



# MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | July 2, 2026  |
| <b>TO</b>      | California Veterinary Medical Board (Board)   |
| <b>FROM</b>    | <u>Enforcement Managers</u><br>Patty Rodriguez<br>Ashley Sanchez<br>Robert Stephanopoulos |
| <b>SUBJECT</b> | <b>Agenda Item 15.C. Enforcement Report</b>   |

## Inspections

On May 19, 2026, Board staff held a round table meeting for Inspectors. Staff provided inspection stats for the current fiscal year, and the group discussed the Minimum Standards for Alternate Veterinary Premises which took effect in January. The regulatory language changes that took effect April 1 regarding drug compounding were also discussed. The next inspection round table meeting is scheduled for July 21.

The Board conducted 306 premise inspections this fiscal year surpassing the previous fiscal year’s number of inspections by just over 100 inspections. This represents a 50% increase in the number of inspections.

## Intake

Intake staff have continued to process complaints well below the ten-day cycle time target, with complaints being opened and assigned to an analyst in about four days. As mentioned during the prior Board meeting, the number of pending complaints continues to be only those received from the prior one to two working days.

## Investigations

At the end of May 2026, the Board had 3,731 cases pending, which has been growing. This is due, in part, to the number of complaints received this year, which, once again, was the highest number of complaints received for any fiscal year. It should be noted that since FY 21/22, the Board has had an average increase of 8% of complaints received year after year.

## Subject Matter Expert (Expert) Program

On May 27, 2026, and May 28, 2026, the Board held round tables for its Consultants and Experts (respectively). The format of these meetings was changed to focus more on standard of care discussions, steering away from procedural case review questions and reminders. During these meetings, there was a lively discussion on record keeping requirements and cases involving specialists.

In line with the Board’s strategic plan objectives, starting in April, the Board started a social media outreach campaign to increase its pool of experts and inspectors. Since that time, the Board has received over 40 emails from veterinarians to become experts and over 20 emails from veterinarians and registered veterinary technicians to become inspectors. It should be noted that over half of those interested in becoming an expert have been contracted to begin work.

**Probation**

The Probation Monitor is actively investigating 22 pending enforcement complaints against 15 probationers. Currently, there is one Petition for Reinstatement pending with the Probation Unit. Since the last update, two licensees began probation bringing the number of current probationers to 61, six of which are tolled.

**Disciplinary Action Vote Results**

Since the last Board meeting, the Board reviewed the following disciplinary matters:

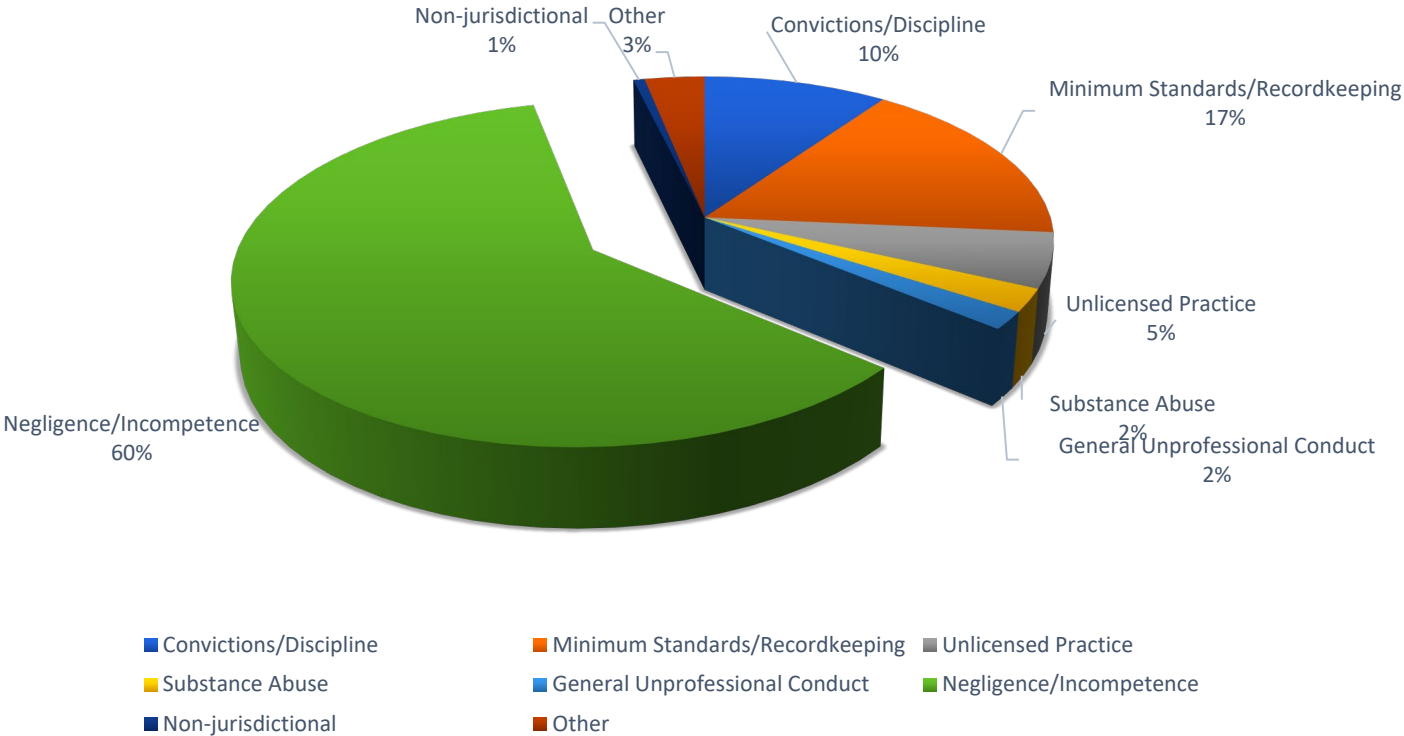
| <b>STIPULATED SETTLEMENTS</b>   | <b>VOTE</b>             | <b>RESULT</b> |
|---|-------------------------|---------------|
| <a href="#">Caitlin Sacco, DVM (Case No. 4602025001706)</a>                 | 5 – Adopt<br>1 – Recuse | Adopt         |
| <a href="#">Austria Dhooge, RVT (Case No. 4602025000509)</a>                | 5 – Adopt<br>1 – Recuse | Adopt         |
| Joseph Marchi, DVM (Case No. 4602021001418)                                 | 8 – Adopt<br>1 – Recuse | Adopt         |
| Diana L. Jones, DVM (Case No. 4602019000142)                                | 9 – Adopt               | Adopt         |
| Jennifer Finley, DVM (Case No. 4602022000128)                               | 8 – Adopt<br>1 – Hold   | Adopt         |
| Richard Shargani, DVM (Case No. 4602020000380)                              | 7 – Adopt<br>2 – Hold   | Held          |
| <b>PROPOSED DECISIONS</b>   |                         |               |
| April Woods, DVM (Case No. 4602023000851)                                   | 9 – Adopt               | Adopt         |
| <b>PETITION DECISIONS</b>   | <b>VOTE</b>             | <b>RESULT</b> |
| J. Wade Byrd, DVM (Case No. 4602021000373)                                  | 8 – Adopt               | Adopt         |
| Nisar Ahmed, DVM (Case No. 4602026001136)                                   | 8 – Adopt               | Adopt         |
| <b>PETITION</b>   | <b>VOTE</b>             | <b>RESULT</b> |
| <a href="#">Mohamed Khalid Haridy Ghafeer, DVM (Case No. 4602017000521)</a> | 3 – Adopt<br>3 - Deny   | Denied        |

| <b>STIPULATED SURRENDERS (Pursuant to California Code of Regulations § 2003)</b> |
|--|
| <a href="#">Wesley A. Jacobs, DVM (Case No. 4602020001200)</a>                   |

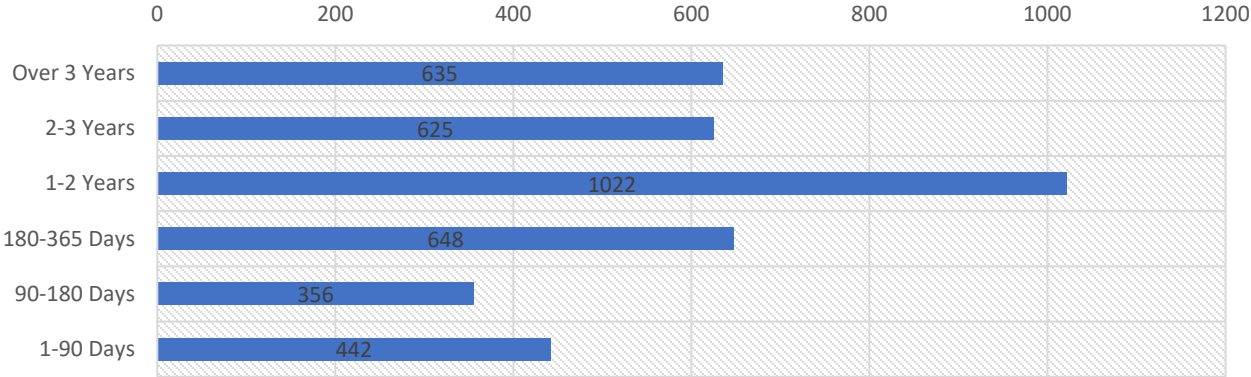
**Attachments**

1. Enforcement Statistics

### FY 25/26 YTD Complaints Received by Violation Type



### Pending Cases



| Summary of Enforcement Activity   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
|---|-----------|-----------|-----------|-----------|---------|----------|----------|----------|----------|---------|---------|---------|---------|----------|----------|---------|-----------|
| Enforcement Activity  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Complaints - Intake (+ Conviction Arrest Notification Complaints)   | 21/22     | 22/23     | 23/24     | 24/25     | 25/26   |          |          |          |          |         |         |         |         |          |          |         |           |
|   | YTD       | YTD       | YTD       | YTD       | July    | Aug      | Sept     | Oct      | Nov      | Dec     | Jan     | Feb     | March   | April    | May      | June    | YTD       |
| Received  | 1,696     | 1,808     | 1,871     | 2,163     | 191     | 202      | 196      | 204      | 166      | 173     | 168     | 171     | 220     | 214      | 211      | 166     | 2282      |
| Closed Without Referral for Investigation   | 80        | 70        | 95        | 122       | 14      | 17       | 16       | 18       | 28       | 23      | 20      | 17      | 20      | 23       | 31       | 20      | 247       |
| Referred for Investigation  | 1,634     | 1,716     | 1,790     | 2,057     | 178     | 180      | 153      | 180      | 168      | 161     | 134     | 165     | 162     | 215      | 201      | 147     | 2044      |
| Pending   | 10        | 33        | 17        | 4         | 4       | 7        | 32       | 39       | 10       | 2       | 18      | 11      | 49      | 27       | 10       | 10      | 10        |
| <b>Inspections</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Conducted   | 41        | 116       | 182       | 203       | 16      | 27       | 16       | 26       | 23       | 16      | 19      | 13      | 35      | 33       | 39       | 43      | 306       |
| Citations Issued  | 10        | 5         | 3         | 3         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 1        | 0       | 1         |
| Disciplinary Action Taken   | 1         | 1         | 3         | 1         | 1       | 0        | 0        | 0        | 2        | 0       | 0       | 0       | 0       | 0        | 1        | 0       | 4         |
| <b>Investigations</b>   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Open  | 1,634     | 1,716     | 1,790     | 2,057     | 178     | 180      | 153      | 180      | 168      | 161     | 134     | 165     | 162     | 215      | 201      | 147     | 2044      |
| Closed  | 1,279     | 1,942     | 2,023     | 2,167     | 190     | 147      | 179      | 181      | 142      | 182     | 165     | 129     | 148     | 139      | 168      | 169     | 1939      |
| Pending   | 3,848     | 3,722     | 3,565     | 3,487     | 3497    | 3543     | 3504     | 3516     | 3554     | 3537    | 3524    | 3567    | 3600    | 3666     | 3731     | 3720    | 3720      |
| <b>Cases Closed within Timeframe to Complete Intake and Investigations</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Up to 90 Days   | 263       | 446       | 387       | 560       | 46      | 35       | 35       | 51       | 44       | 58      | 47      | 42      | 54      | 45       | 57       | 55      | 569       |
| 91 to 180 Days  | 67        | 79        | 102       | 133       | 11      | 24       | 20       | 20       | 14       | 17      | 17      | 16      | 11      | 9        | 9        | 13      | 181       |
| 181 Days to 1 Year  | 118       | 171       | 158       | 221       | 23      | 14       | 27       | 14       | 24       | 22      | 11      | 16      | 14      | 16       | 21       | 14      | 216       |
| 1 to 2 Years  | 151       | 307       | 309       | 343       | 38      | 19       | 32       | 26       | 15       | 32      | 22      | 22      | 24      | 16       | 25       | 27      | 298       |
| 2 to 3 Years  | 166       | 300       | 415       | 353       | 50      | 38       | 32       | 34       | 30       | 32      | 38      | 19      | 18      | 33       | 41       | 42      | 407       |
| Over 3 Years  | 514       | 639       | 652       | 556       | 22      | 17       | 33       | 36       | 15       | 21      | 30      | 14      | 27      | 20       | 15       | 18      | 268       |
| Average Number of Days from Receipt of Complaint to Assignment of Investigator (start of investigation)   | 9         | 7         | 8         | 3         | 2       | 3        | 5        | 4        | 4        | 7       | 3       | 3       | 3       | 4        | 3        | 2       | 4         |
| Average Number of Days for All Investigation Outcomes (from start investigation to referral for prosecution or case closure without referral for prosecution) | 772       | 705       | 767       | 662       | 593     | 535      | 601      | 625      | 466      | 502     | 633     | 462     | 540     | 579      | 520      | 542     | 553       |
| Average Number of Days from Receipt of Complaint to Referral for Prosecution or Case Closure Without Referral for Prosecution                                 | 789       | 721       | 777       | 669       | 598     | 539      | 604      | 629      | 470      | 506     | 641     | 465     | 543     | 582      | 523      | 546     | 557       |
| <b>Citations and Fines</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Issued without a Fine   | 0         | 0         | 1         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Issued with a Fine  | 42        | 23        | 18        | 31        | 0       | 0        | 0        | 3        | 0        | 2       | 0       | 0       | 1       | 4        | 2        | 1       | 13        |
| Withdrawn/Dismissed/Reduced   | 6         | 10        | 2         | 2         | 0       | 0        | 0        | 0        | 0        | 1       | 0       | 0       | 0       | 1        | 0        | 0       | 2         |
| Average Number of Days to Issue a Citation and Fine (from complaint receipt/inspection conducted to citation issued)  | 1,308     | 1,456     | 1,386     | 1,415     | 0       | 0        | 0        | 1196     | 0        | 914     | 0       | 0       | 623     | 1563     | 236      | 2202    | 1151      |
| Administrative Fines  | 2         | 8         | 11        | 5         | 0       | 3        | 1        | 0        | 3        | 0       | 0       | 1       | 0       | 0        | 2        | 0       | 10        |
| <b>Total Amount of Fines</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Assessed  | \$198,250 | \$131,000 | \$115,178 | \$164,000 | \$0     | \$15,000 | \$10,000 | \$13,000 | \$15,000 | \$9,000 | \$0     | \$5,000 | \$5,000 | \$41,000 | \$16,000 | \$5,000 | \$134,000 |
| Withdrawn/Dismissed/Reduced   | \$2,501   | \$22,251  | \$60,000  | \$9,000   | \$0     | \$0      | \$0      | \$0      | \$0      | \$5,000 | \$0     | \$0     | \$0     | \$4,000  | \$0      | \$0     | \$9,000   |
| Collected   | \$129,366 | \$103,208 | \$111,457 | \$119,637 | \$5,917 | \$5,350  | \$11,838 | \$4,728  | \$5,689  | \$3,816 | \$6,722 | \$4,739 | \$1,816 | \$2,686  | \$8,208  | \$1,839 | \$63,347  |
| <b>Criminal/Civil Actions</b>   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Referrals for Criminal/Civil Action   | 3         | 2         | 7         | 13        | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Criminal Actions Filed  | 0         | 1         | 1         | 2         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Civil Actions Filed   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| <b>Office of the Attorney General/ In-House/ Disciplinary Actions</b>   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Cases Opened/Initiated (total)  | 64        | 71        | 130       | 226       | 14      | 3        | 11       | 26       | 5        | 7       | 16      | 7       | 4       | 3        | 0        | 6       | 102       |
| Cases Closed (total)  | 20        | 38        | 65        | 42        | 4       | 4        | 3        | 2        | 10       | 6       | 5       | 6       | 3       | 7        | 39       | 3       | 94        |
| Consolidated Cases Closed   | 5         | 20        | 44        | 8         | 3       | 3        | 0        | 0        | 6        | 4       | 4       | 4       | 2       | 4        | 35       | 1       | 66        |
| Cases Pending - AG Pre-Filing   | 55        | 76        | 128       | 303       | 309     | 303      | 301      | 324      | 321      | 301     | 223     | 221     | 165     | 153      | 145      | 132     | 132       |
| Cases Pending - AG Post-Filing  | 34        | 34        | 40        | 42        | 41      | 45       | 43       | 45       | 40       | 36      | 121     | 129     | 176     | 184      | 153      | 170     | 170       |
| <b>Number of Days to Complete AG or In-House Cases</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Up to 1 Year  | 8         | 14        | 35        | 30        | 0       | 0        | 1        | 0        | 6        | 1       | 0       | 2       | 3       | 0        | 5        | 0       | 18        |
| 1 to 2 Years  | 3         | 19        | 26        | 10        | 4       | 3        | 1        | 2        | 1        | 4       | 5       | 4       | 0       | 7        | 5        | 3       | 39        |
| 2 to 3 Years  | 2         | 4         | 4         | 1         | 0       | 1        | 0        | 0        | 2        | 4       | 0       | 0       | 0       | 3        | 0        | 0       | 10        |
| Over 3 Years  | 5         | 0         | 0         | 1         | 0       | 0        | 1        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 26       | 0       | 27        |
| <b>Formal Actions Filed/Withdrawn/Dismissed</b>   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Restraining/Restriction/Suspension Orders Sought  | 1         | 1         | 5         | 4         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Restraining/Restriction/Suspension Orders Granted   | 1         | 1         | 2         | 0         | 0       | 1        | 0        | 0        | 0        | 1       | 0       | 0       | 0       | 0        | 0        | 0       | 2         |
| Accusations Filed   | 25        | 21        | 31        | 29        | 1       | 8        | 2        | 2        | 1        | 6       | 0       | 5       | 3       | 6        | 2        | 3       | 39        |
| Petitions to Revoke Probation and Accusations, and Petitions to Revoke Probation Filed  | 0         | 13        | 4         | 9         | 2       | 0        | 1        | 1        | 2        | 1       | 0       | 0       | 0       | 1        | 0        | 0       | 8         |
| Accusations Withdrawn/Dismissed   | 0         | 0         | 0         | 1         | 0       | 0        | 0        | 1        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 1         |
| Petitions to Revoke Probation and Accusations, and Petitions to Revoke Probation Withdrawn/Dismissed  | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| <b>Administrative Outcomes/Final Orders</b>   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Revocation  | 3         | 2         | 4         | 5         | 0       | 0        | 3        | 0        | 2        | 0       | 0       | 0       | 0       | 1        | 2        | 0       | 8         |
| Surrender of License  | 4         | 3         | 9         | 7         | 5       | 0        | 0        | 1        | 0        | 2       | 1       | 0       | 2       | 0        | 1        | 1       | 13        |
| Probation with Suspension   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Suspension Only   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Probation Only  | 8         | 13        | 14        | 10        | 0       | 1        | 1        | 0        | 3        | 1       | 0       | 2       | 0       | 3        | 3        | 1       | 15        |
| Public Reprimand/Public Reprimand/Public Letter of Reprimand  | 1         | 0         | 0         | 1         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Other Decisions   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Total   | 16        | 18        | 27        | 23        | 5       | 1        | 4        | 1        | 5        | 2       | 1       | 2       | 0       | 3        | 6        | 2       | 32        |
| Average Number of Days from Closure of Investigation to Imposing Formal Discipline (Previously under Formal Actions Filed/Withdrawn/Dismissed)                | 707       | 514       | 514       | 376       | 526     | 712      | 739      | 1285     | 355      | 570     | 673     | 488     | 27      | 469      | 841      | 432     | 657       |
| Average Number of Days to Impose Discipline (previously under Number of Days to Complete AG Cases)  | 1496      | 1402      | 1800      | 1455      | 765     | 1885     | 1366     | 1580     | 1950     | 1488    | 3167    | 1246    | 2106    | 1915     | 2280     | 1034    | 1971      |
| <b>Probation</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Probations Completed  | 19        | 18        | 18        | 8         | 0       | 1        | 0        | 2        | 1        | 2       | 0       | 0       | 3       | 1        | 1        | 1       | 12        |
| Probationers Pending (includes Facilities and Individuals)  | 58        | 55        | 52        | 57        | 57      | 59       | 60       | 58       | 60       | 59      | 60      | 62      | 59      | 60       | 61       | 62      | 62        |
| Cease Practice Orders Issued  | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 2       | 0       | 0       | 1       | 0        | 1        | 0       | 4         |
| <b>Substance Abusing Licensees</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Probationers Subject to Drug Testing  | 25        | 20        | 10        | 7         | 7       | 7        | 8        | 8        | 9        | 9       | 10      | 12      | 12      | 12       | 11       | 12      | 12        |
| Drug Tests ordered  | 773       | 497       | 281       | 196       | 20      | 20       | 20       | 26       | 26       | 26      | 33      | 37      | 39      | 41       | 41       | 42      | 329       |
| Positive Drug Tests   | 198       | 158       | 49        | 32        | 0       | 2        | 0        | 7        | 9        | 9       | 7       | 11      | 9       | 7        | 8        | 3       | 69        |
| <b>Subsequent Discipline</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| Probations Revoked  | 0         | 0         | 1         | 0         | 0       | 0        | 0        | 0        | 1        | 0       | 0       | 0       | 1       | 0        | 0        | 0       | 2         |
| Probationers License Surrendered  | 0         | 3         | 1         | 0         | 0       | 0        | 0        | 1        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 1         |
| Additional Probation with Suspension  | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Additional Probation Only   | 1         | 0         | 5         | 2         | 0       | 1        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 1       | 2         |
| Other Conditions Added Only   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Other Probation Outcome   | 0         | 0         | 1         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| <b>Applicant Action</b>   |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |
| License Application Denied (No Appeal)  | 0         | 0         | 1         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Statement of Issues Filed   | 0         | 0         | 0         | 1         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| License Applications Denied   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| License Issued with Probation or Probationary License Issued  | 1         | 1         | 0         | 1         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| License Granted (Statement of Issues Denied) (License Issued with a Public Letter of Reprimand)   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| Statement of Issues Withdrawn/Dismissed   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0        | 0        | 0       | 0         |
| <b>Petition for Modification or Termination of Probation</b>  |           |           |           |           |         |          |          |          |          |         |         |         |         |          |          |         |           |

|   |           |           |           |           |         |          |          |         |          |          |          |         |         |          |          |          |           |
|---|-----------|-----------|-----------|-----------|---------|----------|----------|---------|----------|----------|----------|---------|---------|----------|----------|----------|-----------|
| Granted   | 0         | 2         | 0         | 4         | 0       | 0        | 0        | 0       | 2        | 0        | 0        | 0       | 2       | 0        | 0        | 0        | 4         |
| Denied  | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| <b>Petition for Reinstatement of Revoked License/Registration/Certification</b> |           |           |           |           |         |          |          |         |          |          |          |         |         |          |          |          |           |
| Granted   | 1         | 1         | 0         | 3         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| License Issued with No Restrictions   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| License Issued and Placed on Probation  | 1         | 1         | 0         | 0         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| License Issued and Placed on Probation with Precedent Condition                 | 0         | 0         | 0         | 3         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| Other Decisions   | 0         | 0         | 0         | 0         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| Denied  | 0         | 0         | 1         | 1         | 0       | 0        | 0        | 0       | 0        | 0        | 0        | 0       | 0       | 0        | 0        | 0        | 0         |
| <b>Administrative/Criminal Cost Recovery</b>                                    |           |           |           |           |         |          |          |         |          |          |          |         |         |          |          |          |           |
| Administrative Cost Recovery Ordered (Total)                                    | \$106,625 | \$319,398 | \$220,298 | \$233,948 | \$0     | \$41,859 | \$14,050 | \$0     | \$24,960 | \$32,879 | \$0      | \$3,706 | \$0     | \$20,147 | \$9,690  | \$0      | \$147,290 |
| Ordered with Revoked/Surrendered Decision                                       | N/A       | 0         | 0         | 0         | \$0     | \$11,594 | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$11,594  |
| Ordered with All Other Decisions  | \$106,625 | \$319,398 | \$220,298 | \$233,948 | \$0     | \$30,265 | \$14,050 | \$0     | \$24,960 | \$32,879 | \$0      | \$3,706 | \$0     | \$20,147 | \$9,690  | \$0      | \$135,696 |
| Administrative Cost Recovery Collected  | \$29,193  | \$100,876 | \$340,969 | \$255,930 | \$5,377 | \$24,086 | \$14,337 | \$3,669 | \$10,978 | \$5,168  | \$28,038 | \$3,588 | \$9,447 | \$15,527 | \$37,447 | \$23,856 | \$181,518 |
| Criminal Cost Recover Ordered   | 0         | 0         | 0         | 0         | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$0       |
| Criminal Cost Recover Collected   | 0         | 0         | 0         | 0         | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$0       |
| <b>Restitution to Consumers/Refunds/Savings</b>                                 |           |           |           |           |         |          |          |         |          |          |          |         |         |          |          |          |           |
| Restitution Ordered   | \$13,251  | \$18,683  | \$6,328   | \$3,578   | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$12,973 | \$0      | \$0      | \$12,973  |
| Amount Refunded   | \$0       | \$0       | \$0       | \$0       | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$0       |
| Rework at no Charge   | \$0       | \$0       | \$0       | \$0       | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$0       |
| Adjustments>Returns/Exchanges   | \$0       | \$0       | \$0       | \$0       | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$0       |
| Total Savings Achieved for Consumers  | \$13,251  | \$18,683  | \$6,328   | \$3,578   | \$0     | \$0      | \$0      | \$0     | \$0      | \$0      | \$0      | \$0     | \$0     | \$0      | \$0      | \$0      | \$12,973  |