



Consumer Protection and Enforcement Division



Monthly Activity Report March 2021

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OVERVIEW

The Consumer Protection and Enforcement Division (CPED) implements California Public Utilities Commission (Commission) regulations, policies, and licensing for transportation carriers; investigates and enforces against passenger carrier misconduct; and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of two separate programs: Passenger Transportation and Utilities Enforcement.

This report contains information reflecting the month's performance within each CPED program. Information about each program is collected in six different sections: (1) Key Activities, (2) Citations/Fines/Refunds/Telephone Disconnects, (3) Compliance with Ordering Paragraphs, (4) Docket Activity, (5) Outreach/Training/Other Events, and (6) Legislation of Interest.

PASSENGER TRANSPORTATION

The Commission's Transportation Program oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, transportation network companies and ferries). The Program consists of two branches: The Transportation Enforcement Branch (TEB) which has three Units, the Airport Enforcement Unit (AEU), Compliance Enforcement Unit (CEU), and Field Enforcement Unit (FEU)); and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, conducts joint inspections, issues warning notices and citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also supports a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

TLAB's Licensing Section analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and certificates, and tracks carrier compliance with permit requirements while TLAB's Analysis Section functions as the Commission's subject matter expert on policy matters, and advises decision makers regarding for-hire carriers.

Key Activities

Investigations

In March 2021, TEB closed 2 investigation cases and initiated 14 new cases.

Table 1. TEB Enforcement Activity

Rolling 12-Month Enforcement Activity	April 2020	May 2020	June 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	Totals
Open Investigations	134	146	140	116	96	89	94	96	87	81	61	61	N/A
New Investigations Initiated	34	18	4	6	11	19	20	0	6	0	6	14	138
Investigations Completed	22	24	28	26	18	14	18	9	12	20	6	2	199
Cease and Desist Notices	12	25	3	7	11	7	9	4	8	7	11	2	106
Official Notices	4	4	3	1	0	0	1	0	2	1	0	0	16
Telephone Disconnects	0	0	0	0	0	0	1	0	0	0	0	0	1
Citations	3	14	26	0	11	5	11	5	2	5	2	8	92
Citations Appealed	1	0	2	0	2	1	0	0	1	0	0	0	7

Consumer complaints increased by one complaint in March compared to the prior month. This month, the Consumer Intake Unit (CIU) received five complaints.

Table 2. TEB CIU Complaints Received

March 2021 CIU Complaint Activity	
Open complaints as of March 1, 2021	1
New complaints received during month	5
Complaints closed during month	4
Complaints Referred to Enforcement	1
Open CIU complaints as of March 31, 2021	1

Table 3. CIU Complaints Referred to TEB

	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021
Open Investigations as of first day of month	27	32	33	25	24	24	22	20	20	18	17	21
New Investigations Initiated	11	8	0	1	4	3	2	0	0	0	4	5
Closed Investigations During Month	6	7	8	2	4	5	4	0	2	1	0	1
Open Investigations as of last day of month	32	33	25	24	24	22	20	20	18	17	21	25
Investigations open longer than 6 months	11	18	7	6	12	15	11	14	10	9	12	15
% of total open investigations	34%	54%	28%	25%	50%	68%	55%	70%	56%	53%	57%	60%

Carrier Application and Permit Activity

As of March 2021, TLAB’s Licensing Section has received 448 applications (New, Renewals, Refiles, and Transfer) and issued 211 permits. Currently, TLAB has completed 550 additional applications but cannot approve them until the California Highway Patrol (CHP) completes bus terminal inspections (CHP requires 60 days) and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days).

Table 4. TLAB Passenger Carrier Activity

Year-to-Date Passenger Carrier Activity	Total
New Applications Docketed	95
Renewal Applications Docketed	319
Refile Applications Docketed	26
Transfer Applications Docketed	8
Authorities Issued	325
Authorities Suspended	817
Authorities Revoked	214
Authorities Reinstated (Suspended/Revoked)	528
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	243
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	260
Pending Reinstatement from Suspension and Revocation	47
Voluntary Suspensions	193
Voluntary Revocations	32
Vehicles added to Passenger Carrier Equipment Statements	345
Address and DBA Changes	302
Vehicle inspection requests sent to CHP	283

Transportation Call Center Statistics

Beginning February 12, 2020, all Licensing staff became available to answer calls from applicants and carriers. The number of calls in 2020 averaged 198 calls/month. As of March 2021, TLAB has received a total of 473 telephone calls in 2021:

- 138 inquiries for pending application, suspension/revocation, reinstatements, and PUCTRA questions
- 126 inquiries for related to adding/deleting vehicles and changing account information
- 209 inquiries for general licensing requirements

Citations/Fines/Refunds/Telephone Disconnects

Table 5. TEB Fine Citations, Fines Paid, Consumer Refunds and PUCTRA Underpayment Fees

TEB Fines/Refunds	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	Totals
Fines Assessed	\$26,000	\$66,000	\$68,000	\$0	\$31,000	\$16,000	\$33,000	\$12,000	\$25,000	\$31,000	\$10,000	\$36,000	\$354,000
Fines Paid	\$11,190	\$3,002	\$19,173	\$4,400	\$20,900	\$11,950	\$12,000	\$1,250	\$3,900	\$5,650	\$2,700	\$11,800	\$107,915
Overcharge Refunds/ Settlements by TEB Consumer Unit	\$0.00	\$522	\$41.50	\$0	\$0	\$724	\$48.50	\$0	\$0	\$0	\$114.76	\$0	\$1,450.76
PUCTRA Underpayment Fees	\$0.00	\$0.00	\$636.95	\$1,601	\$0.00	\$9,545	\$0	\$0	\$0	\$0	\$0	\$0	\$11,782.95

Citations

All citations below were issued in March and some may be under appeal or awaiting a hearing before an Administrative Law Judge.

- T.21-03-001. Superior Enterprises LLC, Glendale (TCP 35089). Case PSG-5302. Fine: \$16,000. Violations: Engaged 19 drivers without workers' comp; Failed to enroll 20 drivers in DMV EPN program; Failed to enroll 20 drivers in alcohol/drug program; Failed to provide access to records.
- T.21-03-002. Dawit Bekele, Dba First Class limo Services, San Jose (TCP 38190). Case PSG-5362. Fine \$3,000. Violations: carrier 1) operated after suspension of authority; and 2) operated without evidence of Public Liability and Property Damage insurance coverage.
- T.21-03-003. Extranomical Tours LLC, San Francisco (TCP 36854). Case: PSG-5358. Fine: \$2,000. Violations: carrier 1) Operated as a charter-party carrier during suspension of authority.
- T.21-03-004. Elkhorn Packing Co., LLC, Salinas (Unlicensed). Case: PSG-5321. Fine: \$1,000. Violations: carrier 1) Operated as a charter-party carrier without an active authority.
- T.21-03-005. Ambassador Airport Services, Inc., Livermore (TCP 24449). Case: PSG-5364. Fine: \$3,000. Violations: carrier 1) Operated as a charter-party carrier during suspension of authority.
- T.21-03-006. About Time Limousines, LLC, Antelope, TCP 21892. Case PSG-5341. Fine: \$2,000. Violations: carrier 1) failed to provide access to records.
- T.21.03-007. Titan Urban Transportation, Inc., Burlingame (TCP 37562). Case PSG-5277. Fine \$8,000. Violations: carrier 1) operated during suspension of authority; 2) engaged an unlicensed subcarrier; and 3) underreported gross revenue.
- T.21-03-008. Canalside Transportation LLC, San Rafael (Unlicensed). Case: PSG-5325. Fine: \$1,000. Violations: carrier advertised without a valid authority.

Statewide Airport Enforcement Unit Surveillance Activities

- TEB's AEU conducted field activities and surveillance at major airports throughout California. Targeted airports included Los Angeles International, San Diego, Orange County, Long Beach, Hollywood Burbank, Palm Springs, San Francisco, Oakland, and San Jose airports. The main purpose of these activities was to monitor passenger transportation carriers' activities during COVID-19 and report if drivers of these vehicles are complying with face covering and social distance state mandates. AEU staff continued to observe small increase of airport ground traffic during the month of March coming off the COVID -19 era historical lows. AEU Staff did observe that drivers for these carriers were wearing face coverings and complying with social distance mandates. Some of the TNC vehicles observed were not in compliance with the required trade dress. AEU staff is collecting such information for potential enforcement actions.

Los Angeles Airport Citation Program

Table 6. LAX Citations and Fines Collected

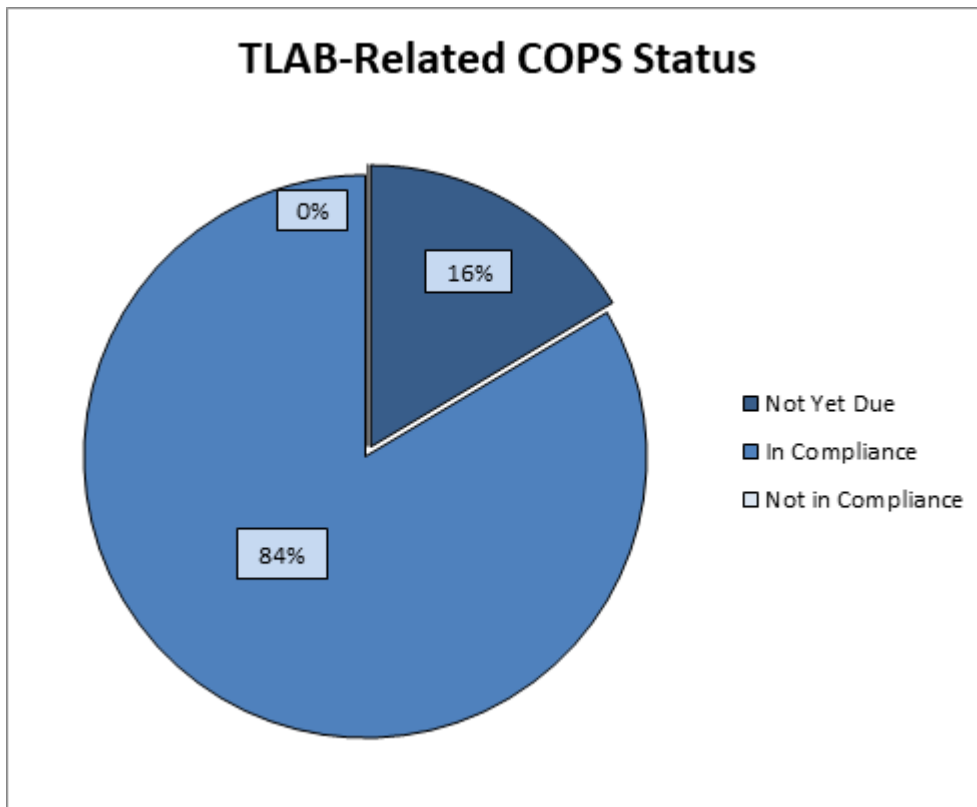
Month	Citations issued by LAX	Citations issued by CPUC	Vehicles impounded	C&D letters issued by CPUC	Total fines collected
April 2020	0	0	0	0	\$0
May 2020	2	1	1	2	\$1,000
June 2020	0	0	0	0	\$0
July 2020	3	3	3	3	\$3,000
August 2020	1	1	1	1	\$1,000
September 2020	10	10	10	10	\$10,000
October 2020	0	0	0	0	\$0
November 2020	2	2	2	2	\$2,000
December 2020	0	0	0	0	\$0
January 2021	0	0	0	0	\$0
February 2021	1	0	0	5	\$0
March 2021	2	1	1	2	\$1,000
Totals	21	18	18	25	\$18,000

Telephone Disconnects

- None to report

Compliance with Ordering Paragraphs

Figure 1. Compliance with Ordering Paragraphs



The Transportation Program is currently responsible for 631 separate Ordering Paragraphs. Many Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by CHP and others. Other OPs uphold TEB enforcement actions and impose fines for carrier violations of law and wrongdoing against consumers. OPs also introduce new reporting requirements and transportation policies.

Docket Activity

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.**
 - 1) 3/8/2021: Notice of Assignment for Alternative Dispute Resolution (ADR) in response to the 12/14/2020 Presiding Officers' Decision imposing penalties against Uber in regard to the sharing of data related to sexual assault and harassment.
- **R.19-02-012 / TNC Rulemaking / Chiv / Shiroma.**
 - 1) 3/4/2021: Decision 21-03-005 approved on Track 3 Issues.
 - 2) 3/19/2021: Scoping Ruling issued for Track 4.
 - 3) 3/30/2021: ALJ Ruling releasing CPED's Response Time Report, as ordered in D.20-03-007.

Formal Enforcement Proceedings

- **No Order Instituting Investigation (OI)s or Order to Show Cause (OSC)s**

Citation Appeal Proceedings

- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim .** On September 26, 2019, appeal was received and filed by ALJ Docket Office. Set for another Status Conference on April 1, 2021.
- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP (TCP35518-B) Appeal / ALJ Goldberg.** On June 1, 2020, received defendant's appeal On June 10, 2020, appeal was filed by ALJ Docket Office. No hearing date has been set.
- **K.20-06-008 / Hamidullah Hamidi dba All Access Limo Service (TCP 31413-B) Appeal / ALJ Goldberg.** On June 24, 2020, received defendant's appeal and filed by ALJ Docket Office. No hearing date has been set.
- **K.20-08-005 / Erick Pierre dba Pilot Limousines Services (TCP 23628-B) Appeal / ALJ (unassigned).** On August 6, 2020, received defendant's appeal and filed by ALJ Docket Office. No hearing date has been set. On September 23, 2020, a Status Conference was held to discuss procedures and set a hearing date during the week of October 26, 2020. WebEx appeal hearing

held on November 3, 2020. On January 29, 2021, received ALJ decision reversing PUC Code Section 5379 and affirming waybills violations. ALJ reduced fine from \$3,000 to \$500. On March 8, 2021, Commission Resolution was signed ordering Pilot to pay the penalty 45 days from date of issuance of the decision.

- **K.20-09-011 / Eskindir Ghebremedhin and Cristobal Javier Castro, dba Egg Ride Services, (TCP 26381-P) Appeal / assigned to Administrative Law Judge (ALJ) Susan Lee.** On September 18, 2020, received defendant's appeal and filed by ALJ Docket Office. On October 1, 2020, CPED filed a compliance filing for Citation # F-5707. On January 22, 2021, ALJ Susan Lee advised the Appellant's attorney sent an email communication on January 16, 2021 explaining the Appellant in this proceeding will proceed with an attorney. ALJ Susan Lee scheduled a telephonic/WebEx status conference on February 1, 2021. ALJ Susan Lee scheduled a telephonic/WebEx evidentiary hearing on February 26, 2021. ALJ Susan Lee advised TEB to file additional briefings by March 24, 2021.
- **K.21-01-019. About Time Limousines LLC (TCP 21892). Appeal / ALJ Thomas J. Glegola.** On December 31, 2020, defendant filed appeal of Citation F-5694 imposing a fine of \$4,000. Docket Office accepted the appeal on January 4, 2021. On February 25, 2021, Docket Office informed defendant that his appeal was successfully and officially filed. Pre-hearing conference scheduled for 04/02/2021.
- **K.21-02-001 / Bogale Getu Abebe., Hayward (TCP 32714).** On January 11, 2021, received defendant's appeal and filed by ALJ Docket Office. Compliance Filing for Citation F-5729 was filed February 16, 2021. No hearing date set.

Carrier Application Proceedings

- **A.19-09-011/ Application of PropSF, LLC (VCC94) to amend its Vessel Common Carrier Authorization to Add Unscheduled Prearranged Service Between Points in San Francisco, Marin, the Peninsula, and the East Bay, Establish Rates and a ZORF for Unscheduled Service, and Request a ZORF of 20% for Both Scheduled and Unscheduled Services / 3/12/21 Proposed Decision issued by ALJ Glegola.**
- **A.20-03-010 / Application of Transit Systems Unlimited, Inc. for authority to Operate as Self-Insured Charter-Party Carrier of Passengers pursuant to Public Utilities Commission General Order No. 115-G / 03/12/2021 Both parties submitted their reply briefs.**
- **A.20-09-004 / Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Angel Island State Park / 3/5/21 Notice issued by Angel Island Immigration Station Foundation.**

- **A.20-09-005** / Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Tiburon / **3/17/21 Ruling issued by ALJ Yacknin.**

Outreach/Training/Other Activities

Training for Managers, Supervisors, and Staff

- Tableau Desktop I and II training
- Diversity Recruiting

Joint Agencies

- **03/09/2021 – 03/11/2021 – Napa/St. Helena Joint Enforcement Operation** – TEB’s Field Enforcement Unit staff (Solis, Nera & Hopkins) worked with the Napa County District Attorney’s office and St. Helena Police Department to address complaints of unlicensed providers of for-hire passenger transportation. The four-day operation, in which a total of 92 vehicles were observed/inspected, resulted in two impounded vehicles.(one for operating without liability insurance and the other for Vehicle Code violations). A number of other minor violations were also observed, such as vehicle not listed and missing TCP #'s
- **03/26/2021 – 03/28/2021 – Napa/St. Helena Joint Enforcement Operation** – TEB’s Field Enforcement Unit staff (Solis, Nera & Hopkins) worked with the Napa County District Attorney’s office and St. Helena Police Department to address complaints of unlicensed providers of for-hire passenger transportation. The four-day operation, in which a total of 153 vehicles were observed/inspected, resulted in one impounded vehicle for operating during suspension and operating a vehicle for over one year after expiration of DMV registration.

UTILITIES ENFORCEMENT BRANCH

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 CPUC to seek appropriate penalties and remedies for consumers.

Monthly Highlights

- **San Jose Clean Energy RA Citation Appeal (K.20-04-005):** The ALJ issued draft Resolution ALJ-406, dismissing SJCE's appeal of citation E-4195-0074 issued on March 10, 2020 by CPED. The draft resolution found that the Commission's RA program does not permit the waiver or reduction of a penalty for system RA deficiencies on the sole basis that tight market conditions render costs and terms commercially impracticable, and that waiving or reducing SJCE's penalty would in effect countermand the Commission's prior decisions implementing the RA requirements without notice to the stakeholders in violation of Pub. Util. Code Section 1708. The draft resolution also affirmed the violations and penalties and order SJCE to pay the penalty of \$1,116,169.48 within 45 days of the resolution.
- **San Diego Community Power RA Citation Appeal (K.21-03-005):** SDCP filed a Notice of Appeal to Citation No. E-4195-0098 issued on February 3, 2021 by CPED, acknowledging that it failed to meet its year-ahead System RA requirements. However, SDCP contends that the deficiency is not a function of process, cost or other factors within its control, but due to a historically tight RA market. As such, it requests that the Commission exercise its discretion under Pub. Util. Code Section 380 and assess no penalty for its violations. CPED filed its compliance filing pursuant to Resolution ALJ-377. The ALJ issued a ruling ordering a joint response from SDCP and CPED addressing six question related to facts that are in dispute, evidence SDCP intends to present, alternative dispute resolution, discovery, and proposed schedule for briefs and testimony.
- **Western Community Energy RA Citation Appeal (K.21-03-006):** WCE filed a Notice of Appeal to Citation No. E-4195-0099 issued on February 9, 2021 by CPED, arguing that procurement circumstances specific to WCE made it impossible for WCE to meet its RA obligations. As such, WCE requests that the Commission dismiss the citation or reduce the penalties. CPED filed its compliance filing pursuant to Resolution ALJ-377.
- **Continuum Surrender of CTA Registration (Resolution UEB-007):** The Commission adopted Resolution UEB-007, approving Continuum's voluntary surrender of its CTA registration. The company no longer serves customers in California.
- **ASSURANCE WIRELESS (Resolution UEB-008):** CPED drafted Resolution UEB-007 requesting that the Commission approve a settlement agreement between CPED and Assurance (wholly owned by Sprint). CPED alleged that Assurance failed to comply with federal non-usage rules by claiming reimbursement for Lifeline customers who should have been de-enrolled for non-usage. The draft resolution was served on all parties for comments.

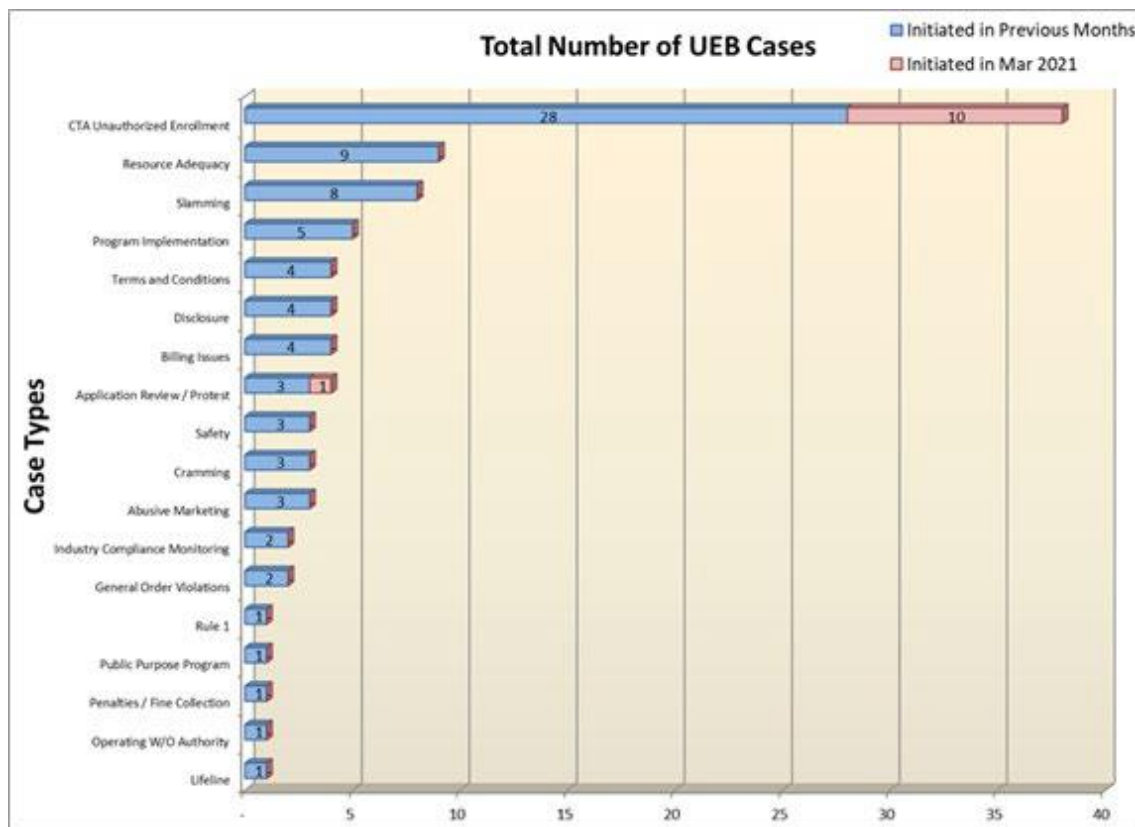
- One-Ring CPCN Application Protest (A.21-02-006):** CPED protested One-Ring’s application for a Certificate of Public Convenience (CPCN) to operate as a competitive local exchange carrier. CPED alleged that One-Ring committed Rule 1.1 violations for omitting required information in its application.

Key Activities

UEB is working on a total of 94 cases. Investigations center primarily on CTA Unauthorized Enrollment, Slamming, 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.

Cases by Type as of March 31, 2021

Figure 1. UEB Total Number of Cases by Type Chart



Citations/Fines/Reparation

UEB did not issue any fines, penalties, or citations during the month of March 2021. Cumulative 2021 fines, reparations and penalties imposed are shown below.

Table 7. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/ Reparation
March 2021	\$0
Cumulative 2021	\$4,556,916

- 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, 11-06-022, 14-06-050, 19-06-026, and 20-06-031. UEB received payment for one citation and Notice of Appeals for two citations that was issued back in February 2021 as shown below.

Table 8. UEB Resource Adequacy Citations

STATUS OF RESOURCE ADEQUACY CITATIONS MARCH 2021					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0097	2/4/2021	Pilot Power Group	\$41,292.00	3/8/2021	Payment received 3/3/2021
E-4195-0098	2/3/2021	San Diego Community Power	\$388,288.00	3/5/2021	Notice of Appeal received 3/5/2021 (K.21-03-005)
E-4195-0099	2/9/2021	Western Community Energy	\$1,529,866.40	3/11/2021	Notice of Appeal received 3/11/2021 (K.21-03-006)
		Total	\$1,959,446.40		

- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In March, UEB reviewed 189 CTA-related complaints received by the Consumer Affairs Branch (CAB) in February 2021 and identified 45 needing investigation. UEB issued 10 data requests for proof of enrollment authorization for 44 customers. One complaint did not contain enough information in CAB’s Consumer Information Management System (CIMS) to be included in the data requests. So far, UEB received 7 third-party verification (TPV) recordings as proof of customer authorization to enroll in CTA services. Two customers did not have service accounts with the alleged CTAs. Staff’s investigation for February is still ongoing as UEB is awaiting data request responses from a few CTAs.

In addition, staff issued a Notice of Citation to Bolt Energy Services, LLC (Bolt) on March 1, 2021 for three customers alleging unauthorized enrollment in October 2020. UEB provided Bolt with a deadline of March 31, 2021 to respond to the Notice of Citation. Since Bolt did not respond to the Notice of Citation by the March 31, 2021 deadline, UEB will be issuing a formal citation to Bolt for these three unauthorized enrollments.

Table 9. UEB CTA-Related Complaints

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
March	189	45	10	Pending	Pending	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of March. UEB was responsible for 41 separate Ordering Paragraphs. As of March 2021, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus none are out of compliance.

Ordering Paragraphs related to UEB's work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB's investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

UEB-Related Proceedings

Table 10. UEB-Related Proceedings

Docket No.	Title	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	Aceves
R.18-12-005	Ruling directs Pacific Gas and Electric Company to show cause why it should not be sanctioned for violation of Public Utilities Code § 451 and Commission statutes by failing to properly communicate with its customers, and coordinate with local governments and Public Safety Partners during the Public Safety Power Shutoff (PSPS) events during October 9 - November 1, 2019, resulting in a risk to public safety.	Semcer/ Poirier	Batjer
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.18-07-009	Order Instituting Investigation on the Commission's Own Motion into the California's One Million New Internet Users Coalition's Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Rechtschaffen
I.19-12-009	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Frontier Communications to Determine Whether Frontier Violated Laws, Rules and Regulations through Service Outages and Interruptions and Disclosing and Publishing Customer Addresses.	Zhang	Randolph

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.20-04-005	Appeal of San Jose Clean Energy to citation E-4195-74 issued on April 10, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-05-006	Appeal of Clean Power Alliance of Southern California to citation E-4195-82 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-03-005	Appeal of San Diego Community Power to citation E-4195-98 issued on February 3, 2021 by Consumer Protection & Enforcement Division.	Gubman	N/A
K.20-03-006	Appeal of Western Community Energy to citation E-4195-99 issued on February 9, 2021 by Consumer Protection & Enforcement Division.	Wercinski	N/A
A.21-02-006	Protest of One-Ring's Certificate of Public Convenience and Necessity to Operate as a Competitive Local Exchange Carrier.	TBD	TBD

Outreach/Training/Other Activities

State National Action Plan (SNAP): On March 18, 2020¹, the FCC met and discussed the Emergency Broadband Benefit Program. It is a \$3.2 billion federal initiative that will provide relief to households struggling to pay for internet service during the pandemic.

The FCC also discussed the Broadband Deployment Accuracy and Technological Availability Act, reforming the processes the Commission uses to collect fixed and mobile broadband network deployment data. The FCC has adopted requirements for fixed and mobile broadband service providers to submit availability and quality of service data, including standardized propagation maps and reporting parameters for mobile broadband service coverage. The Commission is developing a Broadband Serviceable Locations Fabric, or a common dataset of all locations in the United States where fixed broadband internet access service can be installed.