



California Public  
Utilities Commission

# Monthly Activity Report

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CONSUMER PROTECTION AND  
ENFORCEMENT DIVISION

March 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 March 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.

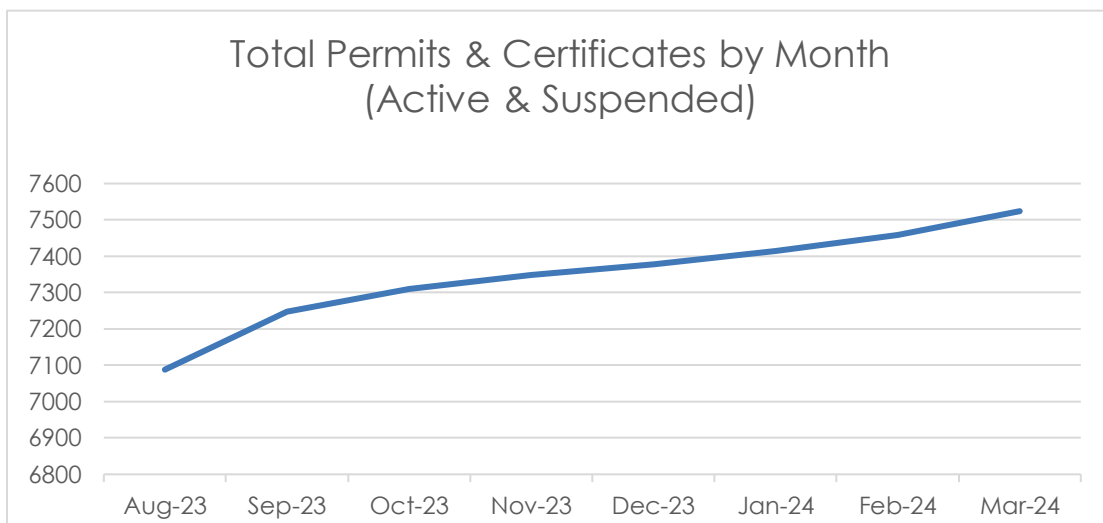


Table 1. Permits and Certificates by Category

**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	7,380
Passenger Stage Corporation	104
Vessel Common Carrier	16
Transportation Network Company	18
Autonomous Vehicle	6

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.

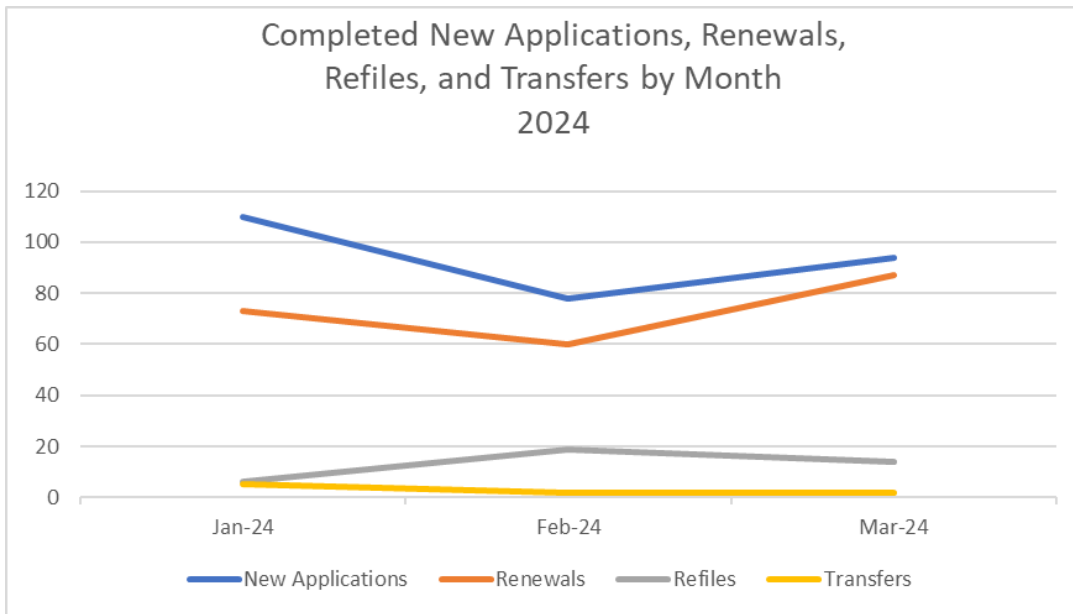


Figure 3. Suspensions and Revocations by Month

**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/revocations by month.

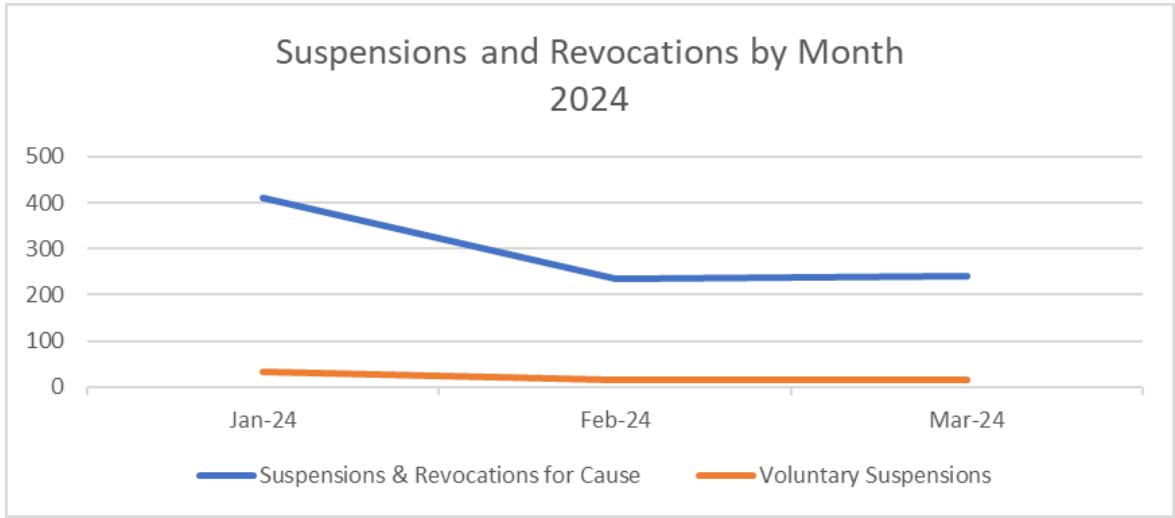
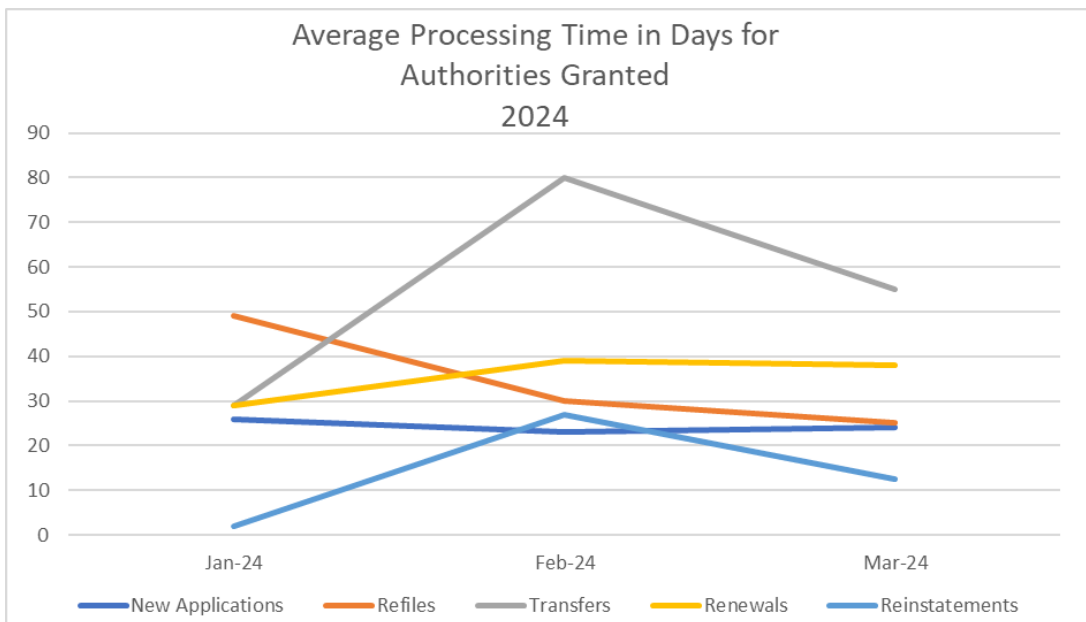


Figure 4. Average Processing Times

**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 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.

- 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.

2) **[R.19-02-012](#) / TNC Access Rulemaking / Chiv / Baker**

- a) No docket activity.

3) **[R.21-11-014](#) / Clean Miles Standard / Wang / Reynolds**

- a) The proceeding was reassigned to Commissioner John Reynolds on March 1.
- b) A ruling seeking comment on Phase 2 issues was issued for Comment on March 5, comments were received March 18.
- c) D.24-03-001 on Phase 1 was issued on March 7.
- d) Phase 2 Scoping Memo issued on March 29.

**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.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. / **03/11/2024 Scoping Ruling issued.**

- **A.22-10-016** / In the Matter of the Application of Blue & Gold Fleet, L.P. (VCC-77) For Authorization to Increase Passenger Fares on Its Vessel Common Carrier Service On San Francisco Bay Between Sausalito and San Francisco and for Authority to Adjust Fares Within a Zone of Rate Freedom. / **03/21/2024 Commission adopted D.24-03-054 granting the application.**
- **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. / **03/05/2024 ALJ issued Ruling requesting additional information. 03/11/2021 Applicant filed response to Ruling with the additional information.**
- **A.23-12-021** / Application of Arjuna Transportation, LLC, dba Wine Country Airporter for authority to operate as a scheduled passenger stage corporation between points in Napa, CA., American Canyon CA., and San Francisco Airport and to establish a Zone of Rate Freedom. / **03/15/2024 Executive Director issued Order D.24-03-050 granting application.**
- **A.24-03-001** / Application of STAR & CRESCENT BOAT COMPANY, a Nevada corporation, doing business as FLAGSHIP CRUISES & EVENTS (VCC-63), for approval to identify itself as a Nevada Corporation. / **03/04/2024 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
- Monthly TLAB Meeting w/ California Highway Patrol

**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



## MONTHLY ACTIVITY REPORT – CPED

- 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, 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 March 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 Operations:
  - » Temecula
  - » Napa
  - » Red Hawk Casino
  - » Graton Casino
  - » Oakland Airport
- 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

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<sup>1</sup> [CPUCs Strategic Directives \(ca.gov\)](https://www.cpuc.ca.gov/strategic-directives)

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

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 March 2024, TEB received a total of 15 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By	Received in February
CAB	2
Transportation Licensing and Analysis Branch (TLAB)	11
Safety Enforcement Division (SED) Whistleblower	2

**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.

- San Diego, California Highway Patrol (CHP) Training on March 13, 2024.

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

<b>12 Month Enforcement Activity</b>	<b>Jan 2024</b>	<b>Feb 2024</b>	<b>Mar 2024</b>	<b>April 2024</b>	<b>May 2024</b>	<b>June 2024</b>	<b>July 2024</b>	<b>Aug 2024</b>	<b>Sept 2024</b>	<b>Oct 2024</b>	<b>Nov 2024</b>	<b>Dec 2024</b>	<b>Total</b>
Beginning Investigations Balance	98	91	128										N/A
(+) New Investigations	15	41	17										73
(-) Closed Investigations	22	4	12										38
Ending Investigations Balance	91	128	133										N/A
Investigations Open Longer than 6 Months	11	14	13										N/A
% Of investigations Open Longer than 6 Months	12%	11%	10%										N/A
Cease and Desist Notices	5	12	13										30
Warning Letters	3	8	6										17
Citations	9	2	6										17
Vehicle Impounds	5	0	0										5

<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 – February 2024	\$106,000.00
March 2024	\$67,000.00
Cumulative 2024	\$173,000.00

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 (we are waiting for an appeal hearing date to be scheduled). ALJ: Andrew Dugowson (Assigned on Feb 21, 2024). No Update for March 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. No update for March 2024.
K.23-12-007	Sierra Bravo Enterprises LLC dba Jump on The School Bus, Gavito (TCP 28446) PSG-5884	Appeal filed December 01, 2023; Administrative Law Judge Minh LeQuang has been assigned. ALJ: Minh LeQuang (Assigned Dec 19, 2023) Commissioner: (Assigned Dec 19, 2023). Filed joint motion to dismiss the appeal on March 22, 2024.
K.23-12-016	Thorne Transportation Services (PSG-5955)	Appeal filed on December 22, 2023. ALJ: Rajan Mutialu (Assigned Jan 8, 2024). Commissioner: (Assigned Jan 8, 2024). PHC scheduled Mar 26, 2024, at 10:00 AM. PHC is rescheduled to in person, date is pending.

Table 6. TEB Field 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

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
Riverside Sheriff Department	TCP/PSC Passenger Carrier Joint Operation in Temecula.
Napa District Attorney’s Office	Napa TCP Passenger Carrier Joint Operation
California Highway Patrol	Redhawk Casino TCP/PSC Joint Operation

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

## 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

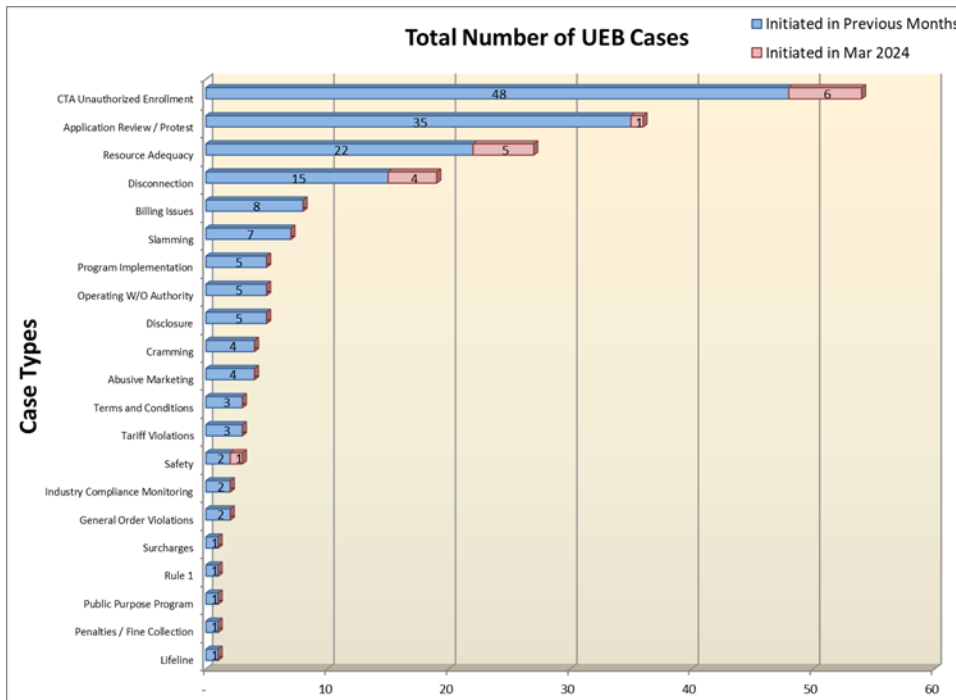
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- **Desert Community Energy (DCE) RA Citation Appeal (K.23-05-017):** On March 4, 2024, ALJ Chiv issued a ruling granting the motion to admit evidence and the motion to seal. CPED exhibits CPED-1 and CPED-2 and DCE exhibits DCE-01 through 04 were admitted into the evidentiary record.
- **Desert Community Energy (DCE) RA Citation Appeal (K.24-02-001):** On March 6, 2024, ALJ Chiv issued a ruling ordering DCE and CPED to file a joint statement addressing questions related to facts in dispute and proposed schedule by March 22, 2024. On March 22, 2024, CPED and DCE filed a joint motion addressing the questions in the March 6, 2024 ruling.
- **Silicon Valley Clean Energy Authority (SVCEA) RA Citation Appeal (K.23-11-015):** On March 7, 2024, ALJ Goldberg issued a ruling setting the scope of issues and schedule for the proceeding.
- **Orange County Power Authority (OCPA) RA Citation Appeal (K.22-05-017):** On March 11, 2024, the Commission issued draft Resolution ALJ-454 approving OCPA’s motion to withdraw its citation appeal. However, the draft resolution contains a typographical error that states the penalty amount is \$1,942,845.20 instead of \$1,962,845.20. On March 12, 2024, CPED sent a letter to Executive Director Rachel Peterson requesting a correction of the typographical error. On March 25, 2024, the Commission issued Resolution ALJ-454 with the same typographical error. On March 26, 2024, CPED sent another letter to Executive Director Rachel Peterson requesting a correction of the typographical error.
- **Desert Community Energy (DCE) RA Citation Appeal (K.24-01-013):** On March 21, 2024, ALJ Kelly issued a ruling ordering DCE and CPED to file a joint statement addressing questions related to facts in dispute and proposed schedule by May 10, 2024.
- **Foothill Education Technology Partnership (FETP) Administrative Enforcement Order (AEO) (H.24-02-005):** On March 21, 2024, CPED filed a motion to amend the AEO, which seeks to remove the language “members and officers of FETP,” and replaces it with “FETP and its CEO, Creighton Grenoble.”
- **TC Telephone (OII. 22-10-007):** On March 22, 2024, CPED and counsel for TC Telephone participated in an in-person oral argument. Both parties, as directed by ALJ Mason, presented their positions on issues identified in the scoping memo and ruling.

## Key Activities

UEB is working on a total of 192 cases. Investigations center primarily on CTA Unauthorized Enrollment, Application Review/Protest and Resource Adequacy (RA). 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 March 31, 2024



## Citations/Fines/Reparation

In the month of March 2024, UEB issued two disconnection citations totaling \$378,000 and five RA citations in the sum of \$3,580,150.

Cumulative 2024 fines, reparations and penalties imposed are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
January to February 2024	\$628,688



March 2024	\$3,958,150
Cumulative 2024	\$4,586,838

- 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. In March 2024, UEB issued five RA citations totaling \$3,580,149.60.
- 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). In March 2024, UEB issued the following citations:

  - » \$197,000 to SCE on March 11, 2024, for failure to offer to enroll its customers to all applicable benefit programs it administers prior to disconnection; and
  - » \$181,000 to SDG&E on March 12, 2024, when it improperly charged customers a reconnection fee for re-establishment of service.
- 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 March, UEB reviewed 158 CTA-related complaints received by the Consumer Affairs Branch (CAB) in February 2024 and identified 36 needing investigation for potential unauthorized enrollment. Staff issued 6 data requests for proof of enrollment authorizations. UEB received proof of enrollment authorizations for 14 customers; 5 customers did not have sufficient information in the CIMS database to further investigate. Currently, UEB has not yet received proof of enrollment authorization for all requested customers since the deadline to respond is April 3, 2024. Therefore, staff’s investigation for February is ongoing.

On March 29, 2024, UEB issued a Cease & Desist letter directing AAA Natural Gas to cease and desist from enrolling customers until its Third Party Verification (TPV) process fully complies with the requirements of D.18-02-002 and Resolution UEB-003. AAA responded the same day and informed UEB staff that they had corrected their TPV process to ensure that it met all requirements in Resolution UEB-003.

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				
March	158	36	7	14	0	1

## Compliance with Ordering Paragraphs

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

MONTHLY ACTIVITY REPORT – CPED

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.22-05-017	Appeal of Orange County Power Authority to citation E-4195-116 issued on April 20, 2022 by Consumer Protection & Enforcement Division.	Petersen	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	Baker
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

## Outreach/Training/Other Activities

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On March 21, 2024, the FCC presented an update on its 706 Report sent to Congress at the end of 2023. The report contained eight sections discussing the FCC's efforts regarding broadband: 1) Universal Physical Deployment 2) Affordability 3) Service Goals 4) Adoption 5) Availability 6) Equitable Access 7) School and Classroom Access and 8) Prior FCC Actions. The FCC's goal is to achieve universal deployment, affordability, adoption, availability, and equitable access to broadband throughout the United States.

On March 26, 2024, UEB presented a comparison of aggregated wireless Billing and Refund data from January 2020 to December 2023, which includes Direct Carrier Billing (subscription based) and Premium Short Messaging Service (per-transaction based). The four-year trend shows:

The total number and amount of billing and refund data related to Direct Carrier Billing has decreased about 60% and 75%, respectively over the past four years.

The number and amount of billing and refund data related to Premium Short Messaging Service have remained fairly consistent over the same time period.

UEB also provided a brief summary of the Annual Bill Blocking Reports which shows:

Carriers are providing their customers with clear and easy to follow information regarding their ability to block third party billing.

The information carriers are providing to their customers on how to block third party billing is sufficient and accessible.