



California Public
Utilities Commission

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

April 2026

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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 9,600 carriers throughout California. Items processed in April 2026 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.

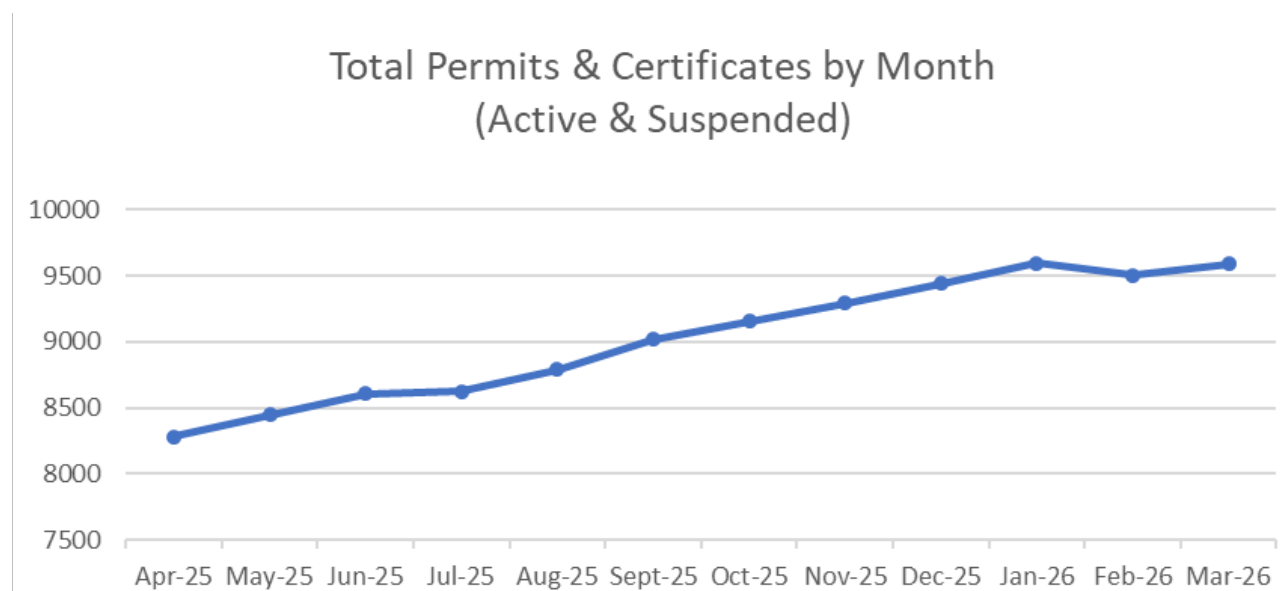


Table 1. Permits and Certificates by Category

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 | 9,460 |
| Passenger Stage Corporation | 105 |
| Vessel Common Carrier | 15 |
| Transportation Network Company | 16 |
| 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.

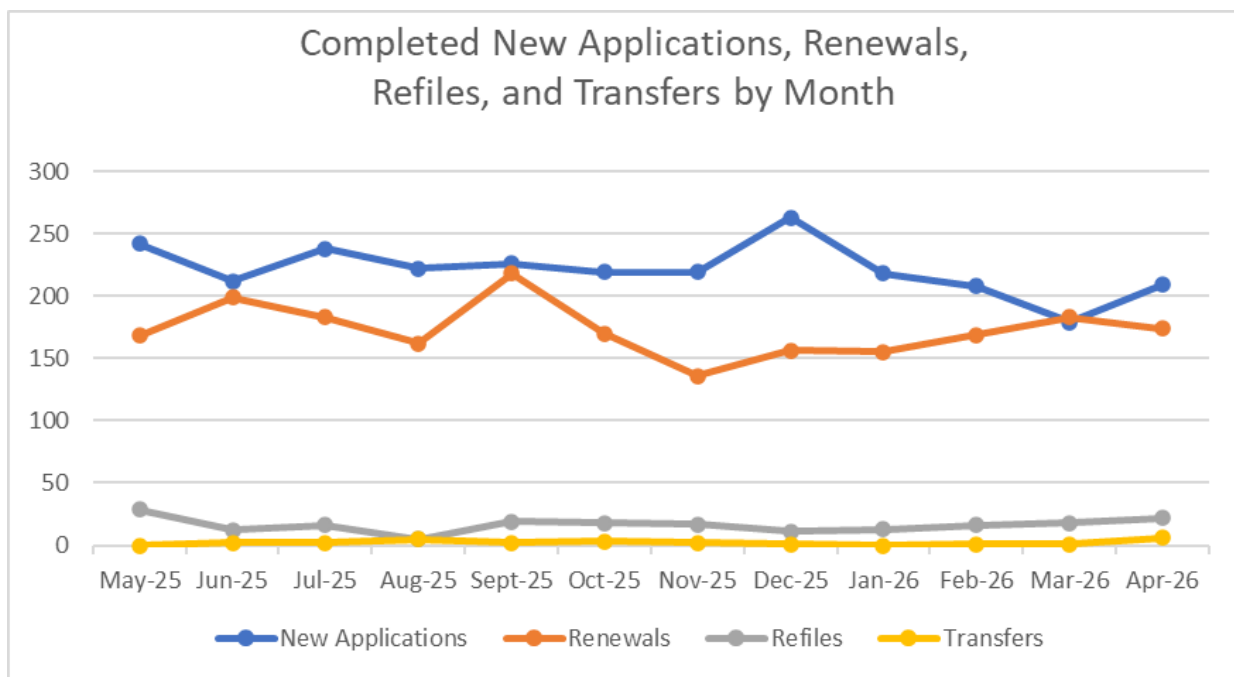


Figure 3. Suspensions and Revocations by Month

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.

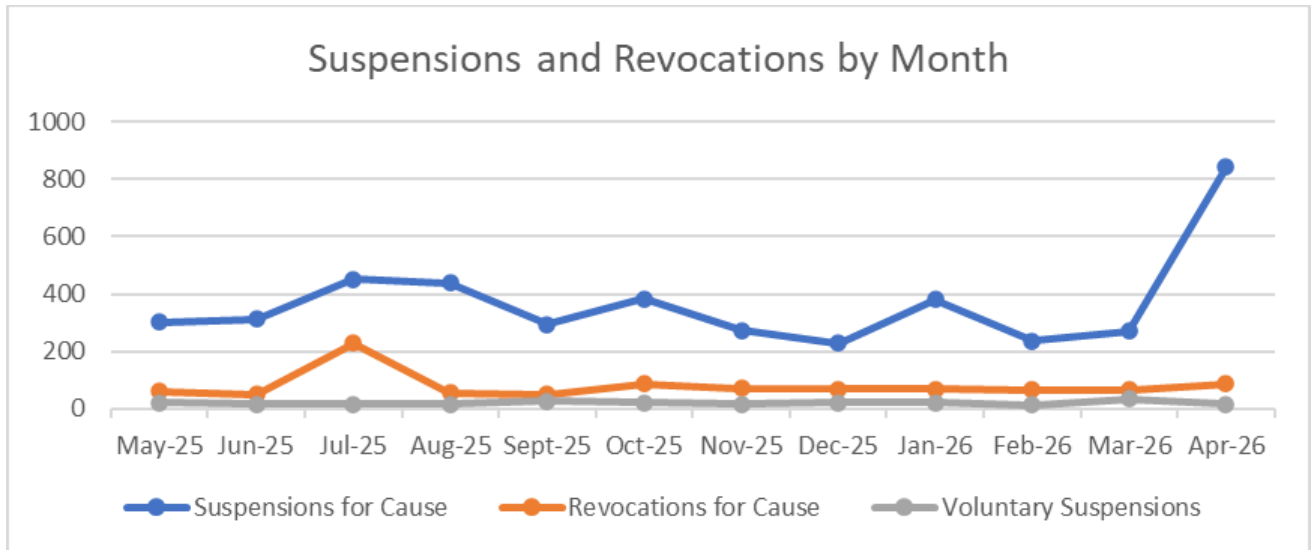
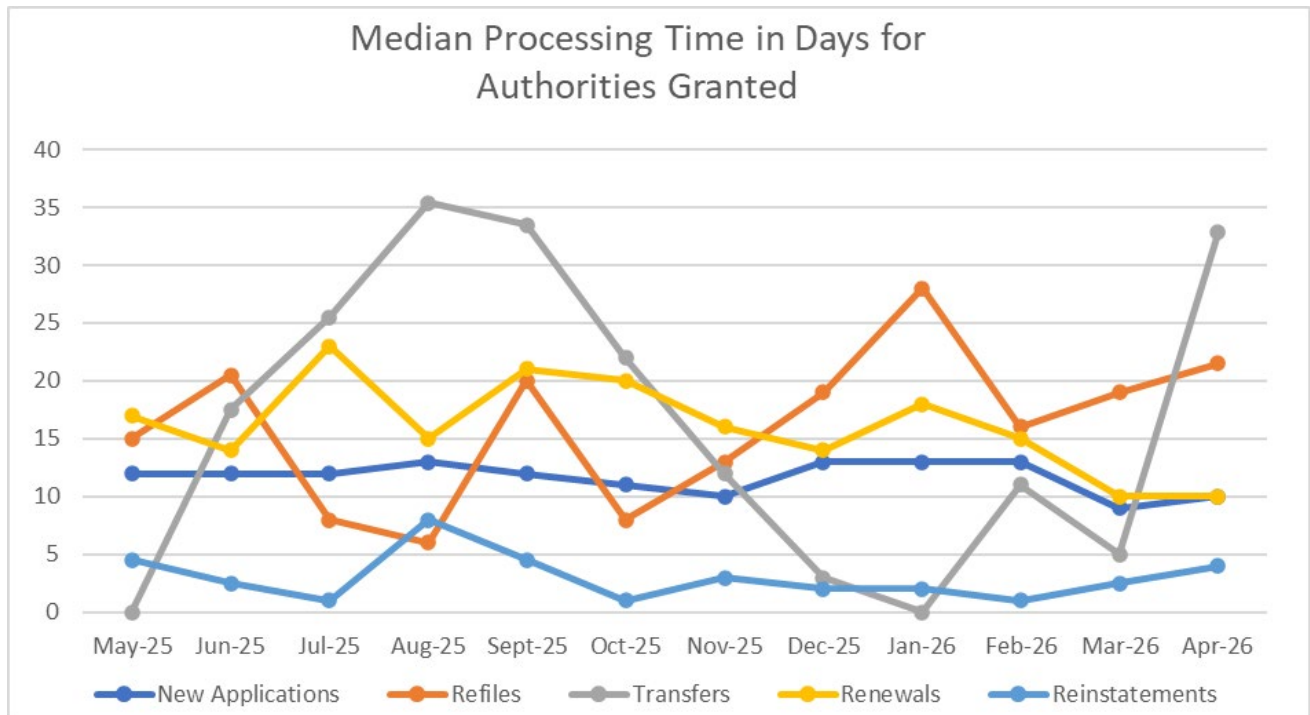


Figure 4. Median Processing Times

Median 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 median 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 implementing 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 was closed on January 15, 2026. R.21-11-014 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.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.26-04-004](#) / Application of Roy H. Halim Machmur, Sole Proprietor, doing business as Liberty Day Express, for authority to operate as an on-call Passenger Stage Corporation between points in Orange County and Los Angeles County and to establish a Zone of Rate Freedom (ZORF) fare structure / **04/06/2026 Application filed**
- [A.25-12-023](#) / Application of 805 Links LLC for authority to obtain a Certificate of Public Convenience and Necessity and the authority to operate as a scheduled passenger stage corporation between points in the cities of Ventura, Oxnard, Camarillo and Los Angeles and to establish a Zone of Rate Freedom (ZORF) fare structure / **04/29/2026 Executive Director’s Order issued**
- [A.25-10-002](#) / Application of Santa Barbara Airbus, Inc. d/b/a Santa Barbara Airbus (PSC-1262) for Authority to Increase Base Fares and Continue to Maintain a Zone of Rate Freedom. / **04/30/2026 Executive Director’s Order issued**

Joint Agency Collaboration/Outreach/Training

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

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- Bi-monthly Staff Work Group meeting between TLAB and Department of Motor Vehicles Autonomous Vehicles Branch

Outreach and Education. TLAB provides outreach and education to potential and current carriers through presentations on application fundamentals at venues such as SFO and LAX, and attendance at functions sponsored by transportation-related organizations such as the Greater California Livery Association and the California Bus Association.

Training. TLAB managers and staff regularly attend all trainings required by the Commission, as well as trainings for developing work skills and industry-specific trainings. For example:

- New Employee Training

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- 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 Directives¹ and Enforcement Policy,² TEB developed and utilizes a Safety Management System that is implemented through the following pillars: Transportation Safety Assurance, Transportation Risk Management, and Transportation Safety Promotion.

Transportation Safety Management System

TEB reports the following progress for April 2026 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:

- Palm Springs Airport-Field Operation-04/09/2026
- Cross Border Xpress Terminal-Field Operation-04/23/2026
- Los Angeles Dodger Stadium-Field Operation-04/24/2026

Transportation Safety Complaint Referrals:

¹ [CPUCs Strategic Directives \(ca.gov\)](#)

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

- For the month of April 2026, TEB received a total of 50 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

| Complaints Referred By: | Received |
|---|----------|
| Consumer Affairs Branch (CAB) | 8 |
| Los Angeles World Airport Police Department (LAWA) | 23 |
| Safety Enforcement Division (SED) | 3 |
| San Francisco Ground Transportation Unit (SFO GTU) | 6 |
| TCP Carrier | 1 |
| Transportation Licensing and Analysis Branch (TLAB) | 9 |

TEB Operational Analysis – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the entities the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated risks above the risk tolerance level.

Transportation Safety Promotion – Supporting efforts to assure that the public and regulated transportation entities can make informed choices and know how to respond to unsafe situations. For TEB, this includes Training and Education, Outreach Efforts with Industry and Law Enforcement, and Commission Engagement.

- No Safety Promotion Activities for April 2026.

Table 3. TEB Enforcement Activities³

| 2025 Enforcement Activity | Jan 2026 | Feb 2026 | Mar 2026 | April 2026 | May 2026 | June 2026 | July 2026 | Aug 2026 | Sept 2026 | Oct 2026 | Nov 2026 | Dec 2026 | Total |
|---|----------|----------|----------|------------|----------|-----------|-----------|----------|-----------|----------|----------|----------|-------|
| Beginning Investigations Balance | 118 | 98 | 108 | 90 | | | | | | | | | N/A |
| (+) New Investigations | 5 | 43 | 23 | 28 | | | | | | | | | 99 |
| (-) Closed Investigations | 25 | 33 | 41 | 41 | | | | | | | | | 140 |
| Ending Investigations Balance | 98 | 108 | 90 | 77 | | | | | | | | | N/A |
| Investigations Open Longer than 6 Months | 1 | 2 | 5 | 2 | | | | | | | | | N/A |
| % Of investigations Open Longer than 6 Months | 1% | 2% | 5% | 2% | | | | | | | | | N/A |
| Cease and Desist Notices | 5 | 12 | 8 | 7 | | | | | | | | | 32 |
| Airport Authority Warning Letters (G.O. 3.02) | 0 | 3 | 1 | 1 | | | | | | | | | 5 |
| Warning Letters | 8 | 8 | 8 | 3 | | | | | | | | | 27 |
| Citations | 4 | 10 | 13 | 6 | | | | | | | | | 33 |
| Vehicle Impounds | 0 | 8 | 3 | 1 | | | | | | | | | 12 |

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

Table 4. TEB Fines Assessed from Investigations

| Date | Citations/Fines |
|-----------------|-----------------|
| January 2026 | \$43,500.00 |
| February 2026 | \$18,000.00 |
| March 2026 | \$80,200.00 |
| April 2026 | \$50,0000.00 |
| Cumulative 2026 | \$191,700.00 |

Table 5. Citation Appeal Proceedings

| Docket No./ ALJ / Enforcement Analyst / Supervisor | Entity | Status |
|---|--|--|
| <p>K.24-05-024 K.24-05-027 ALJ Kelly CPED: Alex Nera / Lana Tran- Courney</p> <p>[CONSOLIDATION ALERT: Per ALJ Kelly's 7/15/2024 E-Mail Ruling, K.24-05-024 and K.24-05-027 were consolidated.]</p> | <p>Tutor Time Learning Center, LLC (TCP 41692)</p> | <p>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.</p> <p>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.</p> <p>On January 12, 2026, Draft Resolution ALJ-489 was issued by the ALJ which denies Tutor Time Learning</p> |

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| | | |
|--|--|--|
| | | Center, LLC’s appeals and affirmed two CPED citations. The draft resolution instructs Tutor Time must pay \$31,000 in fines, immediately stop all passenger transportation operations, and apply for a valid charter-party carrier permit with required insurance, safety certification, and qualified driver documentation. Failure to comply may result in referral to the Riverside County District Attorney and potential permanent disqualification from future CPUC proceedings. The Commission granted CPED’s motions for confidential treatment of sensitive personal and vehicle information, which will remain confidential indefinitely. The resolution is pending Commission approval. On April 22, 2026, ALJ Kelly reopened the record, requiring action of the parties. |
| K.25-07-007ALJ: Margery Melvin CPED: Kim Quach-Castro Hang / Eric Hooks | Silvio Sales Botelho (TCP 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. The carrier provided documents on October 13, 2025. CPED has no additional documents to submit. Awaiting the ALJ’s ruling on the Appeal. |
| K.25-10-009 ALJ: Patricia Miles 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 Compliance Filing. The case was settled on November 20, 2025, the \$4,000 citation was reduced to \$2,000; On November 25, 2025, Mr. Diaz paid \$2,000; On November 26, 2025, the analyst advised ALJ Miles of the settlement and the parties will file a Joint Motion to Withdraw this appeal. On December 17, 2025, the Joint Motion to withdraw the appeal was filed and served. ALJ Miles stated she will act on the motion. On 2/27/26, ALJ Miles sent a draft resolution to the analyst accepting settlement. Pending Commission Approval. On 3/4/26, the analyst returned the draft resolution accepting settlement to ALJ Miles. Awaiting Commission Approval. |

MONTHLY ACTIVITY REPORT – CPED

| | | |
|--|--|---|
| <p>K.25-10-012 ALJ: Theresa Moore CPED: Steve Esguerra / Shirley Lei</p> | <p>White Diamond Limousine LLC (TCP 41682-A)</p> | <p>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. Appeal Hearing scheduled for December 17, 2025. On December 17, 2025, the analyst testified at the Appeal hearing. On 1/23/26, ALJ Moore instructed White Diamond Limousine LLC to file tax returns for the last two years within 10 days of the date of the ruling. On 2/17/26, analyst requested a copy of the appellants’ financial documents from ALJ Moore. On 3/26/26, Shirley Lei, PPS reviewed the appellants’ financial documents at ALJ Moore’s office. Awaiting ALJ’s ruling.</p> |
| <p>K.25-10.018 ALJ: Jaime Ormond CPED: Shantanro Taylor / Eric Hooks</p> | <p>Osama Rashed dba Mayar Limousine Service-Millbrae (TCP 21447-P)</p> | <p>Citation #T.2025-09-003 served on September 8, 2025. Appeal Filed November 4, 2025. On February 3, 2026, ALJ Ormond requested the carrier’s financials, and the settlement agreement must be submitted via email by COB on 2/20/26. The financials and settlement agreement were emailed to ALJ Ormond as directed on 2/20/26. Awaiting ALJ’s ruling.</p> |
| <p>K.25-12.003 ALJ: Patrick Petersen CPED: Ronald Truss/ Lana Tran-Courney</p> | <p>EKMK, Inc. TCP 40635-B</p> | <p>Citation # T.2025-10-008 served on October 10, 2025. Appeal filed on December 02, 2025. On December 16, 2025, ALJ Patrick Petersen was assigned to the appeal. Settlement agreement mailed out USPS Certified Tracking # 95890710527014700121-01. On January 29, 2026, legal filed a Joint Motion of EKMK Incorporation and the Consumer Protection and Enforcement Division for Commission Adoption of Settlement Agreement. Awaiting ALJ’s acceptance of the Settlement Agreement.</p> |
| <p>K2604013 ALJ: Cai CPED: Sheelah Dawadi/Lana Tran-Courney</p> | <p>Cosand Partners LLC dba Elite Black Services PSG-3373</p> | <p>Citation T.2026-03-010 served on March 19, 2026, Appeal Filed April 24, 2026.</p> |

MONTHLY ACTIVITY REPORT – CPED

| | | |
|---|---|--|
| <p>K.26-02-006</p> <p>ALJ: P. Peterson</p> <p>CPED: Bezawit Dilgassa/ Lana Tran-Courney</p> | <p>ISS Action, Inc., Chula Vista, TCP 39348 Z</p> | <p>Citation T.26-01-018 served January 21, 2026. Appeal Filed February 12, 2026. Compliance Filing filed on February 26, 2026. On February 27, 2026, the ALJ instructed CPED to amend appeal. On March 19, 2026, CPED filed an amended Motion, and it was granted on March 24, 2026.</p> |
|---|---|--|

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

| Month | Transportation Charter-Party (TCP) | Transportation Network Companies (TNC) | Passenger Stage Corporations (PSC) | Autonomous Vehicle Passenger Service (AV) |
|---------------|------------------------------------|--|------------------------------------|---|
| January 2026 | 40 | 0 | 0 | 0 |
| February 2026 | 204 | 294 | 2 | 11 |
| March 2026 | 29 | 0 | 0 | 0 |
| April 2026 | 181 | 107 | 0 | 0 |

Table 7. Joint Operations with Law Enforcement Agencies

| Agency | Operation |
|-------------------------------|---|
| Los Angeles Police Department | Los Angeles Dodger Stadium- TCP/TNC/PSC Passenger Carrier Joint Operation |

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

UTILITIES ENFORCEMENT BRANCH (UEB)

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

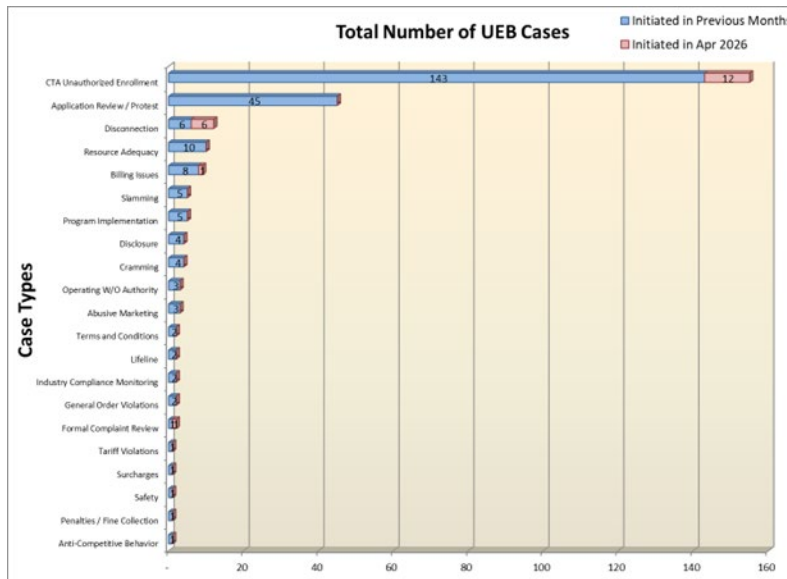
Monthly Highlights

- **Havasu Water Company Investigation (I.25-08-007):** On April 1, 2026, CPED filed its response to Havasu’s Appeal of the Presiding Officer Decision (POD) issued on February 13, 2026. CPED argues that the evidence and law recited in the POD is more than sufficient to support the decision’s findings that Havasu’s well-documented history of violating public utility statutes and regulations, and failure to comply with Commission orders meets the condition necessary for the appointment of a receiver. CPED requests that the Commission approve the POD with the minor typographical and technical errors identified for correction by CPED in Appendix A of its appeal.
- **NetTalk.com/NT Connect Administrative Enforcement Order (CPUC-23-AEO):** On April 8, 2026, CPED issued an Administrative Enforcement Order (AEO) to NetTalk.Com/NT Connect imposing a \$39,000 penalty, and a seven-year ban against its principals from participating in and benefiting from all Commission programs. CPED issued the AEO based on allegations that the company continued to operate without authority after its 2015 license revocation, ignored Commission orders, failed to report revenues or remit required surcharges, violated acquisition requirements, misrepresented information and refused to cooperate with CPED’s investigation.

Key Activities

UEB is working on a total of 293 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 April 30, 2026



Citations/Fines/Reparation

On April 8, 2026, UEB issued an AEO to NetTalk.Com/NT Connect, and imposing a penalty in the amount of \$39,000 for allegations that the company continued to operate without authority.

On April 27, 2026, UEB issued a Resource Adequacy (RA) citation in the amount of \$10,000 to BP Energy Retail for its April 2026 Month-Ahead System and Flexible RA deficiencies.

On April 30, 2026, UEB issued a disconnection citation to Southern California Edison in amount of \$259,000 for its violation of the Disconnection requirements under Resolution UEB-006.

In April 2026, UEB issued two (2) CTA citations to Wave Energy in the amount of \$2,000, four (4) citations to Peak Six Power and Gas in the amount of \$4,000, one (1) citation to United Energy Trading in the amount of \$1,000, and one (1) citation to Big Tree Energy in the amount of \$1,000. All citations were issued for failure to provide valid proof of enrollment verification.

Cumulative 2026 fines, reparations and penalties imposed from UEB’s cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

| Date | Citations/Fines/Reparation |
|-----------------------|----------------------------|
| January to March 2026 | \$69,764 |
| April 2026 | \$316,000 |
| Cumulative 2026 | \$385,764 |

- 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. On April 27, 2026, UEB issued Citation No. E-4195-201 in the amount of \$10,000 to BP Energy Retail Company LLC for its April 2026 Month-Shead System and Flexible RA Compliance Filing deficiency cured within five business days from date of notification by ED.
- 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). There were no citation activities for the month of February 2026. On April 30, 2026, UEB issued Citation No. UEB-006 SCE 664-922 in amount of \$259,000 to Southern California Edison Company for its violation of issuing a bill to a residential customer for a credit or service deposit to re-establish service.
- Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In April 2026, UEB reviewed 368 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (March 2026) and identified 101 needing investigations for potential unauthorized enrollment. Staff issued 12 data requests for proof of enrollment authorization. UEB received proof of enrollment authorization for 74 customers. Therefore, CTA investigations from March are still ongoing.

On April 1, and 17, 2026, UEB issued Peak Six Power and Gas, LLC Citation No. UEB-003-0644 for \$1,000 and Citation No. UEB-003-0646-0648 in the amount of \$3,000, respectively. On April 7, and 17, 2026, UEB issued Wave Energy, LLC Citation No. UEB-003-0639 for \$1,000 and Citation No. UEB-003-0649 in the amount of \$1,000, respectively. On April 15, 2026, UEB issued United

Energy Trading, LLC Citation No. UEB-003-0645 in the amount of \$1,000. On April 27, 2026, UEB issued Big Tree Energy CA, LLC Citation No. UEB-003-0650 in the amount of \$1,000. All citations were issued for failure to provide valid proof of enrollment authorization.

On April 13, 2026, UEB issued 1 Warning Letter to Smart One Energy, LLC notifying them that it is required to provide valid proof of enrollment authorization per D.18-02-002 and Resolution UEB-003 for all customers, no matter when the customer was enrolled. Smart One Energy did not retain an active customer’s proof of authorization from their enrollment back in 2017. In addition, UEB recommended Smart One Energy revise its record retention policy to retain proof of enrollment authorization for customers as long as they remain with the company, including customers who remained on a month-to-month basis after their initial term ended.

Table 10. UEB CTA-Related Complaints

| Month Reviewed | CTA-Related Complaints | | Data Requests Issued | Proof of Authorization Obtained | Citations Issued | Enforcement Action Issued |
|----------------|------------------------|-------------------------|----------------------|---------------------------------|------------------|---------------------------|
| | Total Reviewed | Unauthorized Enrollment | | | | |
| April | 368 | 101 | 12 | 74 | 8 | 1 |

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPs Tracker for the month of April 2026. UEB was responsible for 41 separate Ordering Paragraphs. As of April 2026, 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 Tracker do not include tracking for compliance with payment of citations, penalties, surcharges, or the like, which are assigned to Fiscal Office under the Fiscal Payment Tracker (FPT) system. However, UEB staff tracks such payments separately in our case management system and informs fiscal of any identified issues.

UEB-Related Proceedings

Table 11. UEB-Related Proceedings

MONTHLY ACTIVITY REPORT – CPED

| 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 |
| A.25-10-022 | Registration of Easton Telecom Services for a Certificate of Public Convenience and Necessity to Provide Non-Facilities Based Digital Voice Fixed Interconnected VoIP Services Pursuant to Public Utilities Code Section 1013. | Goldberg | Houck |

Outreach/Training/Other Activities

SNAP Summary: There was no April SNAP call. Staff contacted the National Association of Regulatory Utility Commission (NARUC) liaison about an April call and will attend if one is scheduled.