



**California Public  
Utilities Commission**

# Monthly Activity Report

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CONSUMER PROTECTION AND  
ENFORCEMENT DIVISION

October 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 8,700 carriers throughout California. Items processed in October 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.

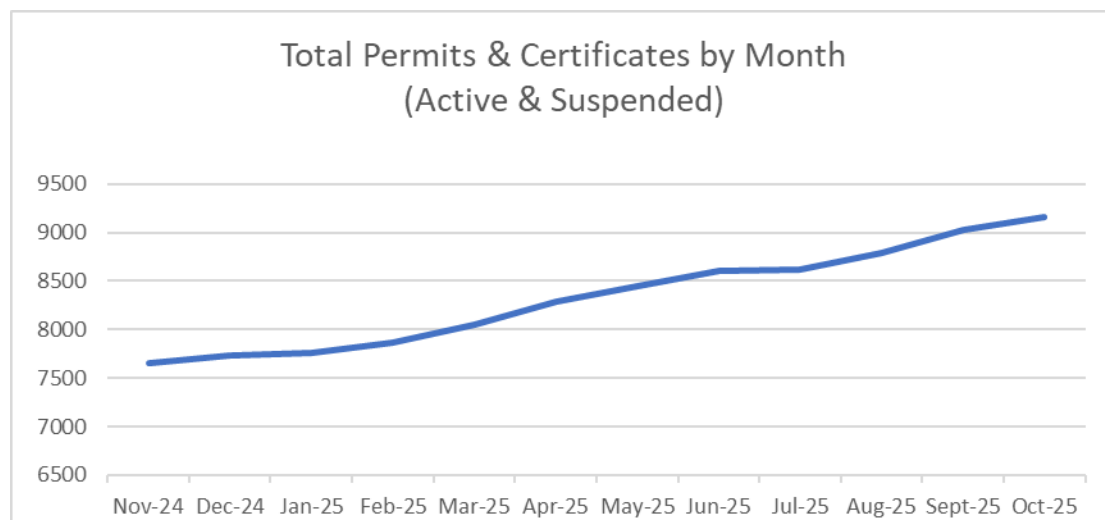


Table 1. Permits and Certificates by Category

**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   | 9,026         |
| Passenger Stage Corporation    | 92            |
| Vessel Common Carrier          | 15            |
| Transportation Network Company | 18            |
| 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.

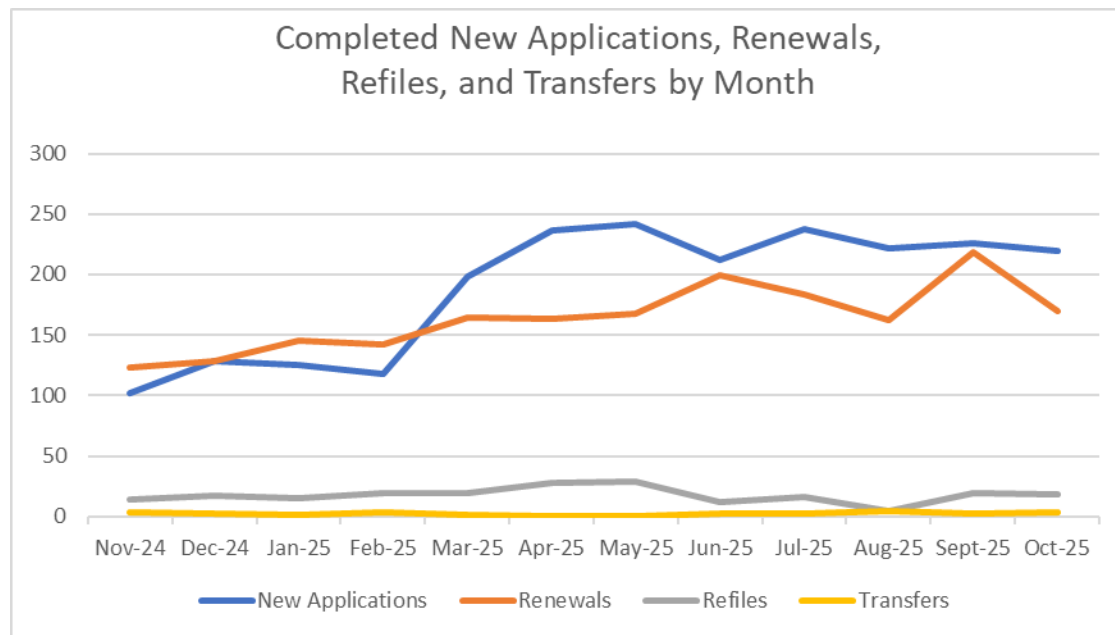


Figure 3. Suspensions and Revocations by Month

**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.

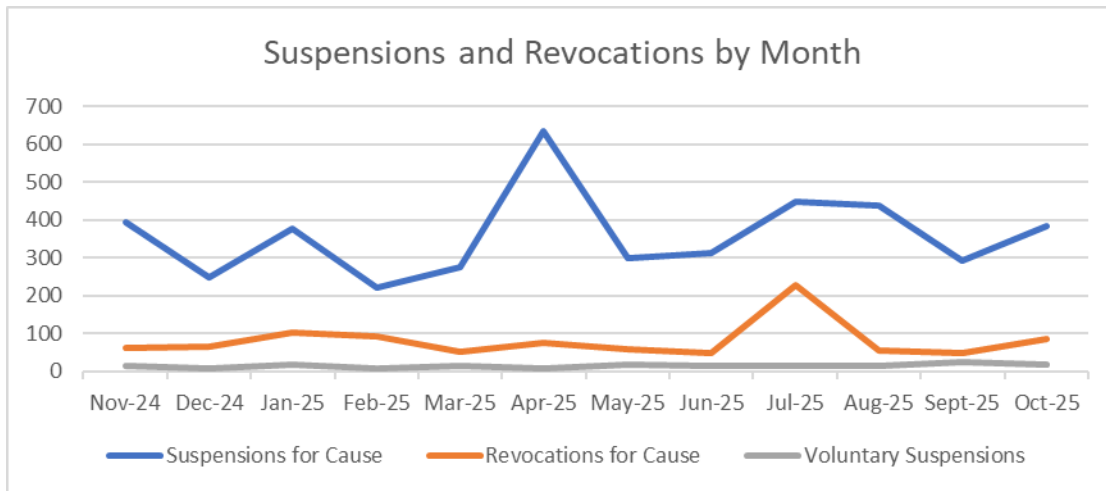
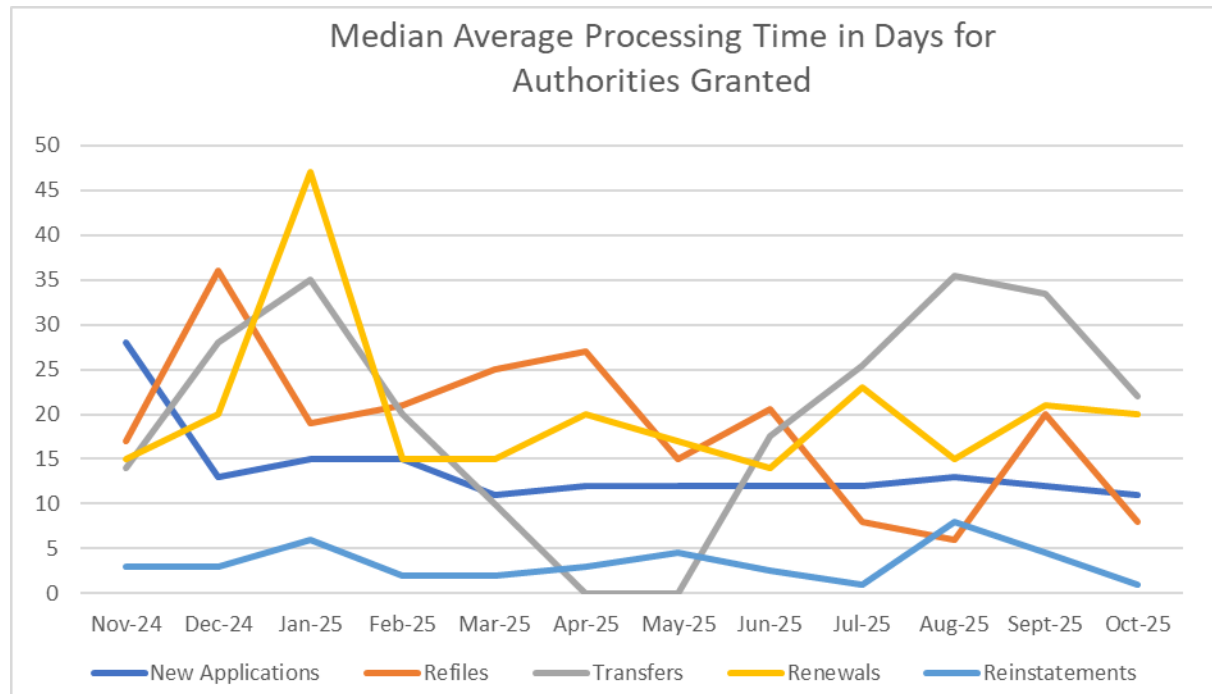


Figure 4. Average Processing Times

**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](#)
- **R.19-02-012 / TNC Access Rulemaking / Chiv / Baker**
  - Docket activity can be found [here](#)
- **R.21-11-014 / Clean Miles Standard / Goldberg / Reynolds**
  - Docket activity can be found [here](#)

- **R.25-08-013 / Autonomous Vehicle Passenger Transportation Service / Mason / Baker**
  - 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.25-10-013 / Application of Macca Rentals LLC. for authority to operate as a scheduled Passenger Stage Corporation between San Ysidro and Sacramento, California and named intermediate points, and to establish a Zone of Rate Freedom. / 10/15/2025 Application filed**

## Joint Agency Collaboration/Outreach/Training

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**Joint Agency Collaboration.** Information sharing and collaboration with other transportation agencies is a critical part of TLAB’s work.

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- 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 for-hire 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 October 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:

- Port of San Diego Harbor Police and San Diego MTS Joint Operation – 10/4/2025
- John Wayne Airport Operation – 10/23/2025
- San Diego International Airport Joint Operation – 10/29/2025
- San Diego Gaslamp Joint Operation – 10/31/2025

Transportation Safety Complaint Referrals:

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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](#)

- For the month of October 2025, TEB received a total of 25 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

| Complaints Referred By:                             | Received |
|-----------------------------------------------------|----------|
| Consumer Affairs Branch (CAB)                       | 7        |
| California Highway Patrol (CHP)                     | 1        |
| Los Angeles World Airport (LAWA)                    | 7        |
| Oakland International Airport (OAK)                 | 2        |
| Safety Enforcement Division (SED)                   | 1        |
| San Francisco Ground Transportation Unit (SFO GTU)  | 1        |
| Transportation Licensing and Analysis Branch (TLAB) | 6        |

**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.

- Port of San Diego Harbor Police and San Diego Metropolitan Transit System Training in San Diego on 10/4/2025
- California Bus Association (CBA) Training in Visalia on 10/27/2025
- San Francisco International Airport (SFO) Waymo First Responder Training in San Francisco on 10/29/2025

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

| 2025<br>Enforcement<br>Activity               | Jan<br>2025 | Feb<br>2025 | Mar<br>2025 | April<br>2025 | May<br>2025 | June<br>2025 | July<br>2025 | Aug<br>2025 | Sept<br>2025 | Oct<br>2025 | Nov<br>2025 | Dec<br>2025 | Total |
|-----------------------------------------------|-------------|-------------|-------------|---------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------|
| Beginning Investigations Balance              | 124         | 110         | 126         | 117           | 127         | 149          | 164          | 141         | 156          | 138         |             |             | N/A   |
| (+) New Investigations                        | 27          | 32          | 28          | 39            | 48          | 49           | 33           | 56          | 33           | 36          |             |             | 381   |
| (-) Closed Investigations                     | 41          | 16          | 37          | 29            | 26          | 34           | 56           | 41          | 51           | 63          |             |             | 394   |
| Ending Investigations Balance                 | 110         | 126         | 117         | 127           | 149         | 164          | 141          | 156         | 138          | 111         |             |             | N/A   |
| Investigations Open Longer than 6 Months      | 6           | 1           | 2           | 4             | 4           | 3            | 6            | 4           | 1            | 1           |             |             | N/A   |
| % Of investigations Open Longer than 6 Months | 5%          | 1%          | 2%          | 3%            | 3%          | 2%           | 5%           | 3%          | 1%           | 1%          |             |             | N/A   |
| Cease and Desist Notices                      | 6           | 2           | 4           | 7             | 3           | 6            | 7            | 17          | 8            | 5           |             |             | 65    |
| Airport Authority Warning Letters (G.O. 3.02) | 0           | 1           | 4           | 0             | 3           | 5            | 0            | 7           | 0            | 1           |             |             | 21    |
| Warning Letters                               | 8           | 4           | 3           | 12            | 5           | 11           | 10           | 5           | 10           | 18          |             |             | 86    |
| Citations                                     | 6           | 8           | 3           | 8             | 1           | 10           | 8            | 13          | 17           | 12          |             |             | 86    |
| Vehicle Impounds                              | 0           | 0           | 0           | 1             | 0           | 5            | 4            | 6           | 8            | 0           |             |             | 24    |

<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 – September 2025 | \$354,000       |
| October 2025             | \$44,000        |
| Cumulative 2025          | \$398,000       |

Table 5. Citation Appeal Proceedings

| Docket No./<br>ALJ /<br>Enforcement<br>Analyst /<br>Supervisor            | Entity                                         | Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| K.24-05-024<br>ALJ Kelly<br>CPED:<br>Alex Nera /<br>Lana Tran-<br>Courney | Tutor Time Learning Center,<br>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. 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>Alex Nera /<br>Lana Tran-<br>Courney | Tutor Time Learning Center,<br>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 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 permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025. |

MONTHLY ACTIVITY REPORT – CPED

|                                                                                            |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| K.24-07-007<br>ALJ Petersen<br>CPED:<br>Mingfeng Li /<br>Shirley Lei                       | 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<br>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. On October 13, 2025, Resolution ALJ-483 denied the carrier's appeal. |
| K.25-09-013<br>ALJ Theresa<br>Moore<br>CPED: James<br>Barbarick /<br>Lana Tran-<br>Courney | Carey Limousine S.F. Inc dba A<br>Chauffeured Limousines<br>Active<br>(TCP 9906)    | Citation T.24-05-006 for \$20,000 was served on September 12, 2025. Carey Limousine S.F. Inc. Appeal was filed by Carey Limousine S.F. Inc. on September 29, 2025. Appeal from Citation K.25-09-013 is being assigned to Administrative Law Judge Theresa Moore on October 7, 2025. Compliance filing filed on October 13, 2025.                                                                                                                                                                                                                                    |
| K.25-07-007<br>ALJ: Margery<br>Melvin<br>CPED: Kim<br>Quach-Castro<br>Hang / Eric<br>Hooks | Silvio Sales Botelho (TCP<br>40613-B)                                               | Citation T.2025-06-005 was served June 24, 2025. Compliance Filing filed July 31, 2025. Hearing scheduled for October 2, 2025, at 11:00 AM. Updates: Additional Exhibits due to ALJ on 10/20/25.                                                                                                                                                                                                                                                                                                                                                                    |

|                                                                          |                                                                          |                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| K.25-10-009<br>ALJ: Patricia Miles<br>CPED: Steve Esguerra / Shirley Lei | Armando Jimenez Diaz DBA Vineyard Limousine and Wine Tours (TCP 28177-B) | Citation T.2025-08-003 served August 8, 2025. Appeal Filed October 21, 2025. On October 28, 2025, ALJ Miles was assigned and issued a ruling setting a deadline of November 17, 2025 for the Compliance Filing. |
| K.25-10-012<br>ALJ: Theresa Moore<br>CPED: Steve Esguerra / Shirley Lei  | White Diamond Limousine LLC (TCP 41682-A)                                | Citation T.2025-09-006 served September 11, 2025. Appeal Filed October 27, 2025. On November 6, 2025, ALJ Theresa Moore was assigned to the appeal.                                                             |

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

| Month         | Transportation Charter-Party (TCP) | Transportation Network Companies (TNC) | Passenger Stage Corporations (PSC) | 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                                        |
| May 2025      | 96                                 | 80                                     | 0                                  | 0                                         |
| June 2025     | 130                                | 144                                    | 0                                  | 0                                         |
| July 2025     | 179                                | 31*                                    | 0                                  | 0                                         |

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

\*Revised Data

|                |     |     |   |    |
|----------------|-----|-----|---|----|
| August 2025    | 126 | 80* | 0 | 10 |
| September 2025 | 148 | 0   | 2 | 0  |
| October 2025   | 109 | 30  | 0 | 0  |

Table 7. Joint Operations with Law Enforcement Agencies

| Agency                                                                                  | Operation                                                                 |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| San Diego Harbor Police Department                                                      | San Diego International Airport TCP/PSC Joint Operation                   |
| San Diego Harbor Police Department and San Diego Metropolitan Transit System Department | Port of San Diego Harbor Police and San Diego MTS TCP/PSC Joint Operation |
| San Diego Police Department                                                             | San Diego Gaslamp 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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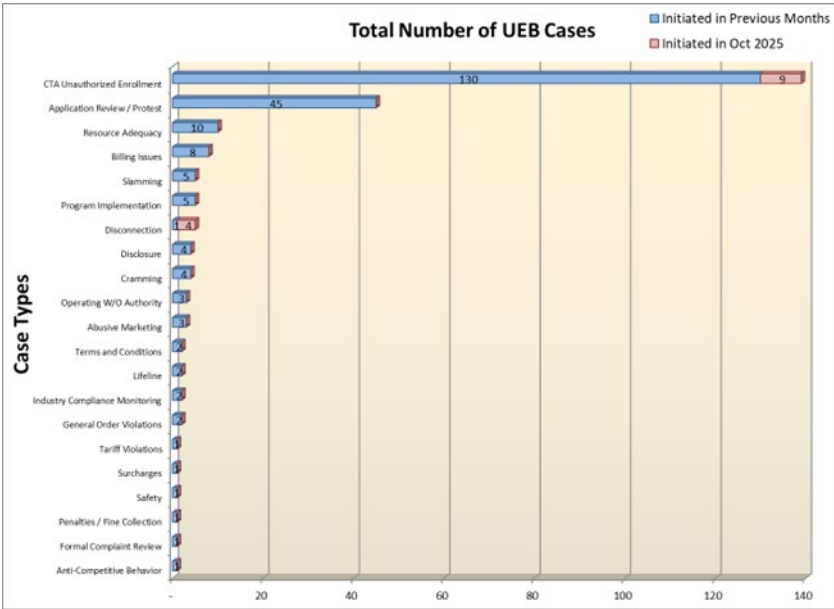
- **Havasu Water Company Investigation (I.25-08-007):**
  - On October 1, 2025, ALJ LeQuang issued a ruling denying Havasu’s motion for a stay and notifying the parties of the proceeding schedule.
  - On October 3, 2025, CPED filed its response on the ALJ’s ruling directing CPED to file amended allegations for several OII scoping issues. CPED also filed brief on the ALJ’s ruling’s directing parties to comment on bifurcation of issue E.
  - On October 6, 2025, CPED filed its reply to Havasu’s objections to the preliminary scoping memo.
  - On October 14, 2024, Havasu filed a request for late filing of its response and objections to CPED’s revised scoping memorandum.
  - On October 16, 2025, CPED filed its objection to Havasu’s Motion to Late File its objections. On the same day, the Commission issued an assigned commissioner scoping memo and ruling.
  - On October 17, 2025, ALJ LeQuang issued an email ruling granting Havasu’s request for late filing. On the same day, CPED filed a motion to enter testimony and exhibits into the evidentiary record, and a motion for official notice regarding Havasu’s easement issues and EPA violations.
  - On October 22, 2025, CPED filed a motion to strike portions of Havasu’s October 9, 2025 response.
  - On October 27, 2025, CPED and Havasu participated in a virtual evidentiary hearing.
  - On October 28, 2025, CPED and Havasu participated in an in-person evidentiary hearing held in Los Angeles. At the end of day one for the in-person hearing, ALJ LeQuang issued an email ruling taking the evidentiary hearings scheduled for October 29 through 31, 2025 off calendar.
  - On October 30, 2025, ALJ LeQuang issued a ruling granting motion to admit testimonies and exhibits into the evidentiary record.
- **SoCal Edison Billing Error (ELE-00233):** On October 11, 2025, SCE issued refunds in the amount of \$20,840 to its customers from the Housing Authority of the City of San Buenaventura (HACSB) housing development due to SCE’s billing errors and delays. CPED assisted the HACSB customers in obtaining the refunds after they filed a complaint with the Commission.

- **Foothills Education & Technology Partnership (H.24-02-005):** On October 23, 2025, FETP filed an application for rehearing (AFR) of Resolution ALJ-481 identifying legal and factual errors in the Resolution and the underlying AEO it is adopting. The AFR requests that the Commission revise Resolution ALJ-481 by 1) correcting Mr. Grenoble’s title to reflect that he was not the CEO of FETP, 2) indicating whether the \$7,000 penalty and seven-year ban apply only to FETP or to non-party Mr. Grenoble, and 3) correcting the Resolution and AEO to conform to the evidence that Mr. Grenoble was neither a respondent nor party of this proceeding.

## Key Activities

UEB is working on a total of 245 cases. Investigations center primarily on Core Transport Agent (CTA) Unauthorized Enrollment and Application Review/Protest. 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 October 31, 2025



## Citations/Fines/Reparation

In the month of October 2025, as a result of UEB’s investigation, SCE issued refunds in the amount of \$20,840 to its customers due to billing errors and delays. In addition, UEB issued three CTA citations in the

month of October 2025, each in the amount of \$1,000, for failure to provide valid proof of enrollment verification.

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 – September 2025 | \$10,994,731               |
| October 2025             | \$23,840                   |
| Cumulative 2025          | \$11,018,571               |

- 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).
- 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 October 2025, UEB reviewed 201 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (September 2025) and identified 59 needing investigations for potential unauthorized enrollment. Staff issued 9 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 57 customers, and 2 customers did not have enough information in CIMS for staff to issue a data request. Therefore, CTA investigations in October are still ongoing.

In October 2025, UEB issued a \$1,000 citation each to the following: 1) StateWise Energy California, LLC (No. UEB-003-0621), 2) Vista Energy Marketing L.P. (No. UEB-003-0622), and 3) Wave Energy, LLC (No. UEB-003-0624) for their 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 |                      |                                 |                  |                                 |
| October        | 201                    | 59                      | 9                    | 57                              | 3                | 0                               |

## Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of October 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of October 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.                                                                                                                                                                                                                                                                             | Kelly   | N/A   |
| I.22-10-007 | Application for Rehearing of D.25-03-011. 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 |
| H.24-02-005 | Application for Rehearing of ALJ-481 in H.24-02-005. In the Matter of FETP Unlawful Participation in The CTF and Violation of CTF 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

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**SNAP Summary:** On September 25, 2025, the SNAP call discussed revisions to the FCC’s updated disclosure rules designed to eliminate regulatory barriers and costs during the current transition from copper-based networks to IP-based networks. These changes are designed to provide improved and advanced communications services for consumers. The FCC issued a Notice of Proposed Rulemaking (Docket. 25-209 and 25-208) and is seeking comments regarding these issues.