DRAFT

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Consumer Protection & Enforcement Division

Resolution UEB-007 March 4, 2021

<u>RESOLUTION</u>

Resolution UEB-007. Approves Continuum Energy Services, LLC's (CTA0024) surrender of its Core Transport Agent (CTA) registration.

SUMMARY

This Resolution approves Continuum Energy Services, LLC's (Continuum) request to surrender its CTA registration, with an effective date of today. On December 9, 2020, Continuum submitted a letter to the Consumer Protection and Enforcement Division (CPED) requesting approval to surrender its core transport agent registration.¹ This resolution is proposed by the Director of the CPED, as outlined in Rule 14.1 (c).²

BACKGROUND

Public Utilities (Pub. Util.) Code section 981(a) established a list of requirements for CTA registration with the California Public Utilities Commission (CPUC).³ In addition, Pub. Util. Code section 982(d) directed the CPUC to require each CTA to update its registration status "within 60 days of any material change in the information provided."⁴ Decision (D).18-02-002, Ordering Paragraph 1b established the CPUC's authority to require each CTA to update its registration status, in the event of any material changes to the information provided.⁵ The list of the types of "information provided" by each CTA is set out in Pub. Util. Code section 980(a).⁶

On April 1, 2016, Continuum ceased operations in California, transferred its customer base to CenterPoint Energy Services, LLC, (CenterPoint), and terminated all sales activity within the state. On July 26, 2016, Continuum finalized the sale of its assets to CenterPoint. However, Continuum failed to update its registration status within 60 days following the sale of its assets to CenterPoint and termination of its California business, which is in violation of Pub. Util. Code

¹Continuum's Letter of Surrender to the CPED (Dec. 9, 2020) Attachment A.

² CPUC Rules of Practice and Procedure, Rule 14.1(c) (Apr. 1, 2018).

³ Pub. Util. Code Section 981(a).

 $[\]frac{4}{2}$ Pub. Util. Code Section 982(d).

⁵ D.18-02-002, Decision on Phase Two Issues Regarding Core Transport Agents, Ordering Paragraph 1b (Feb. 15, 2018) at pp. 169-170.

⁶ Pub. Util. Code Section 981(a). See also D.18-02-002 at pp. 10-11.

section 982(d), and D.18-02-002.

On December 9, 2020, following an investigation into Continuum's alleged violation of registration requirements, CPED received a letter from Continuum for the voluntary surrender of its CTA registration.

This Resolution approves Continuum's request to voluntarily surrender its registration as the company is no longer serving customers in California. In addition, the CPUC views Continuum's failure to notify the CPUC about the material changes to its registration information as a de minimis violation due to an administrative error, with no apparent resulting harm to Continuum's customers. As a result, CPED will not pursue further enforcement action.

NOTICE

In compliance with Pub. Util. Code Section 311(g), on January 14, 2021, the CPUC provided notice to all interested parties on record that the draft Resolution UEB-007 is available for public comment at the CPUC's website <u>www.cpuc.ca.gov/.²</u> Additionally, CPED informed these parties of the availability of the conformed Resolution at the same website.

DISCUSSION

Pursuant to Pub. Util. Code sections 982(d) and D.18-02-002, Ordering Paragraph 1b, every CTAs is required to update its registration status to the CPUC "within 60 days of any material change in the information provided."⁸

On April 1, 2016, Continuum ceased operations in California, transferred its customer base to CenterPoint, and terminated all sales activity within the state. On July 26, 2016, Continuum finalized the sale of its assets to CenterPoint. However, Continuum failed to update its registration status within 60 days following the sale of its assets to CenterPoint and termination of its California business, which is not in compliance with Pub. Util. Code section 982(d), and D.18-02-002.

In February 2018, the CPUC updated CTA registration rules regarding terms of service and liability bonds. Continuum failed to respond to multiple attempts by the CPUC's Energy Division (ED) staff to implement compliance with the CPUC's newly enacted bond and terms of service requirements. Following ED's referral to CPED, CPED found that Continuum no longer operated in California. CPED determined that Continuum is not operationally capable of serving California CTA customers, pursuant to Pub. Util. Code section 983.5(a)(3) because the company exited the California CTA market and dissolved its business.² CPED's investigation found that Continuum was not operationally capable of providing the

⁷ Pub. Util. Code Section 311(g).

⁸ Pub. Util. Code Section 982(d); D.18-02-002, Ordering Paragraph 1b (Feb. 15, 2018) at pp. 169-170.

² CPED Staff Report: SURRENDER OF CORE TRANSPORT AGENT LICENSE FOR CONTINUUM ENERGY SERVICES, LLC. DUE TO NON-COMPLIANCE WITH D.18-02-002 REGISTRATION REQUIREMENTS, by Marna Anning (December 9, 2020), Attachment B.

offered gas service because as of July 26, 2016, it had ceased to operate in California.¹⁰ While dissolving its business affairs in California, Continuum failed to formally notify the CPUC of the sale and transfer of its assets to CenterPoint, and it did not update its contact information with ED once the transaction was complete. Continuum also failed to update its registration status with the CPUC within 60 days of July 26, 2016, which was the date when transfer of its assets to CenterPoint was completed.

On June 22, 2020, CPED received correspondence from Continuum indicating that effective December 23, 2019, the company terminated all business operations and is no longer active in any U.S. territory. The letter confirmed Continuum's failure to comply with the notification requirement was due to administrative error. CPED's investigation found the administrative error occurred prior to implementation of the new CTA registration requirements in February 2018.

On December 9, 2020, Continuum filed a letter to the CPUC to voluntarily surrender its license.

COMMENTS

The draft Resolution was mailed for comment on January 14, 2021, in accordance with Pub. Util. Code section 311(g)(1) and Rule 14.2(d) of the Rules of Practice and Procedure.¹¹

FINDINGS

- 1. Pursuant to Pub. Util. Code section 982(d), Continuum was required to update the CPUC about material changes to its registration status within 60 days.
- 2. On April 1, 2016, Continuum ceased operations in California, transferred its customer base to CenterPoint, and terminated all sales activity within the state.
- 3. Continuum failed to update its registration status with the CPUC within 60 days of July 26, 2016, which was the date when transfer of its assets to CenterPoint was complete.
- 4. Continuum failed to update its registration status with the CPUC due to administrative error occurring prior to the implementation of the CPUC's new CTA Registration requirements in February 2018.
- 5. Continuum is not financially or operationally capable of serving California CTA customers, pursuant to Pub. Util. Code section 983.5(a)(3) because the company exited the California CTA market and dissolved its business on July 26, 2016.
- 6. Effective December 23, 2019, Continuum has terminated all business operations and is no longer active in any U.S. territory.

<u>10</u> Id.

¹¹ Pub. Util. Code Section 311(g)(1); CPUC Rules of Practice and Procedure, Rule 14.2(d) (Apr. 1, 2018) ("A draft resolution shall not be filed with the Commission but shall be served ... on other persons as the Commission deems appropriate.")

- 7. Continuum has ceased serving customers within the boundaries of investor-owned gas corporations, and the affected customers are being served by the gas corporation until the time when they may select service from another core transport agent.¹²
- 8. On December 9, 2020 Continuum requested to voluntarily surrender its CTA registration with the CPUC.

THEREFORE, IT IS ORDERED THAT:

- 1. The CTA Registration number for Continuum Energy Services, LLC, CTA0024, is hereby cancelled.
- 2. A copy of Continuum's voluntary Letter of Surrender, of its CTA Registration, dated December 9, 2020, is attached as Attachment A to this Resolution.
- 3. A copy of the Consumer Protection and Enforcement Division's Updated Staff Report, dated December 9, 2020, is attached as Attachment B to this Resolution.
- 4. The Executive Director shall cause a copy of this Order to be served by certified mail on the following individuals:

This Resolution is effective today.

I certify that the foregoing resolution was duly introduced, passed, and adopted at a conference of the Public Utilities Commission of the State of California held March 4, 2021; the following Commissioners voting favorably thereon:

RACHEL PETERSON Executive Director

¹² Pub. Util. Code Section 983.5(c).

ATTACHMENT A



December 9, 2020

Mr. Douglas Ito, Director Consumer Protection and Enforcement Division California Public Utilities Commission 505 Van Ness Ave. San Francisco, CA 94102

RE: Continuum Energy Services, LLC - Request for Voluntary Surrender of Registration

Dear Mr. Ito,

This letter is in response to the recent investigation initiated by the Utility Enforcement Branch ("UEB") regarding our company, Continuum Energy Services', LLC, ("Continuum") compliance with the registration requirements of core transport agents ("CTA") set forth in Public Utilities Code section 982(d) and D.18-02-002, ordering paragraph 1b. We are submitting this letter to voluntarily surrender our registration in light of the fact that we are no longer operating in California.

We were granted authority to provide CTA services in the state of California on September 21, 2015, and registered under the CTA license number CTA0024.

Continuum would like to request voluntary surrender of our registration as we exited the market effective on July 26, 2016, when CenterPoint Energy Services, LLC ("CenterPoint") acquired Continuum's retail energy services and natural gas wholesale assets for \$77.5 Million. Subsequently, CenterPoint and Continuum executed an Assignment Agreement to transition Pacific Gas and Electric, Inc. (PG&E) utility billing services and applicable customer base from Continuum to CenterPoint as of that date. As part of the assignment, CenterPoint assumed Continuum's CTA Customer Group number assigned by PG&E, #10078, which included all active and pending customers, and Continuum's accepted pipeline and storage capacity.

After this sale, we promptly exited the California market by cancelling our California Secretary of State (SOS) business license on August 30, 2017. Continuum failed to formally notify the Commission about the sale and exiting the market under the CTA registration rules set forth in Pub. Util. Code section 982(d) and D.18-02-002, ordering paragraph 1b. This was due to an administrative error.

Continuum has not provided CTA services in California since August 30, 2017. As of September 1, 2017, Continuum has no CTA customers or operations in California, it is not offering any CTA services to any California customers, and it has no prospects of remaining in business in California. By this letter, Continuum certifies that neither Continuum, or any of its affiliates, officers, directors, partners, agents, or owners, or anyone acting in a management capacity is exiting the market due to a finding of liability for misconduct pursuant to Pub. Util. Code section 983.5.

For these reasons, we request that the Commission cancel the registration on file as soon as possible.

No customers are currently receiving CTA services from Continuum, and therefore, no customer will experience service interruptions or disconnections due this action. As a result, California gas consumers



will not be adversely affected by the action described herein. In addition, customer notification is not necessary as there are no customers to be informed of the cancellation.

Please do not hesitate to contact me by email at agoldberg@continuumes.com, by phone at 918-625-0047 or by mail at 1104 E. 21st Place, Tulsa, OK 74114 if you have questions or concerns.

Respectfully submitted,

Continuum Energy Services, LLC

By:

Alex Goldberg, Executive Vice President and General Counsel

ATTACHMENT B



CALIFORNIA PUBLIC UTILITIES COMMISSION CONSUMER PROTECTION AND ENFORCEMENT DIVISION

STAFF REPORT

SURRENDER OF CORE TRANSPORT AGENT LICENSE FOR CONTINUUM ENERGY SERVICES, LLC. DUE TO NONCOMPLIANCE WITH D.18-02-002 REGISTRATION REQUIREMENTS

By Marna P. Anning

DECEMBER 9, 2020

TABLE OF CONTENTS

Pages

I.	EXECUTIVE SUMMARY1
П.	FACTUAL BACKGROUND2
	A. Continuum Energy Services, L.L.C2
	B. CenterPoint Energy Services, L.L.C2
	C. Acquisition of Continuum Energy Services
III.	APPLICABLE RULES, CODES AND DECISIONS
	A. CTA Registration Requirements
IV.	CPED INVESTIGATION4
	A. Continuum's Failure to Comply with CTA Registration Requirements Due to Administrative Error4
	B. No Apparent Consumer Harm After Continuum Market Exit6
V.	ANALYSIS OF CONTINUUM'S FAILURE TO COMPLY WITH D.18-02-002 CTA REGISTRATION REQUIREMENTS6
VI.	CONCLUSION AND RECCOMENDATIONS

1 I. EXECUTIVE SUMMARY

2 This report by the California Public Utilities Commission (Commission or 3 CPUC) Consumer Protection and Enforcement Division (CPED) documents the 4 results of CPED's investigation of Continuum Energy Services (Continuum) for 5 failing to comply with the Core Transport Agent (CTA) registration requirements implemented in D.18-02-002. On April 1, 2016, Continuum ceased operations in 6 7 California, transferred its customer base to CenterPoint Energy Services, LLC, 8 (CenterPoint, or CES), and terminated all sales activity within the state. Continuum 9 did not notify the Commission of this change and did not update its contact 10 information with the CTA oversight staff of the Commission's Energy Division (ED). 11 Under Public Utilities (Pub. Util.) Code Sections 980 et seq., CTAs are 12 required to observe registration guidelines and adhere to all other applicable Pub. Util. 13 Code sections, Commission rules, decisions, and orders. CPED found that Continuum 14 failed to update its registration status within 60 days of July 26, 2016, following the 15 sale of its assets to CenterPoint and termination of its California business, in violation of Pub. Util. Code Section 982(d),¹ and D.18-02-002.² CPED found Continuum's 16 17 failure to notify the Commission about the material changes to its registration 18 information was a de minimis violation due to an administrative error, with no 19 apparent resulting harm to Continuum's customers. As such, CPED did not pursue 20 enforcement action. 21 On December 9, 2020, following investigation into Continuum's alleged 22 violation of registration requirements, CPED received a letter of voluntary surrender 23 of the company's CTA registration. CPED recommends the Commission accept

24 Continuum's voluntary surrender of its CTA registration, as there was no apparent

¹ Pub. Util. Code Section 982(d) states CTAs shall update their registration status "within 60 days of any material change in the information provided. Material changes to any other information required pursuant to this article shall be updated annually."

 $^{^{2}}$ D.18-02-002 Ordering Paragraph (OP) 1(b) states, "[a]ll registered core transport agents shall update their registration information set forth in Public Utilities Code Section 981(a) within 60 days of any **material change** in the information that was provided, and any material changes to any other information is to be updated annually." (Emphasis added.)

resulting harm to no Continuum's customers due to the administrative error, and as
 Continuum no longer operates in California.

3 II.

4

FACTUAL BACKGROUND

A. Continuum Energy Services, L.L.C

Continuum is a retail and wholesale natural gas, and crude oil distributor
headquartered in Tulsa, Oklahoma, and in Houston, Texas.³ The company serves over
500 producers and 90,000 retail customers across 25 states.⁴ On September 21, 2015,
Continuum registered as a CTA with the Commission under the license number
CTA0024.

10

B. CenterPoint Energy Services, L.L.C

11 CenterPoint is a natural gas transmission and distribution company

12 headquartered in Houston, Texas. CenterPoint is a wholly owned a subsidiary of

13 CenterPoint Energy, Inc., a natural gas and electricity service provider also located in

14 Houston, Texas.⁵ CenterPoint Energy, Inc., sells and delivers natural gas to 4.5

15 million residential and commercial customers nationwide.⁶ CenterPoint provides

16 natural gas delivery services to approximately 100,000 customers in 32 states

17 including California.⁷ On June 10, 2016, CenterPoint registered as a CTA with the

18 Commission under the license number CTA0028. As of November 2019, CenterPoint

19 serves 8,658 customers in California.⁸

³ See <u>https://continuumes.com/</u>, accessed November 28, 2018.

^{<u>4</u>} Id. at FN1.

⁵ See <u>https://www.centerpointenergy.com/en-us/corporate/about-us</u>, accessed December 3, 2018.

⁶ See <u>https://www.centerpointenergy.com/en-us/corporate/about-us/company-overview</u>, accessed December 3, 2018.

² See <u>https://www.centerpointenergy.com/en-us/corporate/about-us/company-overview/where-we-serve/all-others</u>, accessed December 3, 2018.

⁸ PG&E and Sempra response to ED Monthly Data Request on CTA customers; utility response dated January 15, 2020.

1

C. Acquisition of Continuum Energy Services

2 On January 29, 2016, CenterPoint announced² that it would be acquiring 3 Continuum's retail energy services and natural gas wholesale assets for \$77.5 Million. 4 On July 26, 2016, CenterPoint and Continuum executed an Assignment Agreement to transition Pacific Gas and Electric, Inc. (PG&E) utility billing services and applicable 5 customer base from Continuum to CenterPoint as of that date.¹⁰ As part of the 6 assignment, CenterPoint assumed Continuum's CTA Customer Group number 7 8 assigned by PG&E, #10078, which included all active and pending customers, and 9 Continuum's accepted pipeline and storage capacity.¹¹

10 11 III.

A. CTA Registration Requirements

APPLICABLE RULES, CODES AND DECISIONS

All CTAs serving California residential or small commercial utility customers must register with the Commission.¹² Registration is a regulatory license from the Commission that allows CTAs to conduct business with California utility customers.¹³ Registered CTAs must comply with all Commission orders, rules, directions and requirements governing CTAs, and all applicable provisions in the Public Utilities Code.¹⁴ Further, D.18-02-002 requires registered CTAs to annually disclose, maintain,

19 and update current contact information on file with the Commission in compliance

20 with §982(d).¹⁵ Section 982(d) states that registered CTAs shall update their

¹² D.14-08-043, at OP 1.

² See "CenterPoint Energy signs agreement with Continuum Energy to acquire retail energy services business," at <u>https://www.prnewswire.com/news-releases/centerpoint-energy-signs-agreement-with-continuum-energy-to-acquire-retail-energy-services-business-300212013.html</u>, accessed December 3, 2018.

¹⁰ PG&E response to UEB Data Request No. DR-GAS-00011-1, issued October 1, 2019, at page 2.

¹¹ CPED internal email from Ronald Jang, PG&E Regulatory Affairs, Received December 11, 2018, 3:17 PM.

¹³ Pub. Util. Code Section 981(c).

¹⁴ Pub. Util. Code Section 983.5; see also D.18-02-002 at pp. 38-39.

¹⁵ D.18-02-002 OP 1(b), see also PU Code Section 982(d) and 983.5(b)(4).

1 registration status "within 60 days of any material change in the information

2 provided."

3 As discussed above, Continuum transferred its CTA related assets, valued at 4 over \$77.5 million, to CenterPoint. This change materially impacted the nature of the 5 service Continuum provided (it was no longer providing any) and its operational 6 ability (it was no longer operating in California) as described in its registration 7 information. Cancellation or termination of the CTA's operating license in the state is 8 a material change to the CTAs registration status, and Continuum failed to report this 9 to the Commission within 60 days.¹⁶ Continuum's failure to report such a change violated the reporting requirements of Sections 981(a) and 982(d). 10 11 IV. **CPED INVESTIGATION** 12 **Continuum's Failure to Comply with CTA** A. 13 **Registration Requirements Due to Administrative** 14 Error 15 On February 15, 2018, the Commission issued D.18-02-002 requiring all 16 authorized CTAs to comply with new registration requirements within 45 days of the

Decision. The new requirements included paying a registration fee, filing copies of terms and conditions, and demonstrating proof of financial viability by evidence of a bond corresponding with the number of customers in their service population. ED

- 20 issued three collection notices to Continuum dated March 28, 2018 (First Notice),
- 21 May 9, 2018 (Second Notice), and August 9, 2018 (Final Notice). These notices
- 22 directed Continuum to pay registration fees and provide evidence of the required
- financial bond. On August 15, 2018, ED issued a subsequent notice to Continuum for

¹⁶ The provisions of Pub. Util. Code Section 851 are illustrative of what may constitute a "material" change. Section 851 states a public utility "shall not sell, lease, assign, mortgage, or otherwise dispose of, or encumber" property "necessary or useful in the performance of its duties to the public," or "merge or consolidate" its business with any other public utility, without authorization from the Commission. Transfers valued at above \$5 million are required to be authorized by Commission order, and those under \$5 million must be authorized via the Commission's established advice letter process. If Continuum were a regulated utility, it would have had to obtain Commission authorization prior to selling its CTA business to CenterPoint for over \$77.5 million.

payment of the required annual registration fee and to demonstrate proof of financial
 viability. Continuum did not respond to any of these notices.

On October 26, 2018, ED referred six CTAs to CPED for failing to comply
with the Decision's new proof of financial viability requirements. Continuum was
included in the referral for non-compliance after failing to respond.

6 CPED discovered during its investigation that Continuum cancelled its 7 California business license effective August 30, 2017 and was no longer operating in 8 California.¹⁷ On November 29, 2018, CPED was notified by PG&E that effective 9 April 1, 2016, Continuum transferred its natural gas retail energy services business to 10 CenterPoint.¹⁸ On December 5, 2018, CPED contacted Continuum to confirm the 11 details of the transaction but received no initial response.

12 On December 7, 2018, CenterPoint notified CPED that it had acquired 13 Continuum and executed an assignment agreement with PG&E for Continuum's 14 customers prior to registering as a CTA with the Commission. On December 10, 15 2018 CPED issued data requests to CenterPoint and PG&E requesting details of the 16 acquisition, assignment and transfer of customers. On December 10, 2018, Continuum 17 contacted CPED to update its out of state contact details but did not comment on its 18 sale to CenterPoint or termination of operations in California. On December 13, 2018, 19 CenterPoint confirmed details of the acquisition in response to CPED Data Request 20 No. DR-GAS-00010-1. PG&E's response was received on November 15, 2019. 21 Review of PG&E and Continuum's Data Request responses show that after 22 dissolving its business affairs in California, Continuum failed to formally notify the 23 Commission of the sale and transfer of its assets to CenterPoint and failed to update 24 its contact information with ED once the transaction was complete, due to an error in

¹⁷ See California SOS Form No. LLC-4/7 Certificate of Cancellation, filed by Continuum Energy Services, L.L.C. on August 30, 2017, signed by Alex A. Goldberg. Located at: <u>https://businesssearch.sos.ca.gov/Document/RetrievePDF?Id=201129910220-22845650</u>; accessed November 20, 2018.

¹⁸ UEB uncovered this information while investigating Continuum for failure to provide proof of financial viability in compliance with the registration requirements of D.18-08-002 enacted on February 15, 2018.

its administrative processes. Due to this error, Continuum also failed to update its
 registration status with the Commission within 60 days of July 26, 2016, which was
 the date when transfer of its assets to CenterPoint was complete.

- On December 9, 2020, CPED received correspondence from Continuum
 indicating that effective December 23, 2019, the company terminated all business
 operations and is no longer active in any U.S. territory. The letter confirmed
 Continuum's failure to comply with the notification requirement was due to
 administrative error. CPED's investigation found the administrative error occurred
 prior to implementation of the new CTA registration requirements in February 2018.
- 10 11

В.

No Apparent Consumer Harm After Continuum Market Exit

12 CPED found one complaint registered against Continuum in the Commission's 13 Consumer Affairs Branch (CAB) Case Information Management System (CIMS) on 14 September 26, 2018.¹⁹ The customer was not informed that their natural gas service 15 had been switched from Continuum to CenterPoint. The customer could not reach 16 Continuum to cancel the transfer. The customer was subsequently directed to PG&E 17 and service was restored to PG&E as of November 2018. CPED found this customer 18 did not sustain any financial loss resulting from the transfer.

19 20

V. ANALYSIS OF CONTINUUM'S FAILURE TO COMPLY WITH D.18-02-002 CTA REGISTRATION REQUIREMENTS

D.18-02-002 clarifies that all CTAs are bound by any applicable law, order,
 decision, rule, direction, or requirement of the Commission.²⁰ Continuum's failure to
 comply with Pub. Util. Code Section 982(d) notice requirements to update its

- registration 60-days following the sale of its assets and termination of business in
- 25 California directly contravenes the Decision. Although the Decision was adopted in

¹⁹ Consumer Affairs Branch (CAB) Case Information Management System (CIMS) Complaint ID No.465513, received on September 26, 2018. CAB provided UEB with a copy of customer's complaint on August 27, 2018, in response to CPED August 9, 2018 data request.

²⁰ D.18-02-002 OP 1(b), see also PU Code Sections 982(c) and 983.5(b).

2018, the certificates received by all CTAs upon registration also state the conditions that all CTAs "update their registration information set forth in paragraphs (1) to (10), inclusive, of subdivision (a) of Section 981 within 60 days of any *material* change in the information provided."²¹ Continuum received its certificate in 2015 and was bound by these requirements therein. The sale of assets and termination of operations in the state are material changes to a CTA's registration status because it is no longer using the license granted by its registration status.

8 The Commission has an interest in CTAs' providing timely notice regarding 9 material changes in registration status, to maintain administrative oversight of the CTA program, and ensure that only authorized providers are providing services to 10 11 California gas customers. Following the sale of its assets to CenterPoint on July 26, 12 2016, Continuum was required to notify the Commission of the change in its 13 registration status pursuant to Pub. Util. Code Section 982(d) yet failed to do so due to administrative error. However, CPED declined to take enforcement action, because 14 15 the error resulted in a de minimis violation, with no apparent resulting harm to 16 Continuum's customers.

17

VI. CONCLUSION AND RECCOMENDATIONS

18 CPED finds that although Continuum failed to comply with the CTA 19 registration requirements set forth in Pub. Util. Code Sections 980 *et seq.* as 20 implemented in D.18-02-002, this failure to comply was due to de minimis 21 administrative error and did not result in any apparent harm to customers. On 22 December 9, 2020 Continuum requested to voluntarily surrender its CTA registration 23 with the Commission.

CPED recommends that pursuant to Pub. Util. Code Section 983.5(a)(3) the CPUC approve Continuum's request to surrender its CTA registration, as Continuum is not operationally capable of serving California CTA customers as the company has exited the California CTA market and dissolved its business on July 26, 2016.

²¹ Pub. Util. Code Section 982(d). Emphasis added.