



California Public
Utilities Commission

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

November 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 7,600 carriers throughout California. Items processed in November 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.

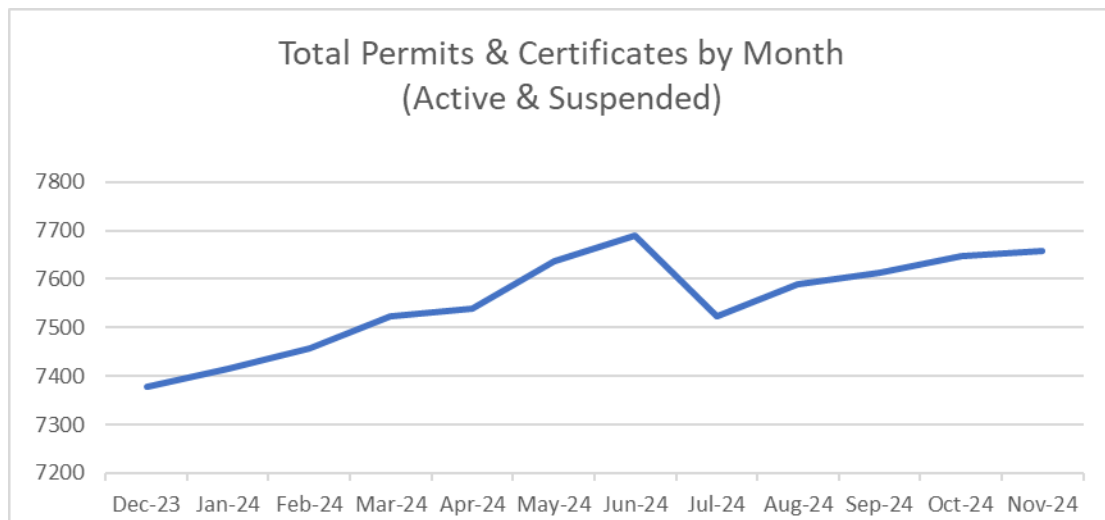


Table 1. Permits and Certificates by Category

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 | 7,523 |
| Passenger Stage Corporation | 97 |
| 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.

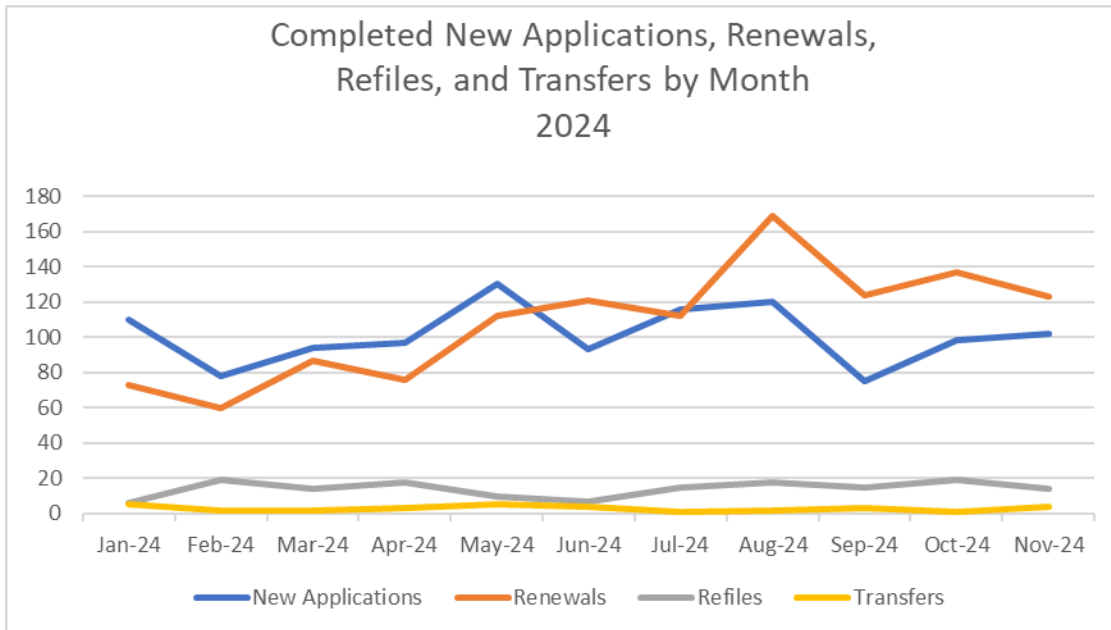


Figure 3. Suspensions and Revocations by Month

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.

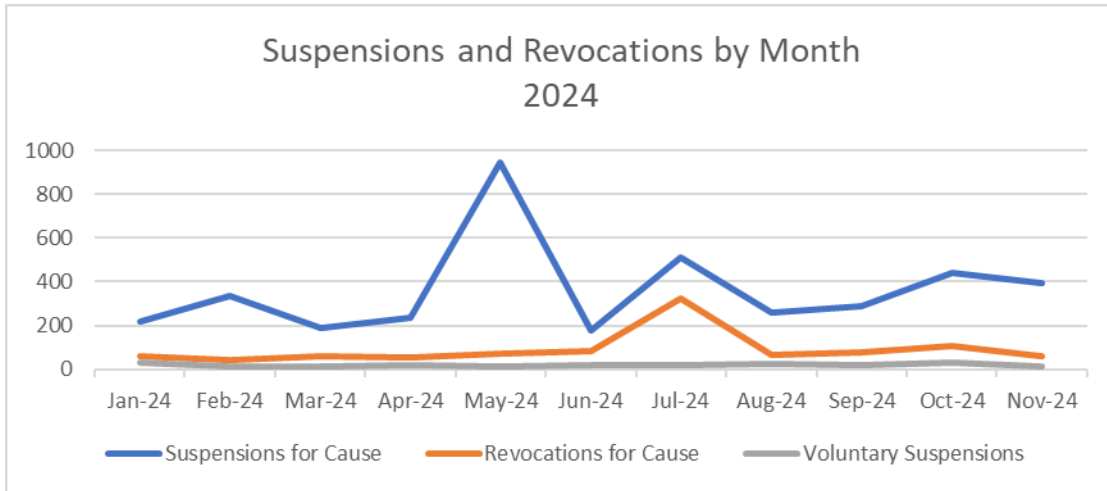
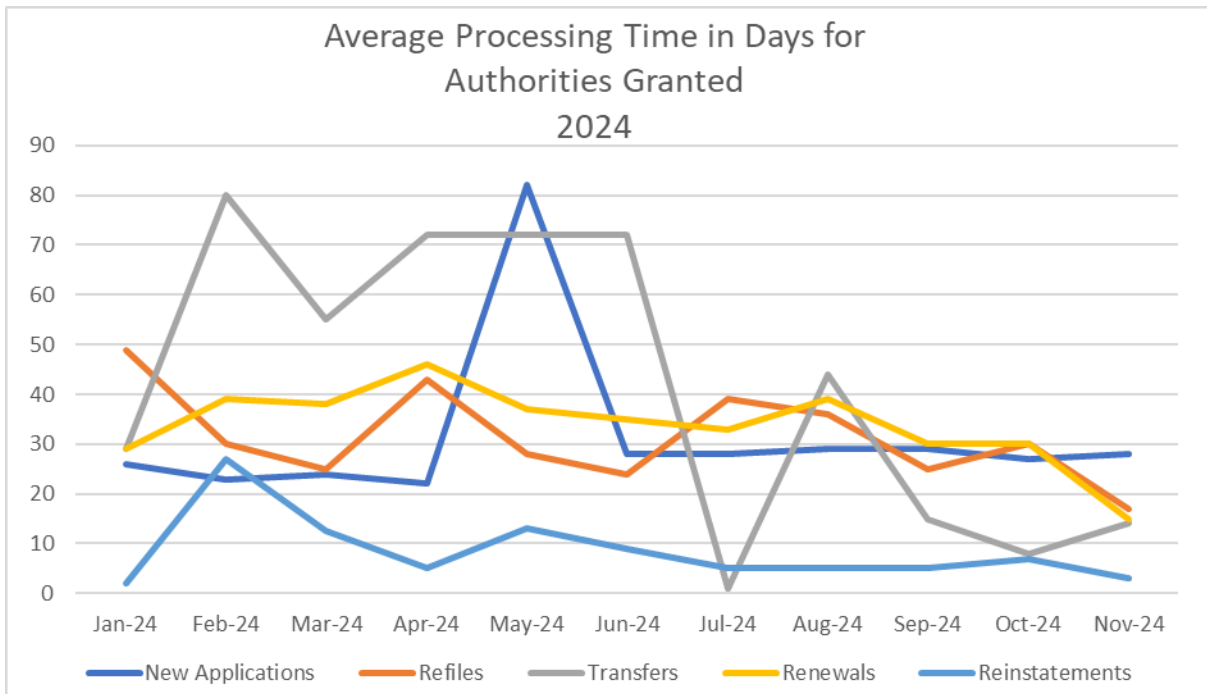


Figure 4. Average Processing Times

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 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.

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Baker**
» Docket activity can be found [here](#)
- **R.19-02-012 / TNC Access Rulemaking / Chiv / Baker**
» Docket activity can be found [here](#)
- **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.23-09-014** / Application of San Francisco Municipal Transportation Agency for Rehearing of Resolution TL-19145 / **11/08/2023 Decision D.23-11-052 - Order issued Staying Resolution TL-19145.**
- **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. / **11/15/2024 Proposed Decision issued.**
- **A.24-02-006** / Application of AMC Bus, Inc., dba Limousines, for authority to operate as a scheduled passenger stage corporation between points in the Counties of San Diego, Riverside, Orange, Los Angeles, San Bernardino, Kern, Tulare, Fresno, Madera, Merced, Stanislaus, San Joaquin, Sacramento, Santa Barbara, San Luis Obispo, Monterey, San Benito, and Santa Clara and to establish a Zone of Rate Freedom (ZORF) fare structure. / **11/01/2024 Proposed Executive Director’s Order dismissing Application served for comment.**
- **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. / **11/25/2024 Proposed Decision granting Application issued.**
- **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. / **11/12/2024 Ruling granting Motion to File Confidential Information Under Seal granted.**

Joint Agency Collaboration/Outreach/Training

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
- Bi-monthly Staff Work Group meeting between TLAB and Department of Motor Vehicles Autonomous Vehicles Branch

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 while in passenger service, 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 also 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 Directives¹ and Enforcement Policy,² 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

TEB reports the following progress for November 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:
 - » Levi’s Stadium
 - » Los Angeles International Airport
- Formal Enforcement Proceedings:
I.21-12-001/Uber Technologies, Inc. (Uber), and Uber Black Sub-carriers/ALJ Lirag/Commissioner Baker. On August 20, 2024, the Presiding Officer, ALJ Lirag, issued a Proposed Decision.
 - » Proposed Decision, Order extending statutory deadline to February 28, 2025, filed on 11/25/24.
- Transportation Safety Complaint Referrals:

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

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

- » For the month of November 2024, TEB received a total of 20 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

| Complaints Referred By: | Received |
|------------------------------------------------------|----------|
| Los Angeles World Airport Police Department (LAWAPD) | 7 |
| Consumer Affairs Branch (CAB) | 5 |
| San Francisco Ground Transportation Unit (SFO GTU) | 3 |
| Transportation Licensing and Analysis Branch (TLAB) | 3 |
| Safety Enforcement Division (SED) | 1 |
| San Jose Mineta International Airport (SJC) | 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 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.

- CPUC participated with the San Diego DA, the SD Metropolitan Transit System, and SDPD in a news conference in San Ysidro, CA to combat illegal transportation operations (wildcatting) in the region.

Table 3. TEB Enforcement Activities³

| 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 | 156 | 112 | 113 | 129 | | N/A |
| (+) New Investigations | 15 | 41 | 17 | 16 | 18 | 26 | 40 | 13 | 22 | 42 | 39 | | 289 |
| (-) Closed Investigations | 22 | 4 | 12 | 24 | 21 | 11 | 19 | 57 | 21 | 26 | 29 | | 246 |
| Ending Investigations Balance | 91 | 128 | 133 | 125 | 122 | 137 | 156 | 112 | 113 | 129 | 139 | | N/A |
| Investigations Open Longer than 6 Months | 11 | 14 | 13 | 8 | 21 | 19 | 34 | 10 | 8 | 5 | 5 | | N/A |
| % Of investigations Open Longer than 6 Months | 12% | 11% | 10% | 6% | 17% | 14% | 22% | 9% | 7% | 4% | 4% | | N/A |
| Cease and Desist Notices | 5 | 12 | 13 | 19 | 18 | 28 | 29 | 17 | 25 | 17 | 6 | | 189 |
| Warning Letters | 3 | 8 | 6 | 10 | 13 | 12 | 8 | 1 | 25 | 10 | 9 | | 105 |
| Citations | 9 | 2 | 6 | 4 | 9 | 3 | 4 | 6 | 7 | 8 | 7 | | 65 |
| Vehicle Impounds | 5 | 0 | 0 | 1 | 1 | 1 | 0 | 7 | 3 | 2 | 3 | | 23 |

³ Effective January 2024, TEB will submit data based on the calendar year.

Table 4. TEB Fines Assessed from Investigations

| Date | Citations/Fines |
|-----------------------------|-----------------|
| January 2024 – October 2024 | \$409,000 |
| November 2024 | \$47,000 |
| Cumulative 2024 | \$456,000 |

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. On September 3, 2024, ALJ Dugowson issued a ruling ordering a Joint Case Management Statement (Due: 10/11/24). On October 11, 2024, legal filed and served our Joint Case Management Statement; On October 25, 2024, legal filed and served our Exhibit List; The appeal hearing is scheduled for November 12, 2024. On November 12, 2024, ALJ Dugowson granted the defense a 90-day continuance; On November 13, 2024 |
| K.23-04-007 | Lkhavasuren Dulmaa, Moraga, unlicensed. (PSG 5804) | CPED filed a joint motion for withdrawal of the appeal on August 19, 2024 |
| 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, at 1:00 p.m. 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. Prehearing conference set for August 22, 2024, at 10:00 a.m. was cancelled. On September 24, 2024, ALJ ruled granting CPED’s motion to file under seal |

MONTHLY ACTIVITY REPORT – CPED

| Docket No. | Entity | Status |
|-------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 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. Tutor Time Learning Center, LLCs motion to dismiss denied on November 4, 2024 Hearings 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 p.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). Tutor Time Learning Center, LLCs motion to dismiss is denied on November 4, 2024 Hearings 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 p.m. |
| 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). On September 23, 2024, ALJ ruled granting Consumer Protection and Enforcement Division’s Motion to file its confidential filing under seal. |
| 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. ALJ: Kieuchinh Tran (Assigned Aug 6, 2024). Appeal hearing scheduled for November 5, 2024. ALJ Kieuchinh ruled requiring additional information and requested responses filed no later than December 4, 2024. CPED filed response on November 22, 2024 |
| K.24-08-006 | Jeff Flynn (Unlicensed) | Citation T.24-07-003 for \$1,000 served on July 23, 2024. ALJ: Patricia B. Miles (Assigned Aug 20, 2024). Web ex hearing scheduled for Nov. 13, 2024, from 1:30 p.m. to 3:30 p.m. Waiting for a continuation Webex hearing to be |

MONTHLY ACTIVITY REPORT – CPED

| Docket No. | Entity | Status |
|-------------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | scheduled. |
| K.24-10-015 | Bay Area Limousine and Tours LLC dba Limo5 Star Dot Com (TCP 33185) | Citation T.24-09-001 for 4,000 served on 9/4/2024. Filed October 22, 2024. ALJ: Jamie Ormond was Assigned on October 30, 2024 |
| K.24-10-024 | Vanity Limousines Inc (TCP 22817) | Citation T.24-09-005 for \$4,000 served September 13, 2024. Filed October 30, 2024. ALJ: Debbie Chiv (Assigned Nov 6, 2024) Commissioner: (Assigned Nov 6, 2024) |
| K.24-11-012 | Ogun Service Company LLC (TCP 18885) | Citation T.24-09-008 for \$7,000 served on September 26, 2024. Filed November 26, 2024 |
| K.24-11-004 | Soto’s Transportation INC Madera (Expired) (PSG39421) | Citation T.24-08-005 and 8-14-24 Filed 10-17-24 ALJ: Gerald F. Kelly (Assigned Dec 3, 2024) Commissioner: (Assigned Dec 3, 2024) Status Pending hearing date |

Table 6. TEB Field and Airport Operations – Total Vehicles Observed⁴

| 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 |
| July 2024 | 50 | 63 | 0 |
| August 2024 | 122 | 310 | 2 |

⁴ Effective January 2024, TEB will submit data based on the calendar year.

MONTHLY ACTIVITY REPORT – CPED

| Month | Transportation Charter-Party (TCP) | Transportation Network Companies (TNC) | Passenger Stage Corporations (PSC) |
|----------------|------------------------------------|----------------------------------------|------------------------------------|
| September 2024 | 114 | 116 | 0 |
| October 2024 | 155 | 68 | 0 |
| November 2024 | 93 | 16 | 0 |

Table 7. Joint Operations with Law Enforcement Agencies

| Agency | Operation |
|------------------------------------------------------|--------------------------------------------------------------------|
| Los Angeles World Airport Police Department (LAWAPD) | LAWA PD TCP/TNC/PSC Passenger Carrier Joint Operation |
| Santa Clara Police Department (SCPD) | Levi Stadium (49ers) TCP/TNC/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.

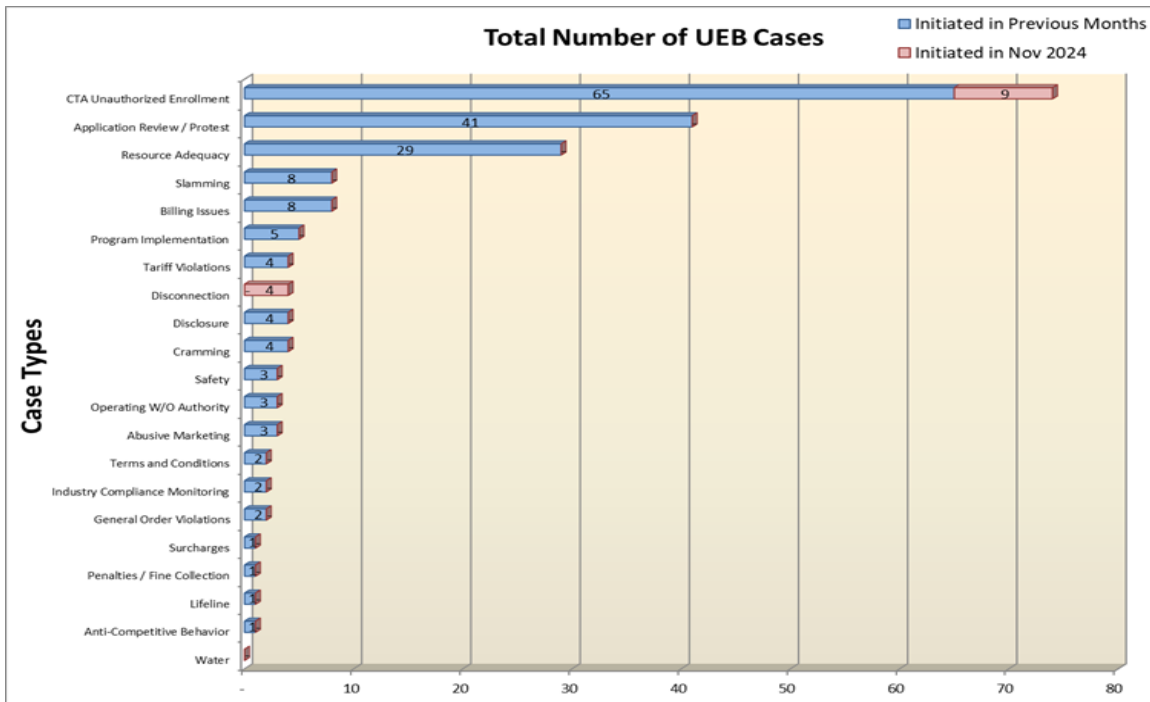
Monthly Highlights

- Foothill Education Technology Partnership (FETP) Administrative Enforcement Order (AEO) (H.24-02-005):** On November 8, 2024, FETP filed a motion to request for reconsideration of ALJ’s Kelly ruling denying Mr. Grenoble the right to specially appear to challenge the Commission’s jurisdiction over him. The Special Appearance Motion was denied by ALJ Kelly because Mr. Grenoble, CEO of FETP is not a party and said motion failed to comply with Rule 1.4, which makes no provision for a non-party to make a special appearance or file a motion.
- Shell Energy North America (SENA) RA Citation Appeal (K.21-11-018):** On November 12, 2024, the Commission received a payment check in the amount of \$567,132.50 from Shell for citation E-4195-0113. On November 25, 2024, Shell filed an application for rehearing of Resolution ALJ-463.
- San Diego Gas & Electric (SDG&E) (Resolution UEB-015):** On November 15, 2024, CPED drafted Resolution UEB-015 and published it for comment. Resolution UEB-015 proposes an Administrative Consent Order (ACO) and Settlement between CPED and SDG&E to resolve issues relating to SDG&E’s disenrollment of customers from the California Alternate Rates for Energy (“CARE”), Family Electric Rate Assistance (“FERA”), and Medical Baseline (“MBL”) (collectively, “Bill Discount Programs”) in 2021 and 2022. To resolve UEB’s allegation of improper disenrollment of customers from their respective Bill Discount Programs, SDG&E agrees to pay pursuant to the settlement \$1.6 million in penalties to the State’s General Fund and \$1 million in shareholder contributions to its Neighbor-to-Neighbor Program to assist low-income customers with their utility bills.

Key Activities

UEB is working on a total of 200 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 November 30, 2024



Citations/Fines/Reparation

UEB issued 17 RA citations in the month of November 2024 totaling \$3,678,271 for either: (a) a failure to file a Month-Ahead System Resource Adequacy Compliance Filing at the time and manner required, (b) for a Resource Adequacy deficiency cured within five business days from the date of notification by Energy Division, or (c) for a Resource Adequacy deficiency that was remedied after five business days from the date of notification by the Energy Division or not remedied at all. UEB also issued two CTA citations in the amount of \$1,000 each for failure to provide required proof of enrollment.

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 October 2024 | \$16,849,471 |
| November 2024 | \$3,680,271 |
| Cumulative 2024 | \$20,529,742 |

- 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. For the month of November 2024, UEB issued 17 RA citations totaling \$3,678,271. Fiscal Office also received a payment check from Shell totaling \$567,132.50 for citation E-4195-0113 in response to Resolution ALJ-463.
- 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 November, UEB reviewed 186 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (October 2024) and identified 32 needing investigation for potential unauthorized enrollment. Staff issued 9 data requests for proof of enrollment authorizations. UEB received proof of enrollment authorizations for 28 customers; 1 customer did not have enough information in CIMS for staff to issue a data request, 2 customers were not enrolled with the subject CTA, and 1 customer was enrolled prior to UEB-003. Staff is also contacting customers to confirm the legitimacy of the proof of authorizations. Therefore, staff investigation in November is still ongoing.

Table 9. UEB CTA-Related Complaints

| Month Reviewed | CTA-Related Complaints | | Data Requests Issued | Proof of Authorization Obtained | Citations Issued | Cease and Desist Letters Issued |
|----------------|------------------------|-------------------------|----------------------|---------------------------------|------------------|---------------------------------|
| | Total Reviewed | Unauthorized Enrollment | | | | |
| November | 186 | 32 | 9 | 28 | 2 | 0 |

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of November. UEB was responsible for 41 separate Ordering Paragraphs. As of November 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 |
| 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 |
| 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 |
| 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 | Afary | N/A |

| Proceeding | Description | ALJ | Commissioner |
|-------------|------------------------------------------------------------------------------------------------------------------------|------|--------------|
| K.24-08-005 | Appeal of AAA Natural Gas to citation UEB-003-0197 on July 5, 2024 by the Consumer Protection and Enforcement Division | Chiv | N/A |
| A.24-08-014 | Protest of Calico Technologies’ application for a Certificate of Public Convenience & Necessity (CPCN). | N/A | N/A |

Outreach/Training/Other Activities

SNAP Summary: On November 21, 2024, the FCC discussed the adoption of a Notice of Inquiry (NOI) in its efforts of “Strengthening Customer Service in the Communications Industry.” The NOI sought comments on ensuring consumers have access to customer service resources required to effectively resolve issues, avoid unnecessary charges, and make informed choices regarding the telecommunications services they receive. The FCC’s NOI asked for input on five topics: 1) Simplicity of cancellation and equipment upgrade, 2) Timely access to live representatives, 3) Updating FCC’s standards for cable operators related to installations, outages, and service calls, 4) Rules for automatic renewals and price increases after promotional periods and 5) Improving access to customers with disabilities and non-English speakers. The FCC’s NOI also asked for input on possible changes to enforcement mechanisms based on changes in the industry over the last 30 years.