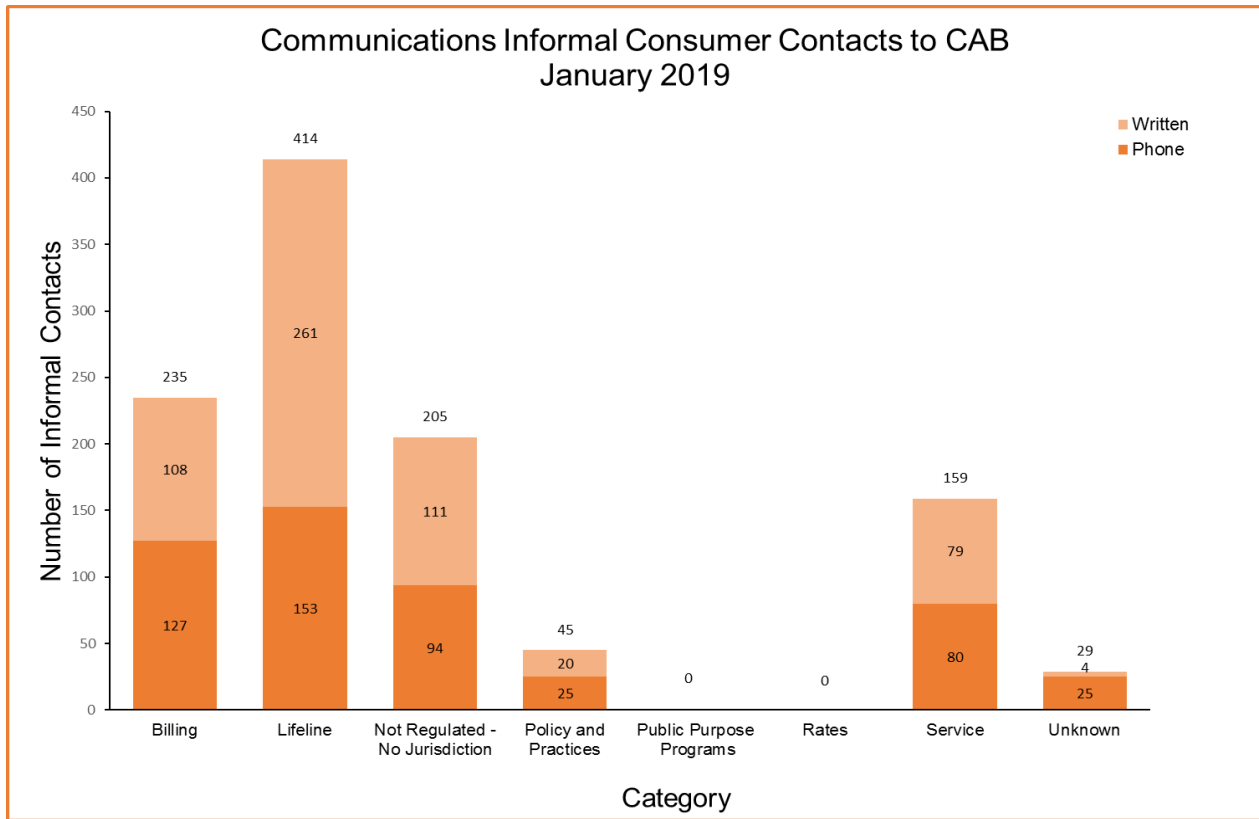


**Communications Industry
Informal Consumer Contacts
January 2019**



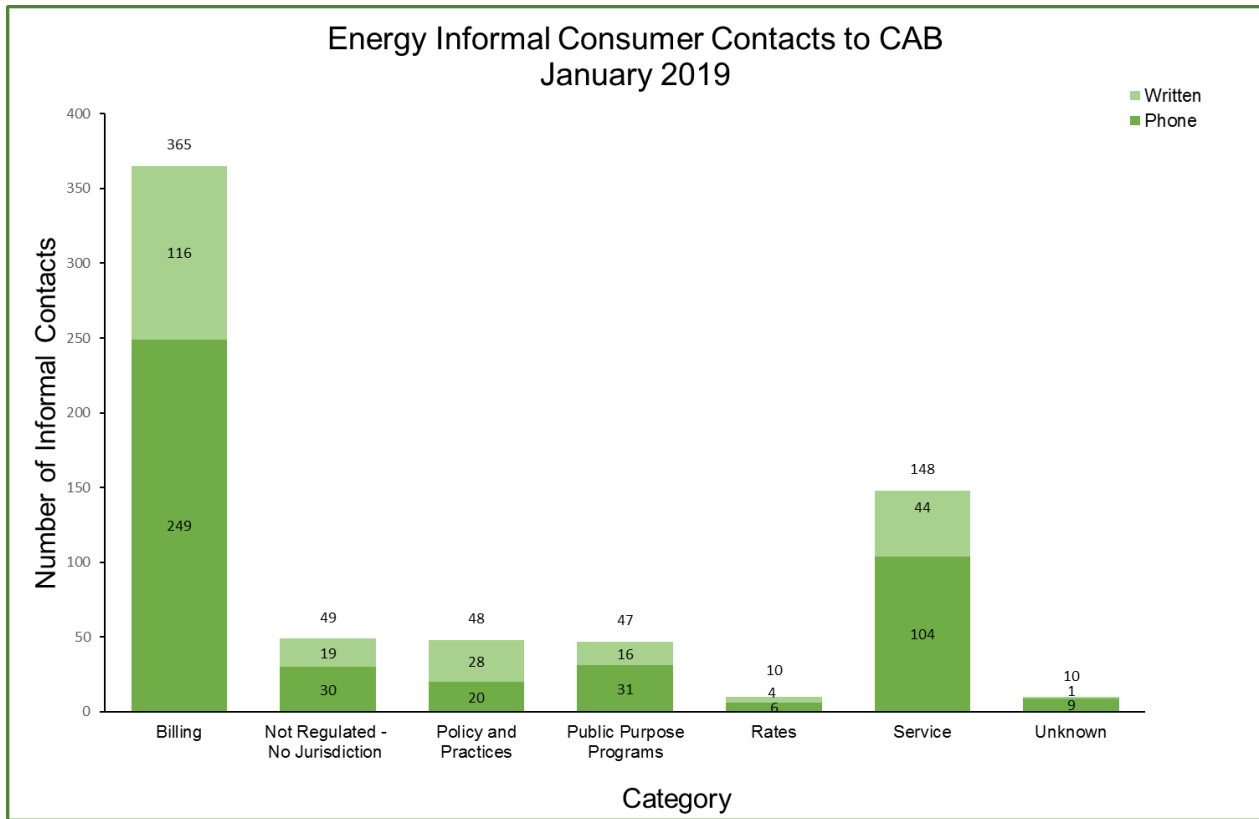
Communications Informal Consumer Contacts to CAB January 2019

Category ¹	Phone	Written	Total	% of Total
Billing	127	108	235	22%
Lifeline	153	261	414	38%
Not Regulated - No Jurisdiction	94	111	205	19%
Policy and Practices	25	20	45	4%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	80	79	159	15%
Unknown	25	4	29	3%
Grand Total	504	583	1087	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

**Energy Industry
Informal Consumer Contacts
January 2019**



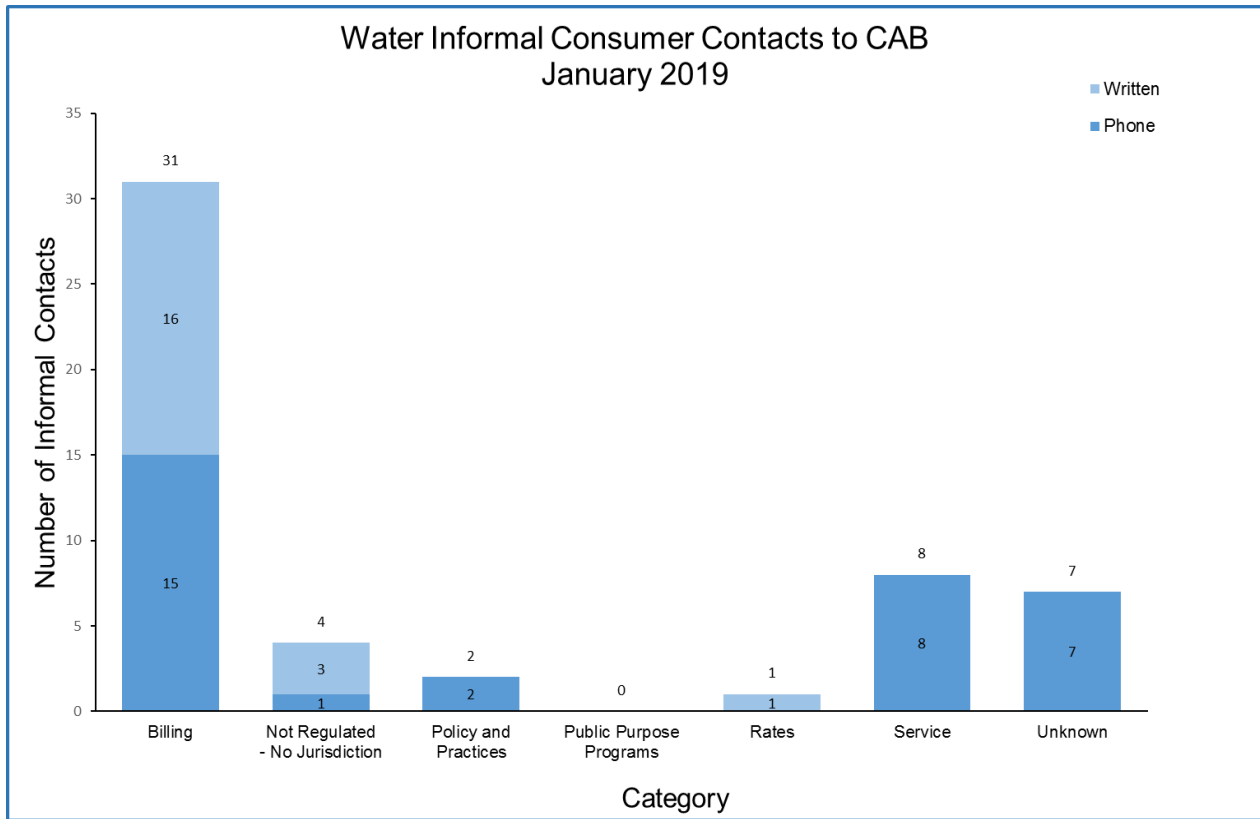
Energy Informal Consumer Contacts to CAB January 2019

Category ¹	Phone	Written	Total	% of Total
Billing	249	116	365	54%
Not Regulated - No Jurisdiction	30	19	49	7%
Policy and Practices	20	28	48	7%
Public Purpose Programs	31	16	47	7%
Rates	6	4	10	1%
Service	104	44	148	22%
Unknown	9	1	10	1%
Grand Total	449	228	677	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

**Water Industry
Informal Consumer Contacts
January 2019**



Water Informal Consumer Contacts to CAB January 2019

Category ¹	Phone	Written	Total	% Total
Billing	15	16	31	58%
Not Regulated - No Jurisdiction	1	3	4	8%
Policy and Practices	2	0	2	4%
Public Purpose Programs	0	0	0	0%
Rates	0	1	1	2%
Service	8	0	8	15%
Unknown	7	0	7	13%
Grand Total	33	20	53	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).