports America
  - » Ronald Reagan Library
  - » Red Hawk Casino
  - » San Jose Airport

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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](#)

- **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.
  - » 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 all transportation-related complaints. CAB now processes transportation complaints, maintains consumer complaint statistics, and refers complaints that require further investigation to TEB. For the month of June 2024, TEB received a total of 17 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
CAB	11
Transportation Licensing and Analysis Branch (TLAB)	2
Safety Enforcement Division (SED) Whistleblower	3
California Highway Patrol (CHP)	1

**Transportation Risk Management** – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the entities the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated risks above the risk tolerance level.

**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.

- CHP Coastal Division Motor Carrier Safety Unit (MCSU) Training on June 27, 2024, in San Luis Obispo

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							N/A
(+) New Investigations	15	41	17	16	18	26							133
(-) Closed Investigations	22	4	12	24	21	11							94
Ending Investigations Balance	91	128	133	125	122	137							N/A
Investigations Open Longer than 6 Months	11	14	13	8	21	19							N/A
% Of investigations Open Longer than 6 Months	12%	11%	10%	6%	17%	14%							N/A
Cease and Desist Notices	5	12	13	19	18	28							95
Warning Letters	3	8	6	10	13	12							52
Citations	9	2	6	4	9	3							33
Vehicle Impounds	5	0	0	1	1	1							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 – May 2024	\$261,000
June 2024	\$9,000
Cumulative 2024	\$270,000

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.
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.
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 Jun 19, 2024) Commissioner: (Assigned Jun 19, 2024)

Docket No.	Entity	Status
K.24-05-024	Tutor Time Learning Center, LLC (TCP 41692)	Citation Number T. 24-04-004 for \$15,000 served on April 29, 2024. Filed May 30, 2024. ALJ: Gerald F. Kelly (Assigned Jun 4, 2024) Commissioner: (Assigned Jun 4, 2024).
K.24-05-027	Tutor Time Learning Center, LLC (TCP 41692)	Citation Number T.22-11-003 for \$16,000 served on November 22, 2022. Filed May 30, 2024.

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
April 2024	93	90	0
May 2024	152	84	0
June 2024	118	52	0

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
Napa District Attorney	Napa La Onda Festival TCP/PSC Passenger Carrier Joint Operation
California Highway Patrol Border Division	Disneyland TCP/PSC Passenger Carrier Joint Operation
Los Angeles Department of Transportation	Ports America TCP/PSC/TNC Passenger Carrier Joint Operation

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

MONTHLY ACTIVITY REPORT – CPED

<b>Agency</b>	<b>Operation</b>
California Highway Patrol Coastal Division	Ronald Reagan Library TCP/PSC Passenger Carrier Joint Operation
California Highway Patrol	Red Hawk Casino 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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- **Desert Community Energy (DCE) RA Citation Appeal (K.23-05-017):** On June 4, 2024, the Commission issued resolution ALJ-459 affirming citation E-4195-0133. On June 27, 2024, Fiscal Office informed UEB staff that it received the payment for citation E-4195-0133 in the amount of \$374,647.20.
- **Desert Community Energy (DCE) RA Citation Appeals K.24-01-013 and K.24-02-001:** On June 18, 2024, DCE filed a motion to withdraw its citation appeals and requested that the procedural schedule be suspended until a resolution on the motions is issued.
  - On June 19, 2024, ALJ Kelly issued an email ruling suspending the procedural schedule in K.24-01-013.
  - On June 20, 2024, ALJ Chiv issued an email ruling suspending the procedural schedule in and K.24-02-001.
- **San Diego Community Power (SDCP) RA Citation Appeal (K.24-05-026):** On June 12, 2024, CPED filed its compliance filing.
- **TC Telephone (I.22-10-007):** On June 19, 2024, the Commission issued a Presiding Officer’s Decision (POD) finding that TC Telephone over-collected \$8,157,469.39 from the California LifeLine Fund in violation of Commission decisions and statues. TC Telephone must reimburse \$8,157,469.39 plus interest in the amount of \$1,631,494. The POD further finds that the Commission should revoke TC Telephone’s remaining Certificate of Public Convenience and Necessity (CPCN), and that TC Telephone’s members and officers should be prohibited from participating in any Commission programs. Appeal of the POD is due by July 19, 2024.
- **Foothill Education Technology Partnership (FETP) Administrative Enforcement Order (AEO) (H.24-02-005):** On June 19, 2024, ALJ Gerald Kelly issued an email ruling removing in person evidentiary hearings currently set for August 27, 28 and 29, 2024. On June 25, 2024, CPED provided status updates on behalf of the parties. The parties met and conferred as directed by the ALJ and agreed on procedures involving submitting declaration evidence, conducting discoveries and serving testimonies.
- **Kloud Communications (A.22-11-011):** On June 20, 2024, the Commission issued Decision 24-06-002 granting Kloud a CPCN and approving UEB’s settlement with Kloud resolving issues raised in UEB’s protest of Kloud’s CPCN license application. As part of the settlement, Kloud agreed to pay a total of

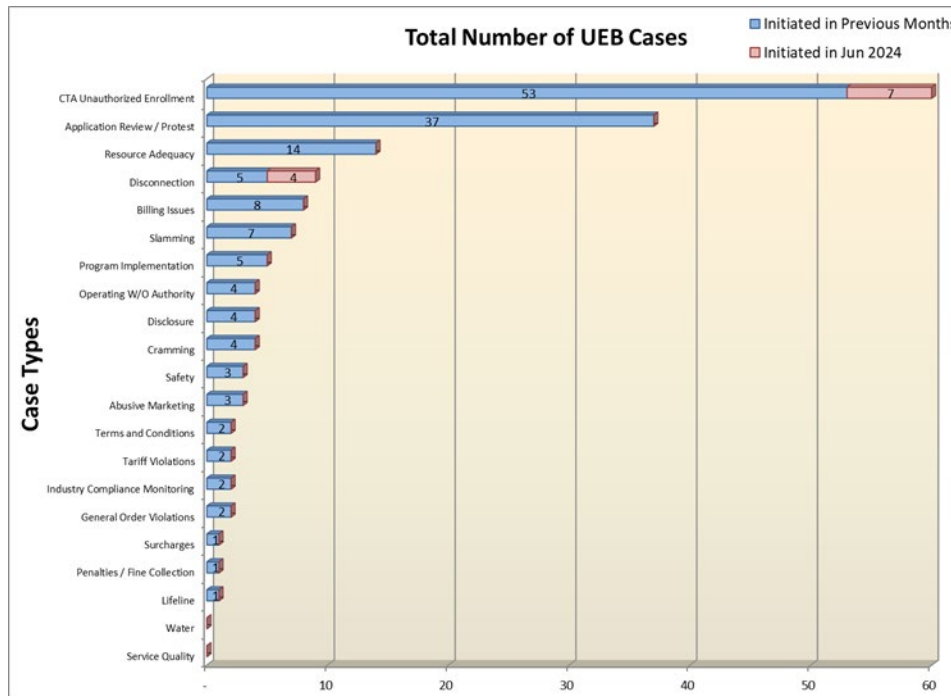
\$24,000 in penalties for its failure to disclose a prior settlement between CPED and its affiliate. The ALJ also imposed an additional \$9,000 penalty for its unauthorized transfer of control and ordered it to pay past-due surcharges to the Commission.

- **MetroPCS OII (I.22-04-005)** – On June 25, 2024, the Commission issued a POD ordering MetroPCS to pay a fine of \$200,000 for violations of Rule 1.1 and Public Utilities Code Section 314 and closing the proceeding. Appeal of the POD is due by July 25, 2024.
- **Silicon Valley Clean Energy Authority (SVCEA) RA Citation Appeal (K.23-11-015)**: CPED and SVCEA served opening testimonies on June 28, 2024. CPED argued that SVCEA has not met its burden of proof that it was impossible for it to meet its RA obligations.

## Key Activities

UEB is working on a total of 169 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 June 30, 2024





## Citations/Fines/Reparation

UEB issued RA Citation E-4195-0169 to Desert Community Energy on June 19, 2024, in the amount of \$1,750,159.

The Commission approved UEB’s settlement with Kloud requiring Kloud to pay a total of \$24,000 in penalties for its failure to disclose a prior settlement between CPED and its affiliate. The ALJ also imposed an additional \$9,000 penalty for its unauthorized transfer of control.

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 May 2024	\$6,368,356
June 2024	\$1,783,159
Cumulative 2024	\$8,151,515

- 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 June 19, 2024, UEB issued one RA citation in the amount of \$1,750,159 to Desert Community Energy.
- 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 June, UEB reviewed 127 CTA-related complaints that Consumer Affairs Branch (CAB) received in May 2024 and identified 20 needing investigation for potential unauthorized enrollment. Staff issued 7 data requests for proof of enrollment authorizations. UEB received proof of enrollment authorizations for 18 customers; 1 customer did not have sufficient information in the CIMS database to further investigate and 1

customer was not enrolled with the subject CTA. Currently, staff is contacting customers to confirm the legitimacy of the proof of authorizations. Therefore, staff investigation is still ongoing.

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				
June	127	20	7	18	0	0

## Compliance with Ordering Paragraphs

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

**SNAP Summary:** On June 20, 2024, the Federal Communications Commission discussed its review of LifeLine Eligible Telecommunications Carriers (ETC). The FCC’s review focuses on two important items: 1) financial stability and 2) technical capability. FCC does not want carriers that are solely relying on

LifeLine to support its business. The ETC needs to have other types of customers as well. This is important for enforcement, so that the FCC can go after any reserves to recover lost funds from the ETC.