



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED
8-11-16
11:27 AM

Hilda Hacoobei,

Complainant,

vs.

Southern California Gas Company (U904G),

Defendant.

C1608002 (ECP)

Case (C.)

Expedited Complaint Procedure
(Rule 4.5)

COMPLAINANT	DEFENDANT
Hilda Hacoobei PO Box 10483 Burbank CA 91510 T-818-653-2422 Email: hacoobei@sbcglobal.net	Southern California Gas Company Attn: Sid Newsom, Tariff Manager 555 West Fifth Street-GT14D6 Los Angeles CA 90013 T-213-244-2846 Email: snewsom@semprautilities.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) HILDA HACOOBET

COMPLAINANT(S)
vs.

(B) THE GAS COMPANY

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

(for Commission use only)

(C) Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?
 YES NO

Did you appeal to the Consumer Affairs Manager?
 YES NO

Has staff responded to your complaint?
 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
HILDA HACOOBET	P.O. Box 10483 Burbank CA 91510	(818) 653-2422

respectfully shows that:

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

Name of Defendant(s)	Address	Daytime Phone Number
The Gas Co.	P.O. Box C Monterey Park CA 91756	600-427-2200

(F)

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

The Gas Company has not fulfilled its obligation to sufficiently explain the hike in my statement in excess of \$150.00 for the billing cycle of 12/8/15 through 1/20/16 (total bill amount \$198.35). My monthly bills average about \$20 - \$30 per month.

(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 Gas Company should waive the over charged amount. In good faith, I have paid \$70.00 to the company. The balance should be waived.

(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):	6/2/16
Hearing (Example: 7/1/09)	8/2/16

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)

Issue credit in the amount of \$128.35.

(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:

nacoobei@sbccglobal.net

(J)

Dated 5/1/16 Los Angeles California, this 1 day of May, 2016
 (City) (date) (month) (year)



 Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

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 8/10/16 , at Los Angeles , 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:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

- (O)** Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACY NOTICE

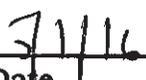
This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature



Date



Print your name

April 10, 2016

S. Revilla
The Gas Company
P.O. Box 3150
San Dimas, CA 91773-7150

RE: Bill Account Number 006-920-2320-3
CPUC File Number: 381227

Dear S. Revilla,

I hereby acknowledge receipt of your March 30, 2016 response.

Although I appreciate you taking time to review my complaint, I am still not satisfied with the response.

The monthly PDA chart that was attached to your response is not sufficiently explaining the hike. As I previously stated, even in the coldest of days, we never leave the heater on at night and the temperature is always set on 72 in the house. This is an unprecedented hike.

You explain that the pilots and water heaters always consume gas. I do not argue with that. My problem is that the Gas Company is not sufficiently explaining the hike in my bill in excess of \$150 for the billing cycle of 12/8/15 through 1/20/16 (total billed amount \$198.35). You stated you are not on the premises on a daily basis to determine exactly how the gas was used. I did not expect you to be on the premises to explain the sudden hike in my bill.

In good faith, I made a payment in the amount of \$80.00 toward this bill that still remains in dispute. My expected resolution is to have the balance of the bill waived. I am prepared to file a formal complaint with the District Attorney's office if this issue is not resolved within the next month as I have the resources to do so. The average billed amount for our household gas consumption has consistently been between \$25 and at the most, \$75 (for the "cold" winter days). This bill is outrageous and in bad faith.

Thank you for your attention to this matter.

Regards,

Hilda Hacoobei
8476 Glencrest Dr.
Sun Valley, CA 91352

CC: CPUC



The Gas Company
Special Investigations, SC8430
PO Box 3150
San Dimas, CA 91773-7150

A  Sempra Energy™ company

March 30, 2016

Hilda Hacoobei
8476 Glencrest Dr.
Sun Valley, CA 91352 - 3543

CPUC File No. 381227
RE: Bill Account No. 006-920-2320-3

Dear Ms. Hacoobei:

Your recent complaint filed with the California Public Utilities Commission (CPUC) has been referred to this office for review and response. You are expressing concern with the increased gas use indicating your house was vacant and the usage was "higher than normal". Our records and information have been reviewed. The following are our findings.

Records indicate your meter was enhanced with the Advanced Meter (AM), on February 06, 2015, with data recorded gas usage. Your enhanced Advanced Meter usage information is available for Bill Tracker Alerts sign up allowing you to view daily and hourly gas usage information online through "My Account." View "ways to save" and select "compare bills."

You may also visit our home webpage referencing "Save Money and Energy" giving you information such as weather conservation tips, assistance programs, appliance incentive and rebates. Enclosed, for an additional reference, is our "Home Energy And Safety Guide" which includes energy savings efficiency tips, on page 18, and customer assistance programs on page 26.

The recent colder temperatures in December and January created an increased demand on furnaces and water heaters, especially during the colder nights, resulting in higher gas bills. The high and low temperatures of a 24 hour day period vary. Although you state your residence was vacant during the "last billing period," (based on the date of your complaint, February 04, 2016, it appears you are referring to the January billing period of December 08, 2015 – January 20, 2016) our records indicate appliances may have been left in the on position requiring gas to meet the demand.

As examples, the pilots on your appliances were still consuming gas. A water heater pilot uses approximately 3-9 therms of gas per month, a space heater pilot uses approximately 5-15 therms per month and the top burner pilots and oven use 5-10 therms per month. In addition to pilot usage, your water heater burner cycles on periodically to maintain a constant water heating temperature setting and your heating system, if left in the automatic position or lowest setting, will also cycle on maintaining the temperature setting. You may wish to turn your water heater down to the pilot or vacation setting and leave your heating system in the off position when away from home for an extended time period.

We are not on the premises on a daily basis and are unable to determine exactly how the gas was used; we can only report our findings and suggest possible reasons for the increase. We rely

on the progression of the meter reads and the meter accuracy determining the amount of gas registered. Our gas meter records your gas usage like the odometer in your automobile, recording the miles you drive. Each read advancing and verifying the previous read, registering only when a gas appliance is in demand.

The graphs enclosed exhibit information on your therms usage for the December, January and February billing periods.

- Per Day Average (PDA) for each billing period
- Highest therm use in a day for each billing period.
- Lowest therm use in a day r for each billing period.
- The average high and low temperature for each billing period.

If you have further questions or would like to schedule a Bill Investigation, SoCalGas welcomes you to speak to our qualified and experienced Customer Contact Center (CCC) personnel who are available 24 hours at 1-800-427-2200. They will gladly assist you with all your concerns.

We appreciate the opportunity in explaining our position and addressing your concerns. As a matter of course, a copy of this letter has been sent to the CPUC for review.

Sincerely,



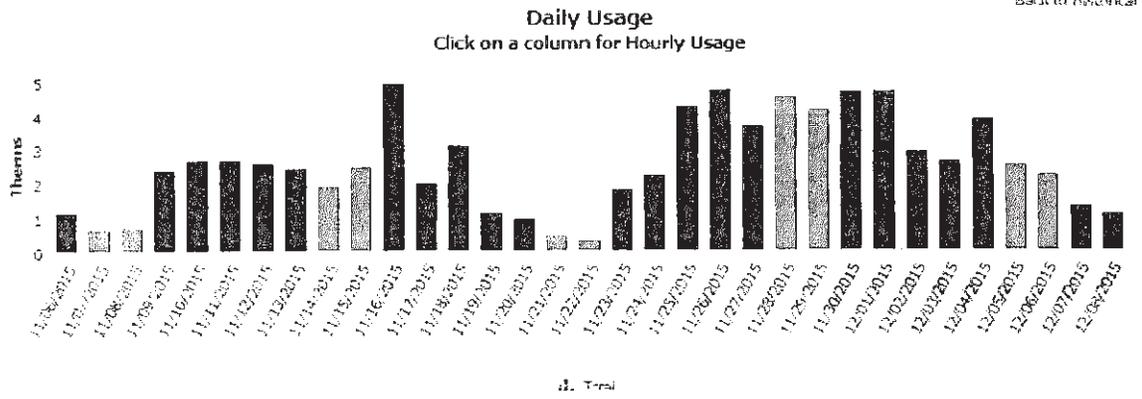
S. Revilla
Special Investigations Representative
1 (800) 274-2941 Ext. 3058385

CC: CPUC
Enclosure(s)

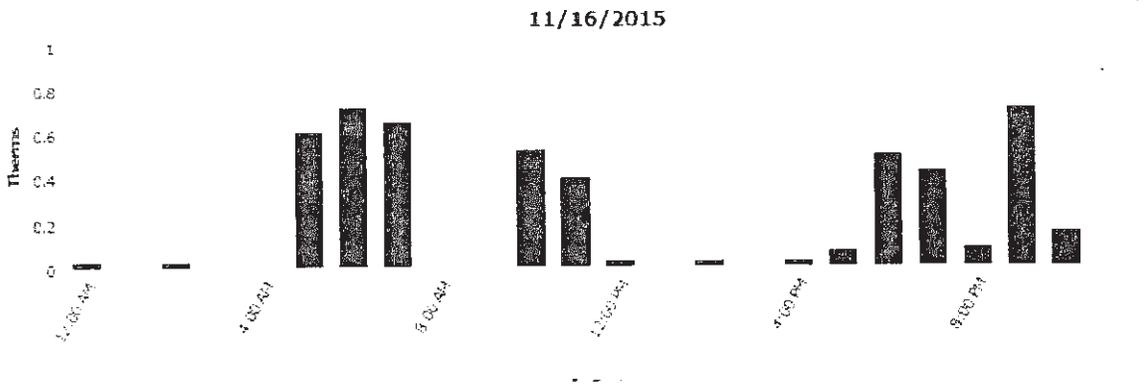
December Billing Period (November 05, 2015 - December 08, 2015)

Monthly PDA 2.424

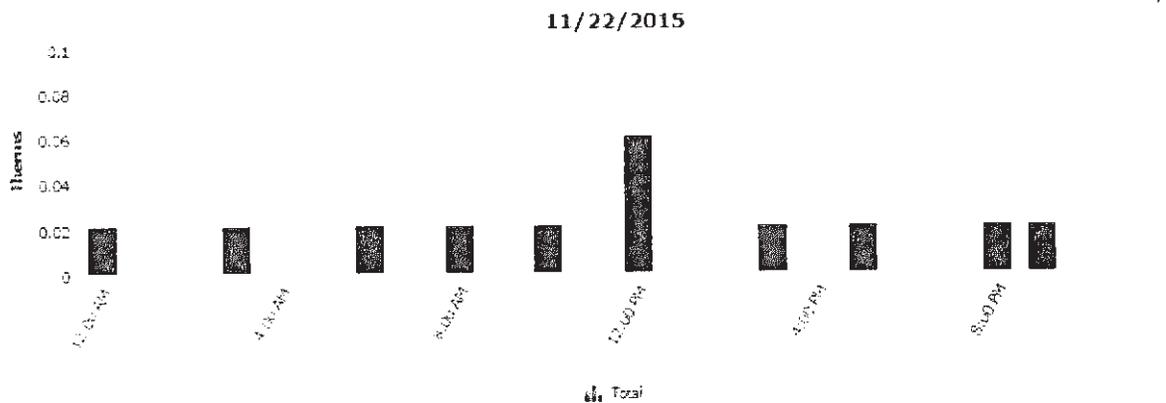
Average night temperature 39 degrees and average day temperature 67 degrees.



Hourly usage November 16, 2015 = 4.88 therms in a day. Highest usage in the billing month.



Hourly usage November 22, 2015 = 0.25 therms in a day. Lowest usage in the billing month.



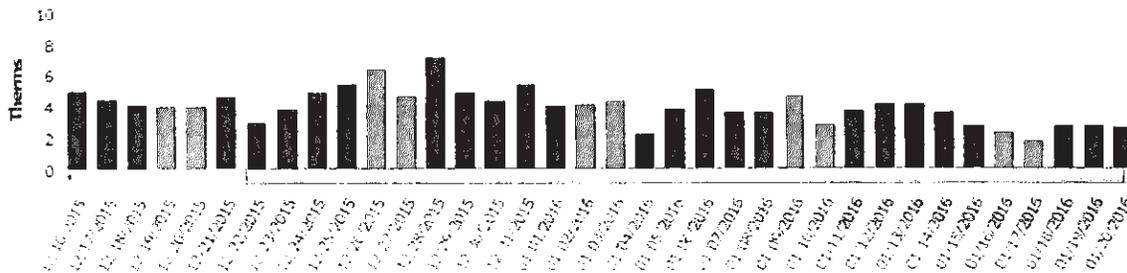
January Billing Period (December 08, 2015 – January 20, 2016)

Monthly PDA 3.605

Average night temperature 44 degrees and average day temperature 66 degrees.

Daily Usage
Click on a column for Hourly Usage

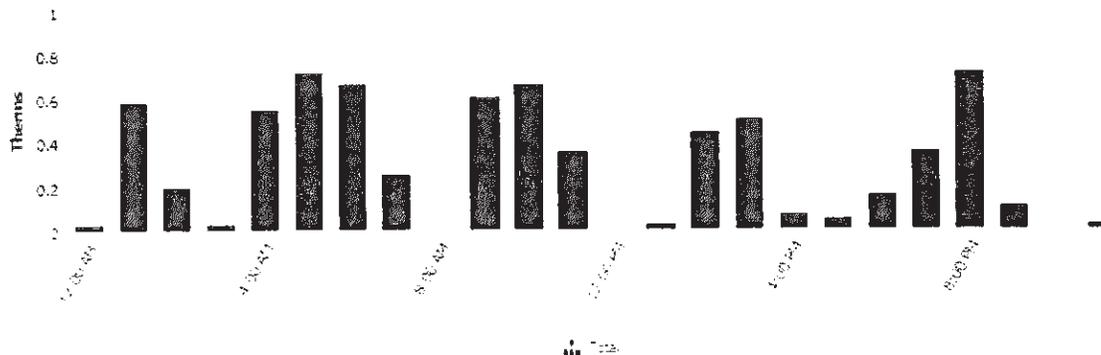
[Back to History](#)



Hourly usage December 28, 2015 = 6.98 therms in a day. Highest usage in the billing month.

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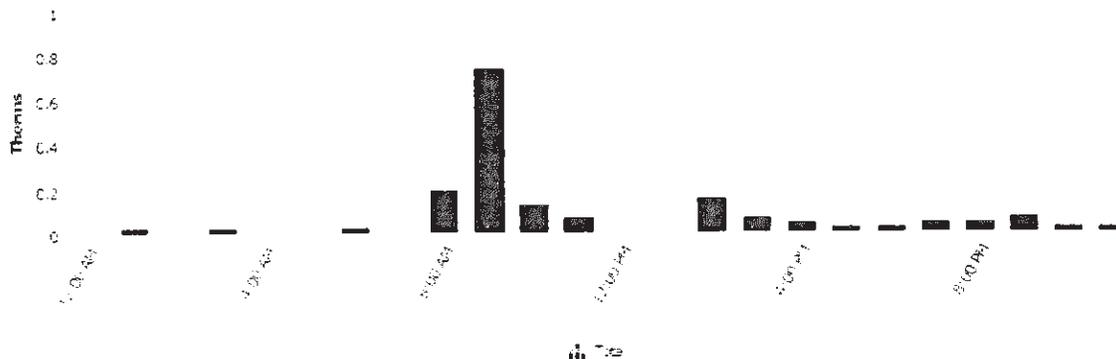
12/28/2015



Hourly usage January 17, 2016 = 1.64 therms in a day. Lowest usage in the billing month.

[Back to Daily](#)

01/17/2016



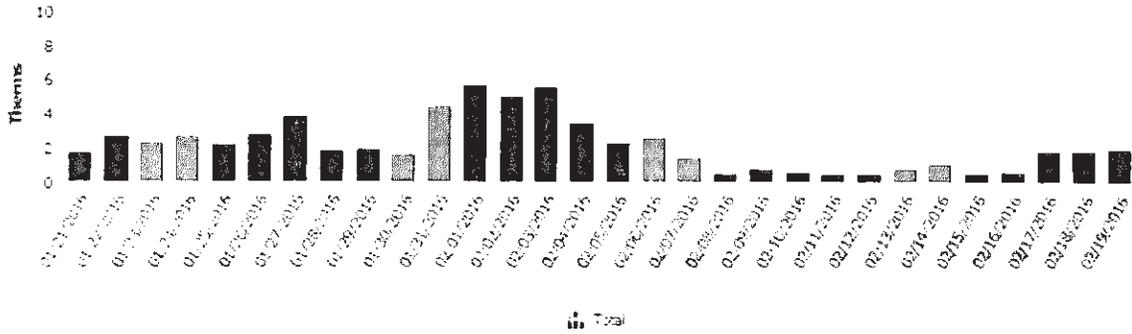
February Billing Period (January 20, 2016 – February 19, 2016)

Monthly PDA 2.00

Average night temperature 50 degrees and average day temperature 80 degrees.

[Back to historical](#)

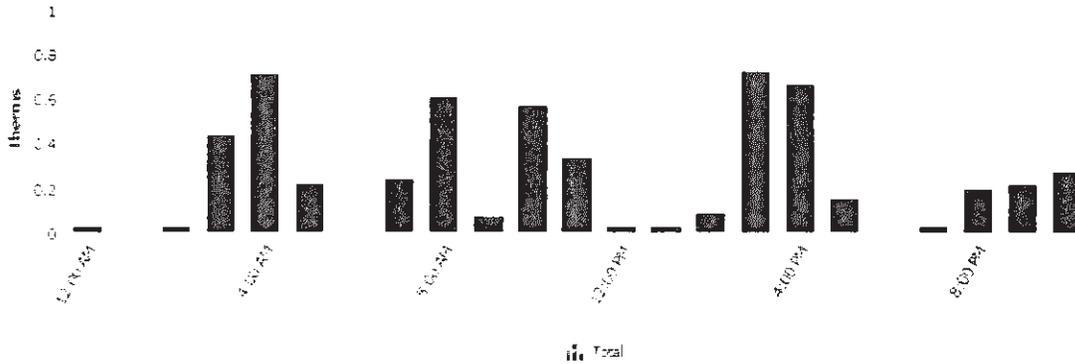
Daily Usage
Click on a column for Hourly Usage



Hourly usage February 01, 2016 = 5.5 therms in a day. Highest usage in the billing month.

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02/01/2016



Hourly usage February 08, 2016 = 0.29 therms in a day. Lowest usage in the billing month.

[Back to Daily](#)

02/08/2016

