

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA



FILED

11-03-09
04:59 PM

Nash Dweik,

Complainant

vs.

Pacific Gas and Electric Company
(U39E),

Defendant

CASE (C.) _____

C0911001

Complaint
(Rule 4.2)

Nash Dweik
4822 Houghton Ave.
Corning CA 96021
Telephone (530) 824-5187

Complainant

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Nash Dweik

COMPLAINANT(S)

vs.

(B)

Pacific Gas and Electric Company

DEFENDANT(S)

(Include Utility "U-Number", if known)

Case Number _____
(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

YES NO

Has staff responded to your complaint?

YES NO

Did you appeal to the Consumer Affairs Manager?

YES NO

Do you have money on deposit with the Commission?

YES NO

Amount \$ _____

Is your service now disconnected?

YES NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Nash Dweik	4822 Houghton Ave. Corning, CA 96021	530-824-5187

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Pacific Gas and Electric Co.	North Valley Division 3600 Meadow View Dr. Redding, CA 96002	530-246-6509

DOCKET OFFICE (MAIL)

2009 AUG 10 PM 3:03

RECEIVED
PUBLIC UTILITIES
STATE OF CALIFORNIA

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

See attached documents.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

- adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? YES NO

(3) Regular Complaint Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

The utility should install transformer for our house on pole in front of property as per our original agreement. Also, utility should reconvert the overhead power supply (3-phase power line) back to 3-phase and reconnect it to our well as it was before they disconnected it and converted it to a single phase on July 13, 2009. This act was done without our consent and was never in our agreement.

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	Prehearing Conference 9/9/09
Hearing (Example: 7/1/09)	

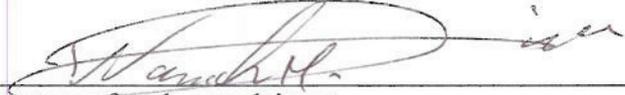
Explain here if you propose a schedule different from the above guidelines.

(H)
Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

PG & E should install transformer on pole near my in front of my property as per our agreement. And reconvert and reconnect our well electrical supply as it was prior to their disconnection on July 13, 2009; Done without my consent or knowledge prior to disconnect.

(I)
OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

(J)
Dated Corning, California, this 7th day of August, 2009
(City) (date) (month) (year)



 Signature of each complainant

(MUST ALSO SIGN VERIFICATION)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by email), and signature of representative, if any.

Name of Representative:	N/A
Address:	
Telephone Number:	
Email:	
Signature	

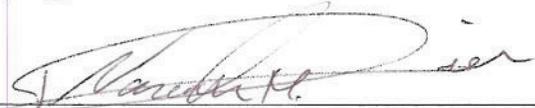
VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on August 7, 2009, at Corning, California
(date) (City)



(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

FILE the original complaint plus 6 copies, plus 1 copy for each named defendant, with the Commission. Total of eight (8) copies altogether for one defendant.

(O) MAIL TO: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

NASH DWEIK
4822 Houghton Ave.
CORNING, CA 96021

Formal Complaint Form (F) Attachment

These are the details of the complaint, some dates are approximate:

8/15/08- Applied for permit from PG&E for gas and electric hook up for new house construction. Was told cost would be approximately \$1,800 for both.

9/08- Wanda Shuller of PG&E came to job site to inspect and told me to direct the position of conduit sleeve sweep toward the electrical pole located at the southwest front of my property which would be less than 150 feet from the new electrical panel on the house.

11/08- During framing Wanda Shuller came to job site and approved installation of conduit sleeves.

Unable to contact PG&E for weeks. No one would return my calls. I needed direction for my electrician on conduits and electrical wiring, etc, as to what would be provided by PG&E and what I would need to provide.

1/09- Contacted by Ron David, PG&E Service Planning Supervisor, and was told he would be in charge of project from this point forward.

3/09- Contacted Ron David and he apologized for "dropping the ball on the project" and causing new delays.

3/09- Ron David came to job site and apologized in person for the delays.

3/10/09- Ron David and Wanda Shuller came to job site to discuss layout for the power. Ron David asked Wanda Shuller if anything had been done on this project and she replied "no, nothing has been done to my knowledge." They saw my agriculture well and asked about it. I explained that it was a back-up irrigation well. We discussed location of my new transformer for my new house, while looking up at the above referenced pole on the southwest front of my property, as this is the closest pole to my new construction. They told me to bring my underground conduit to that pole.

4/09- Ron David came to site and told me electrical cost would be \$2,000 because of the cost of a new transformer.

5/09- Signed documents for cost of gas and electrical hook ups.

6/18/09- Wanda Shuller called and said a pre-construction meeting was scheduled for June 30, 2009 at 11 A.M. and the construction would begin on July 7, 2009. I asked for a copy of the plans and drawings and calculations for my project and she said: "it was none of my business! These are our documents." I asked for *something* in writing and she faxed me a list of members of the pre-construction meeting. Her fax included the insistence that I get an encroachment permit from my county public road department. When I applied for this permit, they were amazed that I had not been given any drawings or calculations for this project.

6/30/09- Pre-construction meeting on site attended by 5 or 6 men from PG&E, myself and my worker. They all looked up at the previously mentioned pole and discussed the transformer being placed on that pole. Please note, not one of them had any paper

documents or plans or drawings on hand to refer to or to show me. This meeting lasted approximately five to ten minutes. They looked at my panel on my house and my markings on the ground for trenching. They approved the location.

7/7/09- Bill Warmbrodt approved the trenching and said to install the conduit.

7/9/09- Gas line was installed by PG&E.

7/10/09- Conduit and trench were approved and signed off by PG& E inspector and I was told to fill trench with sand and backfill.

7/13/09- Was to be the final electrical hook up day. PG&E trucks and crew parked down the street and never drove to our property or made contact with us. We thought they were doing some other job. They went approximately 200 feet down the street and replaced the existing 3-phase transformer that supplied power to several neighbors and to our agriculture well, with a single phase transformer. They then converted the existing 3-phase overhead wire for our well to single phase wire and were going to use this power line to connect to our new house. I told them this was not what was supposed to be done for our electrical hook up and they said this was what their work order said to do. One of the crew members even said he would not do this if this was for his own house. I did not allow them to finish this hook up which I had never heard of or agreed on as it would have caused me to lose forever my 3-phase power supply to my agriculture well.

7/13/09- I called PG&E regarding this matter and could not get through to anyone.

7/14/09- Contacted Mike Burke, District Manager in Sacramento and he said he would assign someone to look into it.

7/17/09- Contacted Mike Burke again and he said he had assigned Lou Blovenze in the Redding office to take care of matter.

7/20/09- Lou Blovenze called me and said would come to site the next day.

7/21/09- Lou Blovenze came to site, looked over site and pole and well and took pictures. He said he would discuss getting the correct transformer installed on the pole and getting the well back the way it was originally. Said he would call me by 7/24/09 as this was urgent. He never contacted me.

7/24/09- Called and left message with Blovenze that I needed an answer.

7/28/09- Called Blovenze again and he informed me that I needed to get a permit for the above referenced well from the county and a green tag on the well panel in order for PG&E to hook it back up the way it was before PG&E disconnected it on 7/13/09.

7/29/09- Got the above referenced well inspected and green tagged by county. Left message with Blovenze that I had done as he requested.

7/30/09- I called Blovenze again and he said I would have to apply for a new service for the well and new engineering. He also said he could not waste his time talking and arguing with me.

7/30/09- Left message with Mike Burke regarding all of the above continued problem and the urgency of the situation. To this present day, 8/7/09, Mike Burke has not returned my call.

7/31/09- Contacted Public Utilities Commission in San Francisco and they advised me to speak with a PG&E representative at 505 Van Ness, in San Francisco, and I was connected with a Mr. Williams who took a report from me over the phone and had Brian Kirchner, of PG&E contact me.

8/7/09- After one week of discussions with Mr. Kirchner, the matter is not resolved and does not appear near resolution. Mr. Kirchner, as well as several other above referenced PG&E employees, continue to tell me how busy they are, they are out of the office at

meetings or on vacations. I was finally faxed a drawing of my project layout on 8/4/09, and I sincerely feel that PG&E employees are now fabricating documents and back-dating them, as the drawing I was faxed was dated 2/6/09, and yet, on 3/10/09 Wanda Shuller told her supervisor in my presence that nothing had been done on this project. Also, no one at the pre-construction meeting had a copy of this sketch and no one that ever came to the job site had any drawing or documents available. Even after the mess was created, no one came to the site with documents to compare what should have been done with what had been done.

Further, it took Mr. Kirchner several days to get this drawing and it appears to have some erasures and some additional notes and information that were added later to cover PG&E's mistake. We feel we have been mishandled, mistreated and discriminated against by PG&E.