



**California Public
Utilities Commission**

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

April 2025

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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 processes and manages applications for over 8,200 carriers throughout California. Items processed in April 2025 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.

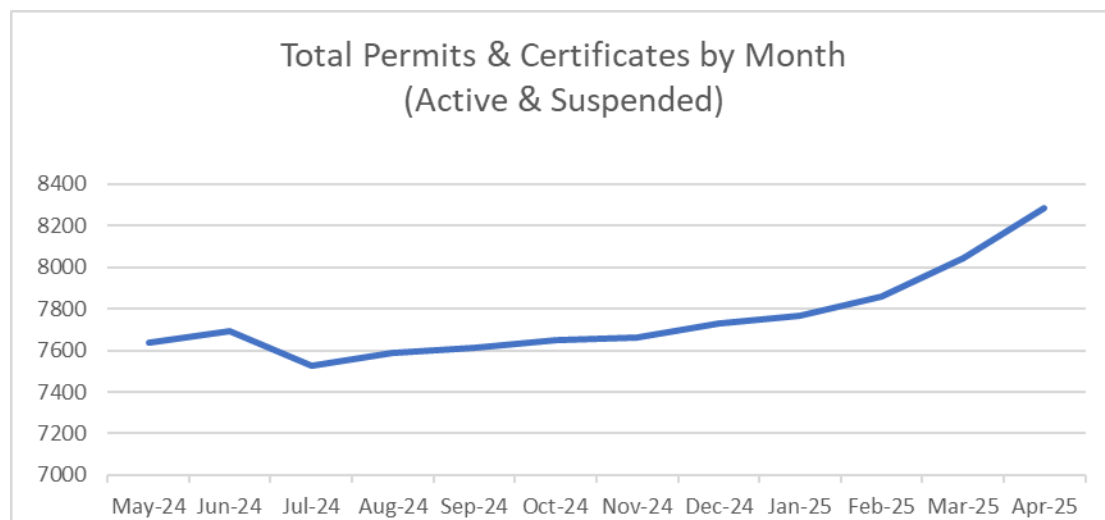


Table 1. Permits and Certificates by Category

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	8153
Passenger Stage Corporation	92
Vessel Common Carrier	15
Transportation Network Company	17
Autonomous Vehicle	5

Figure 2. Monthly Completions of Permit Categories

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

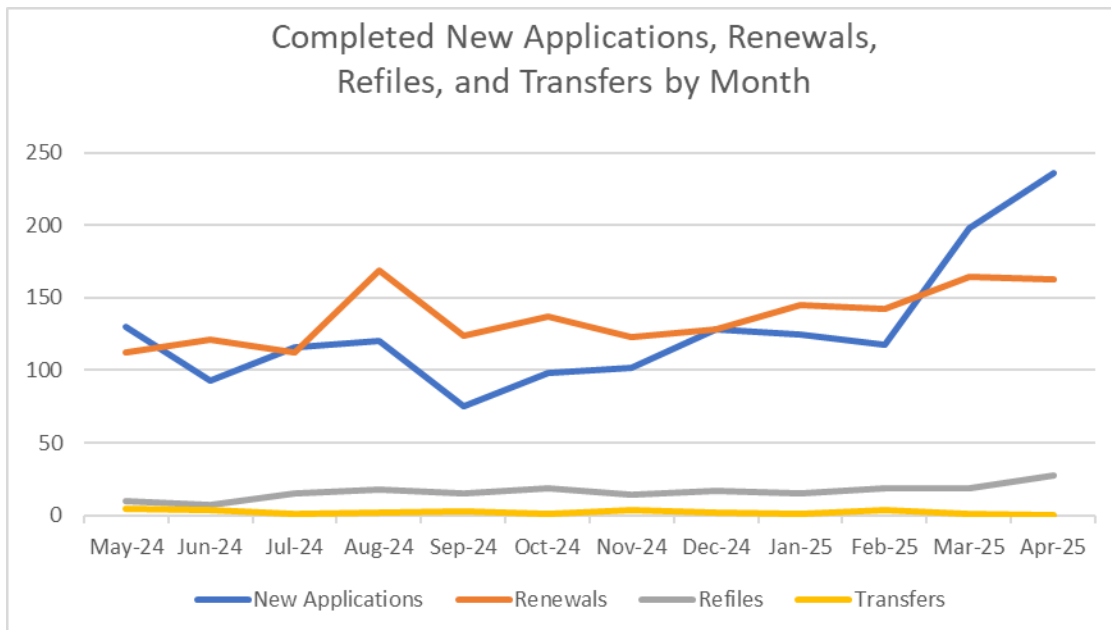


Figure 3. Suspensions and Revocations by Month

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

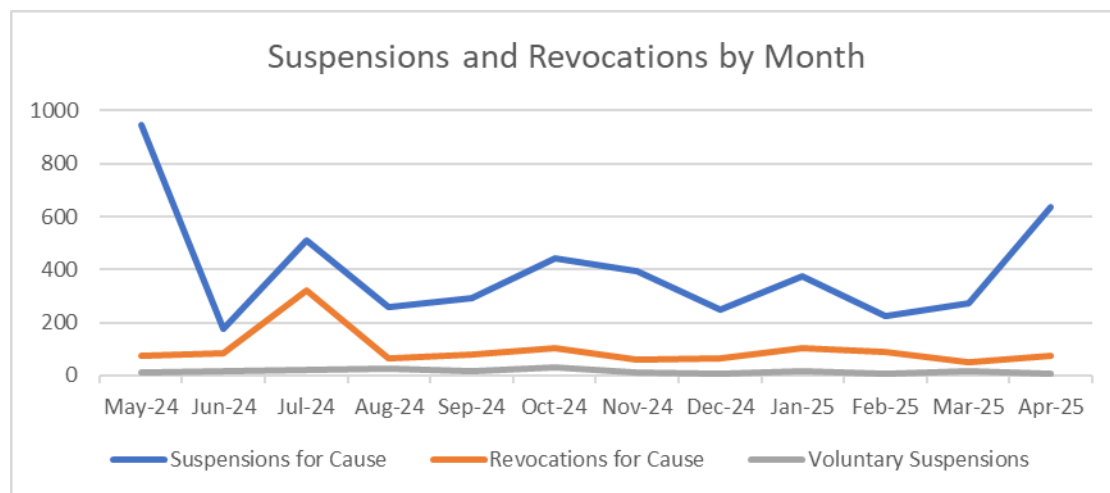
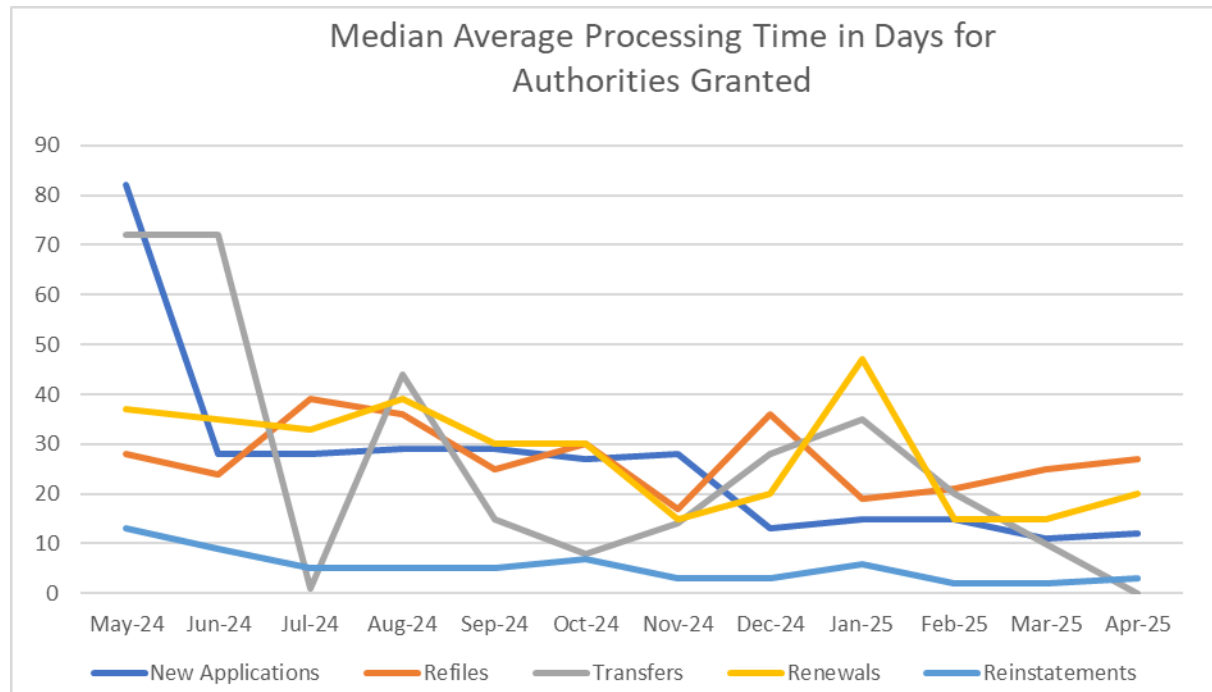


Figure 4. Average Processing Times

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

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



Docket Activity

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

- **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.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. / **04/21/2024 ALJ Ruling directing the filing of additional information.**
- **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. / **04/24/2025 D.25-04-031 issued granting Application.**
- **A.25-04-002** / Application of NORTH STAR BUS LINES LLC to obtain a Certificate of Public Convenience and Necessity, and authority to operate as a scheduled Passenger Stage Corporation between points in Santa Clarita Valley, San Fernando Valley, San Gabriel Valley, West Side Cities, Central Los Angeles, South Bay and Gateway Cities in the County of Los Angeles and to establish a Zone of Rate Freedom fare structure. / **04/04/2025 Application filed.**
- **A.25-04-003** / Application of STAR & CRESCENT BOAT COMPANY, a Nevada corporation, doing business as FLAGSHIP CRUISES & EVENTS (VCC-63), for modification of VCC-63 to authorize Applicant to Provide Scheduled Service Between San Diego and Chula Vista. / **04/07/2025 Application filed.**

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 April 2025 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:

- Empire Polo Club - Coachella
- Empire Polo Club – Stagecoach
- Fantasy Springs and Resort Casino
- Hollywood and Santa Monica
- Los Angeles International Airport
- Palm Springs International Airport
-

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](#)

Formal Enforcement Proceedings: I.21-12-001/Uber Technologies, Inc. (Uber), and Uber Black Subcarriers/ALJ Lirag/Commissioner Baker. Effective on January 30, 2025, the Modified Presiding Officer’s Decision was approved by the Commission. Uber, was found in violation of Rule 1.1 of Rules of Practice and Procedure, shall pay a fine of \$50,000 to CPUC within 30 days of the effective date; this amount will be deposited to the General Fund.

- Within 45 days from the effective date, Uber shall initiate and schedule discussions with CPED and submit a proposal aimed at preventing or minimizing violations committed by Uber Black subcarriers.
- Within 45 days from the effective date, CPED shall take the necessary steps to cancel or revoke the TCP licenses of Eric’s Luxury Limousine, Armine Manvelyan, Suren Simonyan, 724 Lux Limo, West Limo 7, Fox Limo 2, Inc., Jolie Limo LLC, and Art Tobek.
- Uber paid the \$50,000 penalty and CPED met with Uber to discuss the Ordering Paragraphs on March 14, 2025. CPED will provide a request to Uber and Uber will have 30 days to reply.
-
- Transportation Safety Complaint Referrals:
 - For the month of April 2025, TEB received a total of 35 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
Los Angeles World Airport Police Department (LAWAPD)	13
Los Angeles Police Department (LAPD)	6
Transportation Licensing and Analysis Branch (TLAB)	4
San Francisco Ground Transportation Unit (SFO GTU)	4
Consumer Affairs Branch (CAB)	4
Oakland International Airport (OAK)	2
San Diego Airport (SAN)	1
San Jose 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 changes in relative risk.

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.

- Greater California Livery Association (GCLA) Spring forward Conference in Sacramento on 4/02/25.
- Oakland International Airport (OAK) on 4/01/25.

Table 3. TEB Enforcement Activities³

2025 Enforcement Activity	Jan 2025	Feb 2025	Mar 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Total
Beginning Investigations Balance	124	110	126	117									N/A
(+) New Investigations	27	32	28	39									126
(-) Closed Investigations	41	16	37	29									123
Ending Investigations Balance	110	126	117	127									N/A
Investigations Open Longer than 6 Months	6	1	2	4									N/A
% Of investigations Open Longer	5%	1%	2%	3%									N/A

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

2025 Enforcement Activity	Jan 2025	Feb 2025	Mar 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Total
than 6 Months													
Cease and Desist Notices	6	2	4	7									19
Airport Authority Letters	0	1	4	0									5
Warning Letters	8	4	3	12									27
Citations	6	8	3	8									25
Vehicle Impounds	0	0	0	1									1

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
January – March 2025	\$81,000
April 2025	\$47,000
Cumulative 2025	\$128,000

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

Docket No.	Entity	Status
		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, CPED offered to settle for \$12,000 with a payment plan or \$10,000 in a lump sum; On December 17, 2024, the defense attorney said the appellant will try to sell his bus to pay the \$10,000 lump sum; On January 14, 2025, the appellant signed the \$10,000 Settlement Agreement and CPED signed it on January 15, 2025; The CPED's Attorney is currently working on the Joint Motion draft. On February 19, 2025, CPED filed the Joint Motion for Commission Adoption of the Settlement Agreement
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. Draft Resoulution received April 10, 2025. Appeal is denied, citation amount of \$5,000 is sustained. Final resolution is pending
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. A Joint status conference statement was submitted
K.24-05-024	Tutor Time Learning Center, LLC (TCP 41692)	Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on June 4, 2024. Hearings held on the following dates and times: November 5, 2024. 10:30 a.m. to 3:30 p.m. November 6, 2024, 10:30 a.m. to 3:30 p.m. ALJ Kelly ruled to allow opening briefs to be filed no later than January 21, 2025, and reply to briefs, no later than February 11, 2025. Briefs filed by the deadlines. Email ruling received April 17, 2025. Opening briefs shall be filed by May 19, 2025, and Reply Briefs by June 13, 2025
K.24-05-027	Tutor Time Learning Center, LLC (TCP 41692)	Citation T.22-11-003 for \$16,000 served on November 22, 2022. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on July 2, 2024. Tutor Time Learning Center, LLC's motion to dismiss was denied on November 4, 2024. Hearings held on the following dates and times:

Docket No.	Entity	Status
		November 5, 2024, 10:30 a.m. to 3:30 p.m. November 6, 2024, 10:30 a.m. to 3:30 p.m. ALJ Kelly ruled to allow opening briefs to be filed no later than January 21, 2025, and reply to briefs, no later than February 11, 2025. Briefs filed by the deadlines. Email ruling received April 17, 2025. Opening briefs shall be filed by May 19, 2025, and Reply Briefs by June 13, 2025
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. Draft resolution was provided on February 6, 2025. The appeal was denied and the citation amount of \$2,000 is sustained. Final resolution provided March 20, 2024, appeal was denied, and citation was assigned. Carrier to pay \$2,000 by May 5, 2025
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.24-10-015	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. CPED Motion to accept late Compliance Filing was ordered on January 24, 2025. The hearing was held on February 11, 2025. Waiting for ALJ Ormond's ruling
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). Case Settled, and appeal withdrawn. On January 7, 2025, Hearing was removed off-calendar. Waiting on ALJ's approval of Settlement agreement. CLOSED on March 20, 2025

Docket No.	Entity	Status
K.24-11-004	Soto's Transport, Inc. (TCP 39421 - Expired)	Citation T.24-08-005 for \$4,000 was served on August 14, 2024. Appeal filed on October 17, 2024. ALJ Gerald F. Kelly was assigned on December 3, 2024. A Telephonic Hearing is scheduled for April 14, 2025, at 2:30 p.m. Email ruling received April 17, 2025, resetting Evidentiary Hearing for May 19, 2025, at 3:30 p.m.

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

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)	Autonomous Vehicle Passenger Service (AV)
January 2025	126	0	0	0
February 2025	83	39	0	0
March 2025	62	143	0	0
April 2025	247	78	0	15

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
California Highway Patrol (CHP)	•Coachella TCP/TNC/PSC Joint Operation
California Highway Patrol (CHP)	•Stagecoach TCP/TNC/PSC Joint Operation
Los Angeles World Airport Police Department (LAWAPD)	•Los Angeles International Airport TCP/TNC/PSC Joint Operation

⁴ 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

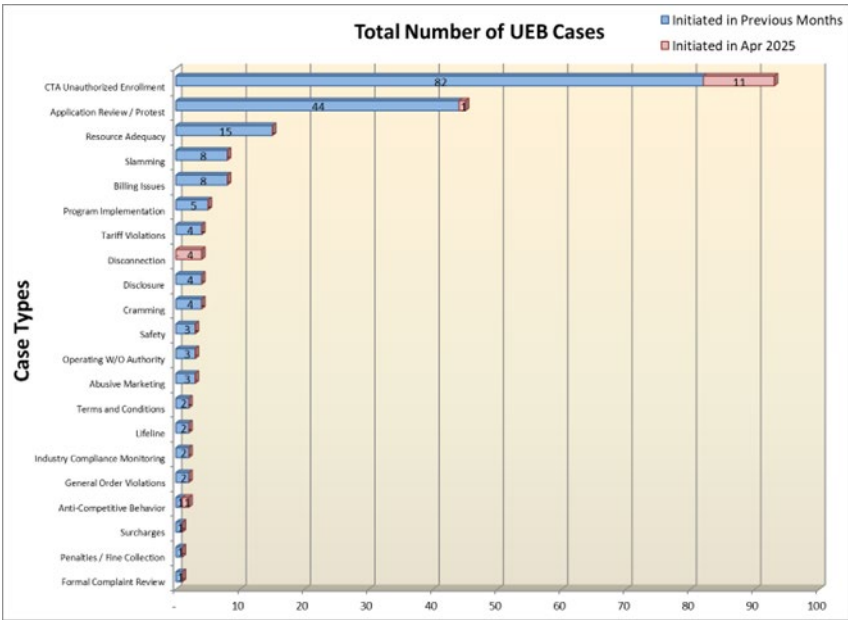
- San Jose Clean Energy (SJCE) RA Citation Appeal (K.19-03-020):** This docket is for SJCE's Application for Rehearing of Resolution ALJ-382, which denied SJCE's appeal of RA citation (No.E-4195-0052) in the amount of \$6,791,155. On April 9, 2025, CPED filed reply testimony arguing that 1) the Commission has not established a cost cap for RA prices and that the local waiver process does not apply to this citation, 2) SJCE rejected RA resources that could have resolved its RA deficiency, 3) CAISO backstop is not relevant to this citation and 4) SJCE has not demonstrated its lack of resource to pay the citation. On April 22, 2025, CPED and SJCE attended evidentiary hearings. Both parties stipulated to admit all exhibits into evidence and waive direct and cross examination. As such, the ALJ concluded hearings and parties will proceed to filing briefs.
- TC Telephone (I.25-03-011):** On April 11, 2025, TC Telephone filed an Application for Rehearing of Decision 25-03-011 regarding the Order to Show Cause against TC Telephone on the grounds that the decision is based on factual and legal errors. TC Telephone argues that the Order is erroneous 1) by retroactively applying an alternate calculation methodology for Lifeline that was approved by the Commission and then clawing back reimbursements to TC Telephone and 2) by asserting that the Commission is not bound by staff decision processing Lifeline reimbursement despite the Commission's delegation of authority for such action in General Order 153.
- Shell Energy North America (Shell) RA Citation Appeal (K.21-11-018):** This docket is for Shells's Application for Rehearing of Resolution ALJ-463, which denied Shell's appeal of RA citation (No.E-4195-0113) in the amount of \$567,132.50. On April 25, 2025, the Commission issued D.25-04-043, granting rehearing and modifying Resolution ALJ-463. The decision found that the resolution erroneously 1) applied the standard for evaluating penalty waiver requests to Shell's impossibility defense and 2) placed the burden of proof on Shell in applying the five-factor test assessing the propriety of the penalty. D.25-04-043 ordered a reduction on the citation amount issued against Shell from \$567,132.50 to \$10,000 and ordered the Commission's Fiscal Office to refund Shell \$557,132.50 within 60 days of the Order.

- **Bolt Energy Services (Bolt) (Resolution UEB-016):** On April 25, 2025, the Commission issued Resolution UEB-016 approving an Administrative Consent Order (ACO) and Settlement between CPED and Bolt to resolve all issues involving Bolt’s improper billing of early termination fees in 2021. As part of the settlement, Bolt agrees to pay \$150,000 in penalties to the State’s General Fund.

Key Activities

UEB is working on a total of 212 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 April 30, 2025



Citations/Fines/Reparation

On April 24, 2025, the Commission adopted a settlement agreement between CPED and Bolt Energy (Resolution UEB-016) in which Bolt agrees to pay \$150,000 in penalties.

Additionally, in April of 2025, UEB issued CTA citations against Wave Energy and Spark Energy in the amount of \$4,000 and \$1,000, respectively.

Cumulative 2025 fines, reparations and penalties imposed from UEB’s cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
January – March 2025	\$9,831,000
April 2025	\$155,000
Cumulative 2025	\$9,986,000

- **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.
- **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 April, UEB reviewed 377 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (March 2025) and identified 85 needing investigations for potential unauthorized enrollment. Staff issued 10 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 60 customers; 5 customers did not have enough information in CIMS for staff to issue a data request, and 2 CTA’s have not yet submitted their response. Therefore, CTA investigations in April are still ongoing.

On April 1, 2025, UEB issued Spark Energy Gas, LLC 1 CTA citation in the amount of \$1,000 (No. UEB-003-0606). On April 10, 2025, UEB issued Wave Energy LLC 4 CTA citations in the amount of \$4,000 (No.UEB-003-0607 to 0610). Both citations were issued for failure to provide valid proof of enrollment authorization.

Table 9. UEB CTA-Related Complaints

CTA-Related Complaints					
------------------------	--	--	--	--	--

Month Reviewed	Total Reviewed	Unauthorized Enrollment	Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
April	377	85	10	60	2	1

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of April 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of April 2025, 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 ordering paragraphs assigned to UEB’s COPS 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 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

Proceeding	Description	ALJ	Commissioner
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
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

Outreach/Training/Other Activities

SNAP Summary: On April 24, 2025, the Federal Communications Commission (FCC) discussed the next steps in implementing Next Generation 911 (NG911). The FCC adopted its final rules to advance the NG911 transition from July 2024. The FCC believes that the success and reliability of 911 will be greatly improved with the implementation of NG911, which will enhance emergency number services to create a faster and more resilient system that allows voice, photos, videos and text messages to flow seamlessly from the public to the 911 network. The FCC is receiving comments to address issues relating to the transition of NG911.