



California Public  
Utilities Commission

# Monthly Activity Report

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CONSUMER PROTECTION AND  
ENFORCEMENT DIVISION

August 2025

# Contents

TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)..... 1

    Processing Carrier Applications ..... 1

    Docket Activity.....4

    Joint Agency Collaboration/Outreach/Training.....5

TRANSPORTATION ENFORCEMENT BRANCH (TEB) ..... 7

    Transportation Safety Management System.....7

UTILITIES ENFORCEMENT BRANCH (UEB) ..... 13

    Monthly Highlights.....13

    Key Activities.....14

    Citations/Fines/Reparation .....14

    Compliance with Ordering Paragraphs .....16

    UEB-Related Proceedings .....16

    Outreach/Training/Other Activities.....17

# TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)

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

## Processing Carrier Applications

TLAB's Transportation Licensing Section processes and manages applications for over 8,400 carriers throughout California. Items processed in August 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. Each carrier may have more than one operating authority.

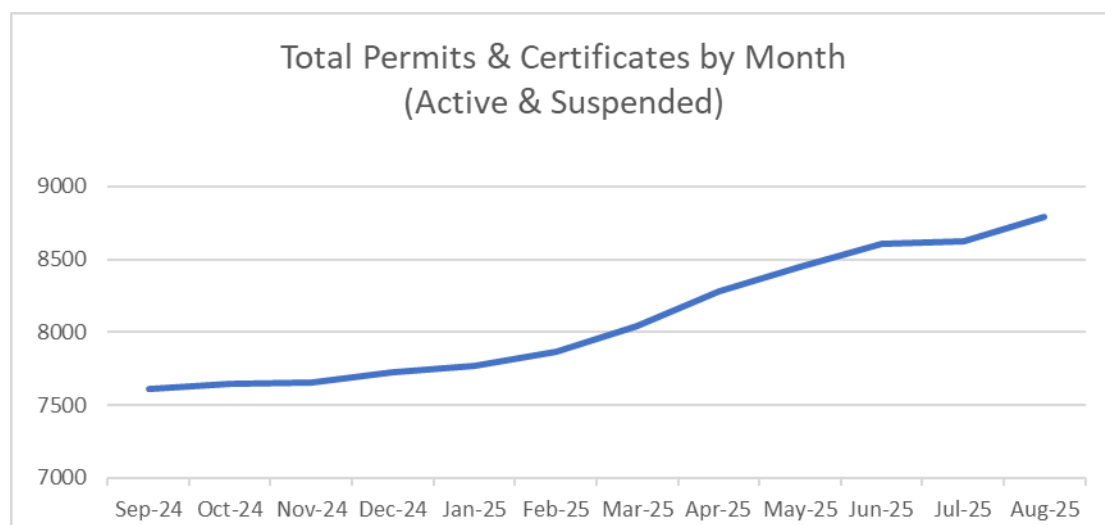


Table 1. Permits and Certificates by Category

**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   | 8663          |
| Passenger Stage Corporation    | 91            |
| 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.

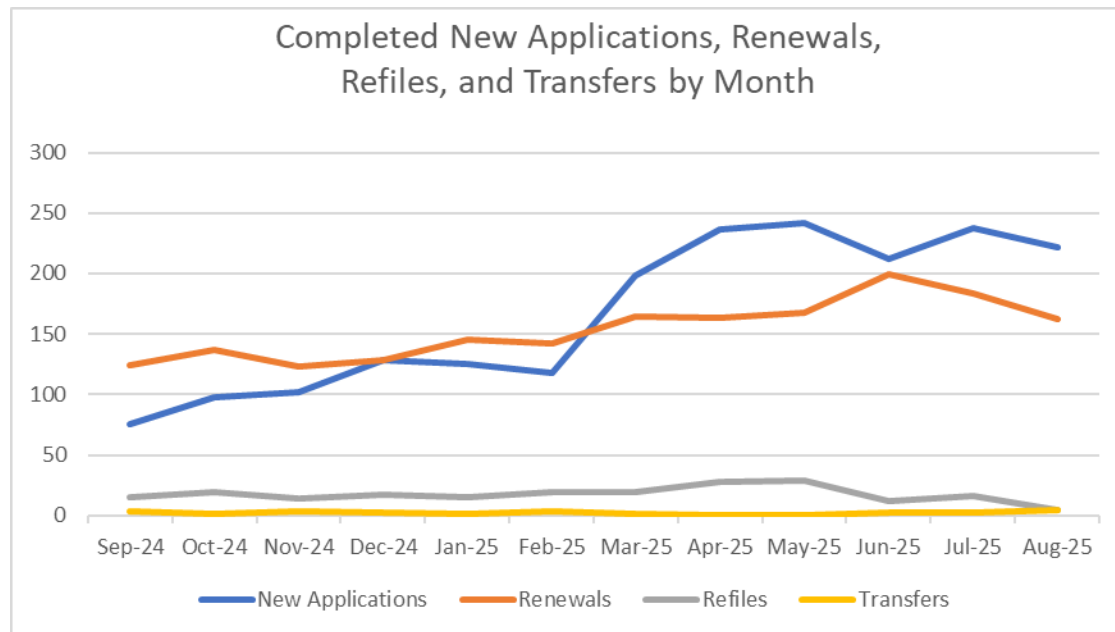


Figure 3. Suspensions and Revocations by Month

**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.

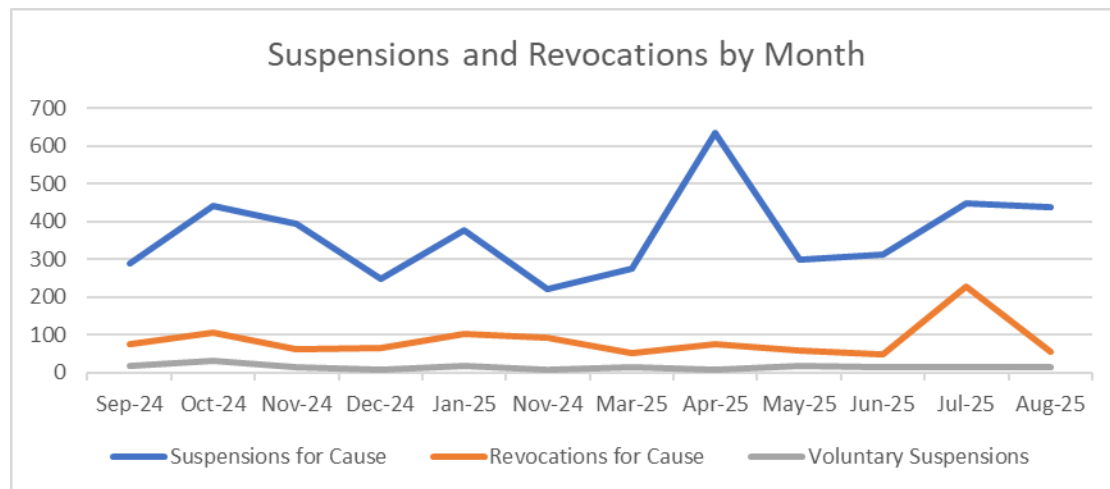
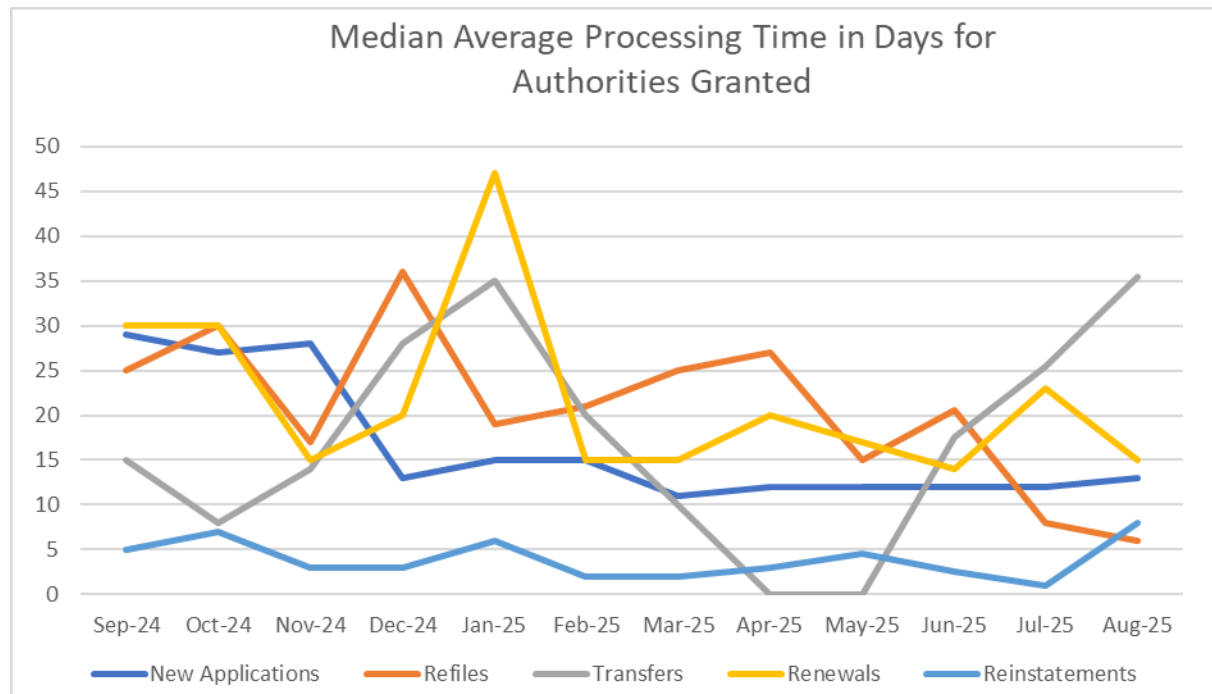


Figure 4. Average Processing Times

**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; its successor proceeding, R.25-08-013 addresses policies, processes and rules regarding autonomous vehicle passenger transportation service. 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](#)
  - Docket was closed via D.25-08-035
- **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](#)

- **R.25-08-013 / Autonomous Vehicle Passenger Transportation Service / Mason / Baker**
  - New Order Instituting Rulemaking to Establish Policies, Processes, and Rules Regarding Autonomous Vehicle Passenger Transportation Service.
  - 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.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. / 08/07/2025 Executive Director’s Order D.25-08-003 issued granting Application.**

## 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
- 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

## MONTHLY ACTIVITY REPORT – CPED

- 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 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 August 2025 for the following program elements.

**Transportation Safety Assurance** – TEB’s program is designed to check that the Commission’s regulated transportation carriers comply with the Public Utilities Code, Commission decisions, and General Orders to ensure the safety of the public. TEB performs regular Safety Assurance functions through investigations, field operations, and related enforcement activities.

TEB Field Activities:

- Mammoth Strategic Operation – 8/1/2025
- Napa Joint Operation – 8/9/2025
- Monterey Regional Airport Operation – 8/13/2025 and 8/14/2025
- Los Angeles International Airport Joint Operation – 8/17/2025
- San Ysidro (Wildcatting) Joint Operation – 8/23/2025
- Bay Area Peninsula Autonomous Vehicle Operation – 8/25/2025

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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](#)

- Transportation Safety Complaint Referrals:
  - For the month of August 2025, TEB received a total of 72 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

| Complaints Referred By:                                                    | Received |
|----------------------------------------------------------------------------|----------|
| Consumer Affairs Branch (CAB)                                              | 6        |
| Executive Office                                                           | 10       |
| Los Angeles Police Department (LAPD)                                       | 1        |
| Los Angeles World Airport (LAWA)                                           | 33       |
| Napa District Attorney                                                     | 1        |
| Oakland International Airport (OAK))                                       | 2        |
| Sacramento International Airport (SMF)                                     | 2        |
| Safety Enforcement Division (SED)                                          | 4        |
| San Diego International Airport (SAN)                                      | 2        |
| San Francisco Ground Transportation Unit (SFO GTU)                         | 2        |
| Transportation Enforcement Branch (TEB) Program & Project Supervisor (PPS) | 1        |
| Transportation Licensing and Analysis Branch (TLAB)                        | 8        |

**TEB Operational Analysis** – 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.

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

| 2025<br>Enforcement<br>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        | 127      | 149       | 164       | 141      |           |          |          |          | N/A   |
| (+) New Investigations                        | 27       | 32       | 28       | 39         | 48       | 49        | 33        | 56       |           |          |          |          | 312   |
| (-) Closed Investigations                     | 41       | 16       | 37       | 29         | 26       | 34        | 56        | 41       |           |          |          |          | 280   |
| Ending Investigations Balance                 | 110      | 126      | 117      | 127        | 149      | 164       | 141       | 156      |           |          |          |          | N/A   |
| Investigations Open Longer than 6 Months      | 6        | 1        | 2        | 4          | 4        | 3         | 6         | 4        |           |          |          |          | N/A   |
| % Of investigations Open Longer than 6 Months | 5%       | 1%       | 2%       | 3%         | 3%       | 2%        | 5%        | 3%       |           |          |          |          | N/A   |
| Cease and Desist Notices                      | 6        | 2        | 4        | 7          | 3        | 6         | 7         | 17       |           |          |          |          | 52    |
| Airport Authority Warning Letters (G.O. 3.02) | 0        | 1        | 4        | 0          | 3        | 5         | 0         | 7        |           |          |          |          | 20    |
| Warning Letters                               | 8        | 4        | 3        | 12         | 5        | 11        | 10        | 5        |           |          |          |          | 58    |
| Citations                                     | 6        | 8        | 3        | 8          | 1        | 10        | 8         | 13       |           |          |          |          | 57    |
| Vehicle Impounds                              | 0        | 0        | 0        | 1          | 0        | 5         | 4         | 6        |           |          |          |          | 16    |

<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 – July 2025 | \$194,500       |
| August 2025         | \$78,500        |
| Cumulative 2025     | \$273,000       |

Table 5. Citation Appeal Proceedings

| Docket No./<br>ALJ /<br>Enforcement<br>Analyst /<br>Supervisor             | Entity                                                 | Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| K.22-11-012<br>ALJ Dugowson<br>CPED: Steve<br>Esguerra/<br>Rahmon<br>Momoh | Edwin Torres, North Hollywood<br>Unlicensed (PSG 5685) | Citation T.22-10-001 served October 24, 2022. Appeal Filed November 10, 2022. On October 11, 2024, legal filed and served our Joint Case Management Statement; On November 12, 2024, ALJ Dugowson granted the defense a 90-day continuance. On November 13, 2024, CPED offered to settle. On January 14, 2025, the appellant signed the Settlement Agreement and CPED signed it on January 15, 2025. On February 19, 2025, CPED filed the Joint Motion for Commission Adoption of the Settlement Agreement. |
| K.24-05-024<br>ALJ Kelly<br>CPED:<br>Alex Nera /<br>Lana Tran-<br>Courtney | Tutor Time Learning Center, LLC<br>(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. Hearing was held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025.                                         |
| K.24-05-027<br>ALJ Kelly<br>CPED:<br>Shirley Lei /<br>Rahmon<br>Momoh      | Tutor Time Learning Center, LLC<br>(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 were held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested                                                                     |

| <b>Docket No./<br/>ALJ /<br/>Enforcement<br/>Analyst /<br/>Supervisor</b>       | <b>Entity</b>                                                                       | <b>Status</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                 |                                                                                     | permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025                                                                                                                                                                                                                                                                                                                                                                                                |
| K.24-07-007<br>ALJ Petersen<br>CPED:<br>Mingfeng Li /<br>Rahmon<br>Momoh        | Mexicoach, Inc.<br>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 was assigned July 23, 2024. On September 23, 2024, ALJ ruled granting CPED's Motion to file its confidential filing under seal. ALJ ruled ordering parties to file a Joint Status Conference Statement by July 15, 2025. The appeals are converting into an agreed settlement and currently pending Commission approval. Joint Motion for Commission Adoption of Settlement Agreement filed on July 15, 2025. |
| K.24-07-015<br>ALJ MacDonald<br>CPED:<br>Omar Teutle /<br>Lana Tran-<br>Courney | Erhan Kantarci dba Welcome<br>Limousine U. S., Walnut Creek.<br>Revoked (TCP 37165) | Citation T.24-05-006 for \$4,000 was served on May 28, 2024. ALJ Kieuchinh Tran was assigned on Aug 6, 2024. Appeal hearing scheduled for November 5, 2024. ALJ ruled requiring additional information and requested responses filed no later than December 4, 2024. CPED filed response on November 22, 2024. Administrative Law Judges ruling admitting evidence. This ruling admits additional material into the evidentiary record. On June 2, 2025, ALJ Katherine MacDonald was assigned.                    |

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

| <b>Month</b> | <b>Transportation<br/>Charter-Party (TCP)</b> | <b>Transportation<br/>Network Companies<br/>(TNC)</b> | <b>Passenger Stage<br/>Corporations (PSC)</b> | <b>Autonomous<br/>Vehicle Passenger<br/>Service (AV)</b> |
|--------------|-----------------------------------------------|-------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------|
| January 2025 | 126                                           | 0                                                     | 0                                             | 0                                                        |

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

| Month         | Transportation<br>Charter-Party (TCP) | Transportation<br>Network Companies<br>(TNC) | Passenger Stage<br>Corporations (PSC) | Autonomous<br>Vehicle Passenger<br>Service (AV) |
|---------------|---------------------------------------|----------------------------------------------|---------------------------------------|-------------------------------------------------|
| February 2025 | 83                                    | 39                                           | 0                                     | 0                                               |
| March 2025    | 62                                    | 143                                          | 0                                     | 0                                               |
| April 2025    | 247                                   | 78                                           | 0                                     | 15                                              |
| May 2025      | 96                                    | 80                                           | 0                                     | 0                                               |
| June 2025     | 130                                   | 144                                          | 0                                     | 0                                               |
| July 2025     | 179                                   | 33                                           | 0                                     | 0                                               |
| August 2025   | 126                                   | 36                                           | 0                                     | 10                                              |

Table 7. Joint Operations with Law Enforcement Agencies

| Agency                                               | Operation                                                     |
|------------------------------------------------------|---------------------------------------------------------------|
| Los Angeles Airport Police                           | Los Angeles International Airport TCP/TNC/PSC Joint Operation |
| Napa District Attorney & St Helena Police Department | Napa TCP/TNC/PSC Joint Operation                              |
| San Diego Police Department                          | San Ysidro TCP/TNC/PSC Joint Operation                        |

## UTILITIES ENFORCEMENT BRANCH (UEB)

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the Commission to seek appropriate penalties and remedies for consumers.

### Monthly Highlights

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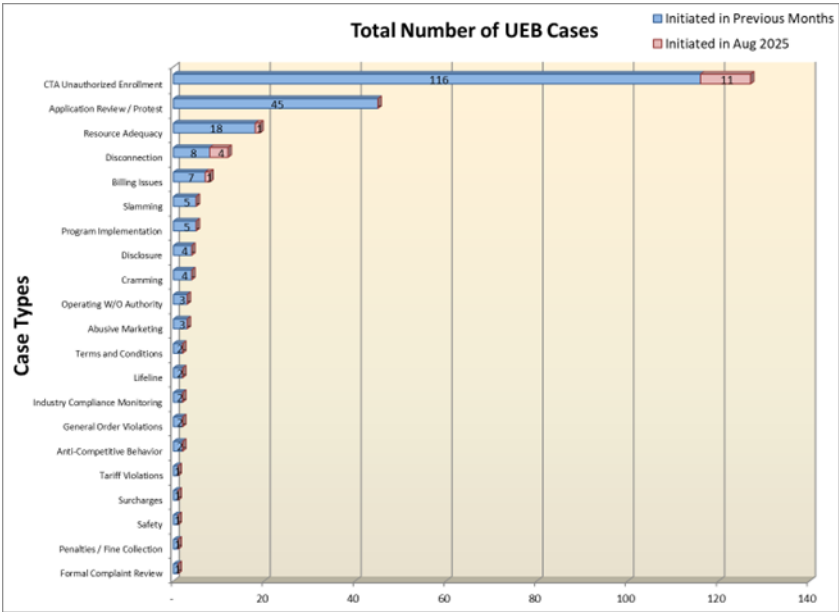
- Foothills Education & Technology Partnership (H.24-02-005):** On August 4, 2025, the Commission issued Resolution ALJ-481 dismissing the request for hearing of FETP of the proposed Administrative Enforcement Order #CPUC-12-AEO, which was issued on January 12, 2024. After filing the initial request for hearing, FETP was unresponsive to all pleadings filed in this case and failed to attend any duly noticed hearing. Therefore, the request for hearing is dismissed, and Request for Hearing 24-02-005 is closed as of the issuance of the Resolution.
- Silicon Valley Clean Energy Authority (K.23-11-015):** On August 8, 2025, the Commission issued draft Resolution ALJ-482 affirming citation E-4195-0134 and denying SVCEA's motion to take official notice of Pacific Gas and Electric Company's Advice Letter 7578-E. The draft resolution found that CPED met its burden of proof in establishing that a violation occurred, and the citation penalty was correctly calculated. The draft resolution also found that SVCEA has not met its burden of rebutting that the violation occurred and failed to meet its burden of proof that the citation penalty should be reduced or excused. The draft resolution further found that SVCEA has not met its burden of proof in establishing the affirmative defense that it was impossible to procure summer 2023 year-ahead system RA to satisfy its regulatory requirements.
- TC Telephone (I.22-11-007):** This docket is for TC Telephone's Application for Rehearing of Commission Decision 25-03-011. On August 15, 2025, the Commission issued Decision (D.) 25-08-025, finding that there were no grounds for rehearing, and as such, denying TC Telephone's application for rehearing of D.25-03-011. TC Telephone is ordered to reimburse the California LifeLine Fund in the amount of \$8,157,469, plus interest in the amount of \$1,631,494. The decision also closed Investigation I.22-10-007.
- Havasu Water Company Investigation (I.25-08-007):** On August 19, 2025, the Commission instituted a formal investigation into the operations, maintenance, and practices of Havasu Water Company (WTD-352) for failure to comply with the laws, rules, and regulations of this state governing the manner in which California consumers are provided with safe and reliable water service. The order also directed Havasu to show cause as to why, if the Commission determines that Havasu committed

violations, the Commission should not petition the Superior Court for the appointment of a receiver. Specifically, the Commission institutes the investigation to determine whether Havasu violated any provisions of General Order (GO) 102-A and 96-B; Resolution W-4799; D. 92-03-093; Pub. Util. Code Sections 451, 454, 491, 701, 702, 2713; and Rule 1.1 of the Commission’s Rules of Practice and Procedure.

## Key Activities

UEB is working on a total of 250 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 August 31, 2025



## Citations/Fines/Reparation

In August 2025, UEB issued one CTA citation in the amount of \$1,000 to Wave Energy, LLC for failure to provide valid proof of enrollment authorization. UEB also issued two Disconnection citations in the amount of \$2,000 to PG&E for violation of Disconnection rules.

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 – July 2025 | \$10,991,731               |
| August 2025         | \$3,000                    |
| Cumulative 2025     | \$10,994,731               |

- 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 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050, 23-04-010, 23-06-029 and 24-06-004.
- 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). On August 8, 2025, UEB issued PG&E two Disconnection citations in the amount of \$2,000 (UEB-006-655-656) for its disconnection of residential customers during extreme weather conditions.
- 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 August 2025, UEB reviewed 239 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (July 2025) and identified 75 needing investigations for potential unauthorized enrollment. Staff issued 11 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 44 customers, and 4 customers did not have enough information in CIMS for staff to issue a data request. Therefore, CTA investigations in August are still ongoing.

On August 29, 2025, UEB issued Wave Energy, LLC 1 CTA citation in the amount of \$1,000 (UEB-003-0620) for failure to provide valid proof of enrollment authorization.

Table 10. 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 |                      |                                 |                  |                                 |
| August         | 239                    | 75                      | 11                   | 44                              | 1                | 0                               |

## Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of August 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of August 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          |

| Proceeding  | Description                                                                                                                                                                                                                                                                                                                                                                                                           | ALJ      | Commissioner |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------|
| 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          |
| I.25-08-007 | Order Instituting Investigation into the Operations, Maintenance, and Practices of Havasu Water Company (WTD-352) for Failure to Comply With the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Provided with Safe and Reliable Water Service and Order to Show Cause Why the Commission Should Not Petition the Superior Court for the Appointment of a Receiver. | LeQuang  | Baker        |

## Outreach/Training/Other Activities

**SNAP Summary:** On August 14, 2025, the SNAP call discussed an item from the FCC’s WC Docket No. 17-84. The discussion focused on the FCC’s efforts to further facilitate the pole attachment process to promote fast, efficient, and ubiquitous deployment of broadband facilities. The rise in government funding for broadband deployment has led to communications companies deploying extensive new broadband facilities in recent years, resulting in a significant increase in the number of applications seeking to attach these facilities to large numbers of utility poles. These increases have stretched thin utility resources and the pool of qualified contractors and have resulted in difficulties and delays in accessing poles.