

Decision 18-05-012 May 10, 2018

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Rick Hinson,

Complainant,

vs.

Southern California Gas Company (U 904G),

Defendant.

(ECP)
Case 17-10-006

And Related Matter.

(ECP)
Case 18-02-009

Rick Hinson, Complainant (No-Appearances).
Ray B. Ortiz, for Southern California Gas Company,
Defendant.

**DECISION DENYING RELIEF AND
DISMISSING COMPLAINT WITH PREJUDICE**

Summary

This decision denies relief to Complainant, Rick Hinson, and dismisses his complaint with prejudice. The instant proceeding is closed.

The Commission concludes that Complainant’s contentions are not supported by the objective facts and that the Complainant has failed to demonstrate that the Defendant, Southern California Gas Company, has violated any applicable Commission rule, law, mandated tariff and/or terms of service. Complainant’s request for relief is denied and the complaint is dismissed with prejudice. The Complainant is barred from bringing any action or complaint before the Commission on any of the issues and facts adjudicated herein.

1. Factual Background and Procedural History

The initial complaint in this matter, Case (C.) 17-10-006, was filed by Complainant, Mr. Rick Hinson (Hinson), on October 5, 2017. Hinson resides in Tarzana, California. There are two structures on the property, a front and a rear residence. Hinson asserts that Southern California Gas Company (SoCalGas) has failed to credit his account for \$971.83 that he paid by check for his gas bill. Hinson asserts that SoCalGas cashed the check. On October 13, 2017 the Commission set a hearing date on this matter for November 14, 2017 in the Commission's Los Angeles office at 320 West 4th Street Suite 500, Los Angeles CA 90013 (L.A. Office), at 2:00 p.m. The Complainant did not appear at the hearing. The Defendant was represented at the hearing.

On February 12, 2018, prior to a decision being issued in C.17-10-006, Complainant filed C.18-02-009. In C.18-02-009 as in C.17-10-006, Hinson asserts that he "made a payment to SoCalGas with a check...we received the cancelled check...SoCalGas didn't credit our account for the payment."¹ On February 14, 2018, the Commission set a hearing in C.18-02-009 for February 27, 2018 at 10:00 a.m. in the Commission's L.A. Office. On February 20, 2018, the Administrative Law Judge (ALJ) assigned to the instant proceeding issued a Ruling: 1) consolidating C.17-10-006 and C.18-02-009; 2) requiring the Complainant to provide a bank certified copy of the cancelled check, in the amount of \$971.83, allegedly used to pay the Defendant for gas usage in March of 2017 and to provide a bank certified copy of his bank statement for March of 2017 demonstrating that \$971.83 was withdrawn from his account for payment of a check; and 3) setting a hearing date in the now consolidated proceeding for February 27, 2018. In an e-mail to the assigned ALJ, also dated February 20, 2018, the Defendant stated that he would be out of town on February 27 and that the hearing would have to be rescheduled. On March 5, 2018, the assigned ALJ rescheduled the hearing in

¹ C.18-02-009, § G(4).

the consolidated proceeding for April 2, 2018, at 10:00 a.m. The Complainant failed to appear at the rescheduled hearing. The Complainant did not request that the hearing be cancelled, postponed and/or rescheduled. The Defendant was represented at the hearing.

2. Complainant's Contentions

In his initial complaint, C.17-10-006, Hinson stated that in March 2017 he made a payment by check to SoCalGas for \$971.83.² He went on to state that SoCalGas cashed the check and received the funds but that his account was not credited.³ Hinson claims that he contacted his bank and received an "official" cancelled check from the bank.⁴ He states that he sent this proof of payment to SoCalGas "3 times" and that each time SoCalGas claimed not to have received the proof of payment. He states that he filed complaints with SoCalGas and has spoken to several supervisors one of whom was verbally abusive to him. In conclusion he states that SoCalGas has not shown a good faith interest in "dealing with the situation."⁵ Included in Hinson's complaint was a purported photo copy of the front and back of the check, from Wells Fargo. The back of the check was endorsed by SoCalGas.

In his second complaint, C.18-02-009, Hinson again claims that he made a payment to SoCalGas by check and that SoCalGas received and cashed the check but did not credit his (SoCalGas) account for the payment.⁶ Hinson goes on to state that he filed an informal complaint with the CPUC (Commission), provided a copy of the cancelled check and requested that his account be credited. Hinson states that SoCalGas provided "self-created records" and that the "CPUC sided with SoCalGas."⁷ Hinson states that the

² Hinson Complaint C.17-10-006, § 4(f).

³ *Id.*

⁴ *Id.*

⁵ *Id.*

⁶ Hinson Complaint C.18-02-009, § 4.

⁷ *Id.*

CPUC decision was received two weeks before his November 14, 2017 hearing. Hinson questioned how he could have received a “negative decision” from the Commission prior to his hearing. Hinson asserts that he was first told that “no decision had been made” by the Commission. He then asserts that he provided evidence that a decision had in fact been made by the Commission and was then told “she wasn’t supposed to have sent it yet.”⁸ Hinson states that “since the decision had already been made, I didn’t waste my time with the hearing and cancelled it.”⁹ In conclusion, Hinson states that the reason for his second complaint was to “get a real review of our situation...where independent evidence is valued...(and) where obviously fake ‘evidence’ will be ignored....”¹⁰

3. Defendant’s Contentions

In its Answer to the initial Complaint and at the initial hearing in this consolidated proceeding, Defendant, SoCalGas, states that C.17-10-006 originated as an Informal Complaint filed with the Commission on July 14, 2017 (CPUC File No. 429758).¹¹ SoCalGas then points out that the Complainant filed a Formal Complaint on October 5, 2017. SoCalGas asserts that the Informal and Formal Complaints “pertain to the same operative facts and assert the same claims.”¹² SoCalGas states that its records identify an Elizabeth S. Hinson as the customer of record at Hinson’s residence. SoCalGas also states that there is “front” residence and a “rear” residence.¹³ At the November 14, 2017 hearing, held in the instant matter, the SoCalGas representative indicated that the “front” residence was the larger of the two. SoCalGas states that on February 24, 2017, it mailed the front and rear premises bills for gas usage through February 22, 2017. SoCalGas

⁸ Hinson Complaint C.18-02-009, § 4.

⁹ *Id.*

¹⁰ *Id.*

¹¹ SoCalGas Answer to Complaint C.17-10-006 at 1.

¹² *Id.*

¹³ SoCalGas Answer to Complaint C.17-10-006 at 2.

states that the gas bill for the front premise totaled \$1,123.19 (including a previous balance of \$816.22) and the gas bill for the rear premise totaled \$167.68 (including a previous balance of \$155.61).¹⁴ SoCalGas states that on March 17, 2017 it received a personal check (#326) in the amount of \$971.83 from the Complainant at the SoCalGas Van Nuys Branch Office. SoCalGas indicates that the check was applied to the front and rear premises' accounts.¹⁵ SoCal Gas states that on March 20, 2017 it was notified by its bank that the Hinson's check had been returned for non-sufficient funds (NSF).¹⁶ SoCalGas states that on March 24, 2017 it debited the Hinson account \$971.83 for the NSF returned check plus \$7.50 for a returned check service charge. In addition SoCalGas states that it sent Complainant a "*Notice of Payment Returned by Bank*" via U.S. Mail.¹⁷

SoCalGas asserts that it has made several good faith attempts to resolve this matter. In its Answer and at the November 14, 2017 hearing the SoCalGas representative indicated that he offered to coordinate a three-way call between SoCalGas, the Complainant and his bank in order to determine the status of the check payment. SoCalGas claims that the Complainant declined the offer. On October 26, 2017 SoCalGas asserts that it again attempted to resolve the matter by having the Complainant's bank validate the copy of the unpaid check. SoCalGas also provided a copy of the check with NSF payment notice to the Complainant. SoCalGas claims that the Complainant claimed the NSF document was "fake."¹⁸ SoCalGas asserts that it again offered to

¹⁴ *Id.*

¹⁵ *Id.*

¹⁶ *Id.*, Exhibit 2.

¹⁷ *Id.*, Exhibit 4.

¹⁸ SoCalGas Answer to Complaint C.17-10-006 at 4.

facilitate a three-way call between itself, the Complainant and his bank but that he declined the offer and requested not to be contacted anymore.¹⁹

In its Answer to the second complaint filed in this consolidated proceeding, on February 22, 2018, SoCalGas reiterates its assertions discussed *supra* and contained in its initial Answer and testimony. In addition, SoCalGas provided copies of the current outstanding balances for the front and rear premises on the Hinson's account. According to the SoCalGas bills, as of March 27, 2018, the total balance owed on the front premises is \$2,296.70 and the total balance on the rear premises is \$194.71. SoCalGas also indicated that it has not been able to access its meters on the Complainant's property because of a locked gate and refusal of the occupants to respond to requests for entry.

4. Discussion

In his second Complaint Mr. Hinson states that the Commission had already made a decision against him prior to the initial November 14, 2017 hearing and "since the decision had already been made, I didn't waste my time with the hearing and cancelled it." Hinson appears to be intentionally conflating two separate Commission processes. As SoCalGas noted in its Answer, Hinson filed an Informal Complaint with the Commission on July 14, 2017 (CPUC File No. 429758). This Informal Complaint was filed with the Commission's Consumer Affairs Branch (CAB). As stated on the Commission's website "CAB's primary role is to answer questions and resolve informal complaints submitted by consumers against utility providers that are subject to Commission authority. CAB receives these consumer contacts via phone and in writing. Written consumer contacts may be submitted via U.S. Mail, fax, or online." CAB reviewed Hinson's complaint and on October 17, 2017, issued a letter (see Attachment 1) closing the informal complaint having determined that SoCalGas acted appropriately in addressing the matter.

¹⁹ *Id.*

In a series of e-mail exchanges occurring from and including October 28, 2017 to and including November 13, 2018, between Hinson and Commission Staff, including the assigned ALJ, Hinson claimed that the Commission had “already ruled against me without a hearing.”²⁰ On October 30, 2017, Martin Nakahara, the head of the Commission’s Docket Office told Hinson that his complaint was still pending with the Commission and provided him a link to the proceeding. Mr. Nakahara informed Hinson that the letter he received was from CAB and had “nothing whatever to do” with his pending Complaint in C.17-10-006.²¹ In e-mails dated November 11 and November 13, 2017, Hinson continued to claim that both his informal and formal complaints had been denied.²² On November 13, 2017, the assigned ALJ wrote the following e-mail to Hinson:

Mr. Hinson:

It is my understanding that you filed an informal complaint with the Commission’s Consumer Affairs Bureau (CAB) which was denied on October 17, 2017 (see attached), after which you filed a formal complaint (C.17-10-006) which is set to be adjudicated tomorrow (November 14, 2017). You admitted as much in an October 30, 2017 email to Mr. Nakahara in which you stated “I filed the formal complaint after I received a response from the CPUC throwing out my informal complaint.” Clearly you understand the difference between an “informal complaint” and a “formal complaint” and you have acknowledged that it was the “informal complaint” that has been denied by CAB. The only communications that you have received in this matter (formal complaint), aside from emails from Mr. Nakahara and myself, are copies of the “Instructions to Answer and Hearing Notice” dated October 13, 2017 and the “Answer” to your complaint which was filed by SoCalGas on November 1, 2017.

²⁰ Hinson e-mail October 28, 2017, Attachment 2 at 3.

²¹ Nakahara e-mail to Hinson, October 30, 2017, Attachment 2 at 4.

²² Hinson e-mails, November 11 to Nakahara and November 13 to assigned ALJ, Attachment 2.

Formal complaints are resolved by Decisions of the Commission, not by letter. The hearing on your formal complaint is set for tomorrow at 2:00 p.m. If in fact you have a “decision letter” disposing of this formal complaint (C.17-10-006) please bring it to tomorrow’s hearing and/or provide a copy via e-mail.²³

Hinson’s contention that he did not attend the November 14, 2017 hearing, in C.17-10-006, because “the decision had already been made (and) I didn’t (want to) waste my time...” is unreasonable and disingenuous based on the objective facts as evidenced in the direct e-mail communications between him, the Commission’s Docket Office and the assigned ALJ to the proceeding. Hinson appears to have intentionally mischaracterized his understanding of and his experience with the Commission’s Informal and Formal Compliant processes.

As to the substance of Hinson’s complaint, that SoCalGas has failed to credit his account for \$971.83 that he paid by check #306 in March of 2017, it is without merit. As noted *supra* on February 20, 2018, the assigned ALJ issued a Ruling that required the Complainant to: 1) provide a bank certified copy of the cancelled check used to pay his bill from SoCalGas in March of 2017; and 2) provide a bank certified of his March 27, 2017 bank statement demonstrating that a check in the amount of \$971.83 was debited from his account.²⁴ Both documents were to be produced at the hearing scheduled for February 27, 2018 in the consolidated complaint. As also noted, *supra*, the February 27 hearing was rescheduled to April 2, 2018 at Hinson’s request. Hinson failed to appear at the April 2 hearing and has failed to provide the documents requested in the assigned ALJ’s February 20, 2018 Ruling.

²³ Assigned ALJ e-mail to Hinson, November 13, 2017, Attachment 2 at 1 and 2.

²⁴ Assigned ALJ Ruling, February 20, 2018.

Hinson has failed to provide any objective evidence or facts that his check (#306) was not returned for NSF. There is no objective evidence or facts to suggest that SoCalGas cashed the Complainant's check for \$971.83, retained the funds and failed to credit his account. To the contrary, the Complainant's interactions with SoCalGas personnel, as related in the Answer(s) to the Complaints, in this consolidated proceeding, as well as related by SoCalGas representatives at the November 14, 2017 and April 2, 2018 hearings clearly demonstrate that Hinson has been intentionally obstructionist and uncooperative. Hinson's interactions with Commission staff, including the assigned ALJ, as evidenced in direct e-mail communications occurring between October 28 and November 13, 2017 also clearly demonstrate an unwillingness to adjudicate the consolidated complaint in an objectively reasonable manner.

The Complainant has failed to demonstrate that the Defendant, Southern California Gas Company, has violated any applicable Commission rule, law, mandated tariff and/or terms of service. The Complainant's request for relief is denied. SoCalGas may initiate any and all collection and service termination actions, against the Complainant, allowed under its Commission approved tariffs. In addition, the Complainant has not adjudicated this matter in good faith and therefore the Complaint is dismissed with prejudice and the Complainant is barred from bringing any action or complaint before the Commission on any of the issues and fact adjudicated herein.

5. Assignment of Proceeding

Liane M. Randolph is the assigned Commissioner and W. Anthony Colbert is the assigned ALJ in this proceeding.

6. Waiver of Comment Period

Pursuant to Rule 14.7(b) of the Commission's Rules of Practice and Procedure, the 30-day public review and comment period required by Section 311 of the Public Utilities Code is not applicable in Expedited Complaint Proceedings.

O R D E R

IT IS ORDERED that:

1. Mr. Rick Hinson's complaint against Southern California Gas Company (U 904G), is denied and the case is dismissed with prejudice.
2. Mr. Rick Hinson is barred from bringing any action or complaint before the Commission on any of the issues and facts adjudicated herein.
3. Southern California Gas Company (U 904G), may initiate any and all collection and service termination actions, against the Complainant, allowed under its Commission approved tariffs
4. Case 17-10-006 and Case 18-02-009, in this consolidated proceeding, are closed.

This order is effective today.

Dated May 10, 2018, at Fontana, California.

MICHAEL PICKER
President
CARLA J. PETERMAN
LIANE M. RANDOLPH
MARTHA GUZMAN ACEVES
CLIFFORD RECHTSCHAFFEN
Commissioners

ATTACHMENT 1

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



October 17, 2017

Rick Hinson
[REDACTED]

Tarzana CA 91356

Subject: Commission File No: 429758 for Complaint with Southern California Gas Company

Dear Mr. Hinson:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **Southern California Gas Company (SCG)**. As part of the review, CAB considered the information that you provided, the information that **SCG** provided to us about your account and applicable codes, orders and tariffs.

SCG investigated your concerns regarding them refusing to credit your account. According to the utility, you submitted one check for \$971.83 and requested \$155.61 be applied to bill account #013-[REDACTED] and \$861.22 applied to bill account #015-7[REDACTED]. Per utility records, your check was returned unpaid by your bank on March 20, 2017. Therefore, in accordance to SCG practice, one account was debited the total amount of your payment plus the returned check fee charge of \$7.50. If you require further assistance and/or explanation of charges on your account, contact SCG at (800) 427-2200.

Based upon the information received from both you and the SCG, it appears the utility has addressed your concerns and provided recommendations to assist in resolving this matter; therefore we are closing your complaint. If you believe SCG's information is incorrect and your dispute has not been addressed appropriately, you may contact CAB and reference your assigned file number and a representative will further assist you.

Sincerely,

Anisa Miller
Consumer Affairs Branch
[REDACTED]

(End of Attachment 1)

ATTACHMENT 2

Colbert, W. Anthony

From: rick hinson, <[REDACTED]>
Sent: Monday, November 13, 2017 5:02 PM
To: Colbert, W. Anthony
Subject: Re: Your Complaint matter vs. SoCal Gas Co. (C.17-10-006)

Yes, my informal complaint was denied BEFORE I filed the formal complaint. Then several weeks AFTER I had already received the denial of my informal complaint, and several weeks AFTER i had filed my formal complaint, I received a letter denying my formal complaint.

Your response has the desperate air of someone who has been caught, and is trying to convince someone of something we both know isn't true. My formal complaint has already been decided and it was decided against me.

We both know what has happened, you still haven't been able to explain why I received a decision letter. Two months after I had already received a decision letter on my informal complaint, and over a month after I had filed my formal complaint.

I have already sent letters to my state representatives about this process, and how it works. Decisions made before the hearings, etc. When I follow up, I will mention your emails.

Rick Hinson

From: Colbert, W. Anthony <[REDACTED]>
Sent: Monday, November 13, 2017 9:57 PM
To: rick hinson; [REDACTED]
Cc: Nakahara, Martin M.; ALJ Central Files ID
Subject: RE: Your Complaint matter vs. SoCal Gas Co. (C.17-10-006)

Mr. Hinson:

~~It is my understanding that you filed an informal complaint with the Commission's Consumer Affairs Bureau (CAB) which was denied on October 17, 2017 (see attached), after which you filed a formal complaint (C.17-10-006) which is set to be adjudicated tomorrow (November 14, 2017) . You admitted as much in an October 30, 2017 email to Mr. Nakahara in which you stated "I filed the formal complaint after I received a response from the CPUC throwing out my informal complaint". Clearly you understand the difference between an "informal complaint" and a "formal complaint" and you have acknowledged that it was the "informal complaint" that has been denied by CAB. The only communications that you have received in this matter (formal complaint), aside from emails from Mr. Nakahara and myself, are copies of the "Instructions to Answer and Hearing Notice" dated October 13, 2017 and the "Answer" to your complaint which was filed by SoCalGas on November 1, 2017.~~

Formal complaints are resolved by Decisions of the Commission, not by letter. The hearing on your formal complaint is set for tomorrow at 2:00 p.m. If in fact you have a "decision letter" disposing of this formal complaint (C.17-10-006) please bring it to tomorrow's hearing and/or provide a copy via email.

Thank You

W. Anthony Colbert
Acting Assistant Chief Administrative Law Judge
CA Public Utilities Commission
[REDACTED]

From: rick hinson [REDACTED]
Sent: Monday, November 13, 2017 1:05 PM
To: Colbert, W. Anthony
Subject: Re: Your Complaint matter vs. SoCal Gas Co.

I have already informed Mr Nakahara about the decision letter I received. It clearly stated that you have reached a decision, and that you have decided against me. When I informed Mr. Nakahara, he sent a response, in it, he seemed only to be concerned that the decision letter had been sent early, not that the decision was made already. He then said I should go through the motions by going to the hearing, again he made it clear that it was a waste of time but seemed to suggest it would make me feel better.

I will not be involved in this obvious charade. If no decision has been made, then why was a letter sent to me saying it had? You ignored that simple obvious fact in your response as well. The decision has been made...you just want me to participate so that it can appear to be a fair process. But since you have already decided, why should I help you make it appear fair? It isn't fair, so why should it appear that way?

Again, a simple clear irrefutable point....I received a decision letter. The only circumstance where a decision letter can be sent, is if a decision has been made. So, the decision has already been made.

That is the simple obvious fact. You can deny it, but that won't change that fact.

Rick Hinson

From: Colbert, W. Anthony [REDACTED]
Sent: Monday, November 13, 2017 6:44 PM
To: rickhinson@hotmail.com; ROrtiz@semprauutilities.com
Cc: Nakahara, Martin M.
Subject: FW: Your Complaint matter vs. SoCal Gas Co.

Good Morning Mr. Hinson:

I am receipt and have reviewed your email communications with the head of the Commission's Docket Office, Martin Nakahara. As Mr. Nakahara has indicated your complaint with the

Commission (C.17-10-006) is still pending. A hearing in the matter is set for November 14 at 2:00 p.m. in the Commission's Los Angeles Office (320 W. 4th Street, Suite 500 LA CA 90013). Despite the assertion in your November 11, 2017 email to Mr. Nakahara, the Commission has not made a final determination in your complaint case; no hearing has been held, no proposed decision has been issued and there has been no Commission vote on the matter.

Tomorrow's hearing is your opportunity to present evidence and be heard on this matter. There will not be any adjudication of this matter until after the hearing. I look forward to your participation in this process.

W. Anthony Colbert
Acting Assistant Chief Administrative Law Judge
CA Public Utilities Commission

[REDACTED]

From: rick hinson [REDACTED]
Sent: Saturday, November 11, 2017 11:50 AM
To: Nakahara, Martin M.
Subject: Re: Your Complaint matter vs. SoCal Gas Co.

To make this clear: You still have not denied that the decision has already been made.

You just seem to be upset that the notice was sent early.

I will not participate in a charade. Since the CPUC has already made their decision, before the hearing, then it is pointless for me to waste my time going to a hearing.

I am contacting my state representatives. I am telling them about this process, where the utilities are believed automatically, and no amount of independent proof can change predetermined decision.

I will be working to get this complete waste of taxpayer's money closed.

This has been an eye-opening experience.

Rick Hinson

From: rick hinson [REDACTED]
Sent: Monday, October 30, 2017 3:21 PM
To: Nakahara, Martin M.
Subject: Re: Your Complaint matter vs. SoCal Gas Co.

Your response is confusing at best....I never said you were a judge, the "you" obviously referred to the California Public Utilities Commission which you represent.

I filed the formal complaint after I received a response from the CPUC throwing out my informal complaint.

Now I receive a letter from the CPUC telling me my formal complaint has been dismissed.

From: Nakahara, Martin M. <[REDACTED]>
Sent: Monday, October 30, 2017 12:56 PM
To: 'rick hinson'
Cc: Colbert, W. Anthony; Miller, Anisa; ALJ Docket Office
Subject: Your Complaint matter vs. SoCal Gas Co.

To: Rick Hinson, Complainant.

I have no idea to what you are referring.

Your complaint matter is still pending. Here is the link to your matter on the Commission website:

<https://apps.cpuc.ca.gov/apex/f?p=401:57:0::NO>

Proceeding - Documents

apps.cpuc.ca.gov

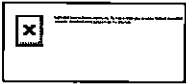
This section of the website provides docket information on proceedings at the Commission. The information will continue to appear until the proceeding has been closed for 30 years and has no unresolved judicial appeals.

I am not an Administrative Law Judge who can make decisions affecting anyone's case. The ALJ assigned to your matter is W. Anthony Colbert. I hope you carefully read the Instruction To Answer Notice that was served on you & SoCalGas Company. It clearly states W. Anthony Colbert is the assigned ALJ. I have no idea where you received the information that I was the "judge" assigned to your matter.

I believe Ms. Miller is a staff person in the Consumer Affairs Bureau (CAB) at our Los Angeles Office who has nothing whatever to do with the pending official complaint matter, i.e, C.17-10-006. It looks like your Informal complaint through CAB was not even completed at the time you submitted your formal complaint.

FYI – Defendant, Southern California Gas Company must file and serve its Answer to your complaint by 11/2/2017.

Rules: <http://www.cpuc.ca.gov/proceedings>



Proceeding Information

www.cpuc.ca.gov

This website provides "docket information" for "open" proceedings, for proceedings that have not yet completed any possible appeals, and for ...

(Look for "Rules of Practice & Procedure.")

MARTIN M. NAKAHARA

Senior Legal Analyst

[REDACTED]
[REDACTED]

✉ Email: [REDACTED]

California Public Utilities Commission
Docket Office - Room 2001
505 Van Ness Avenue
San Francisco CA 94102-3298
Website: www.cpuc.ca.gov

From: rick hinson [mailto:rick.hinson@cpuc.ca.gov]
Sent: Saturday, October 28, 2017 9:14 AM
To: Nakahara, Martin M.
Subject: Re: Your Complaint matter vs. SoCal Gas Co.

Dear Mr. Nakahara,

Yesterday I received a letter from your office. It was written by Anisa Miller. In it she says that you have already ruled against me without a hearing. She says that the CPUC received a letter from SoCalGas, and that SCG explained their side. She therefore has closed my complaint.

No where does she say that SCG provided any evidence, or in any way proved their side. She just blindly believed everything that SCG claimed. It is now very clear why SCG feels comfortable in not crediting people for payments. Since they will NEVER have to prove anything. They will always be blindly believed in any wild claim they make. Even if the customer proves that SCG is lying, the CPUC will still believe SCG.

It begs the question, what is the purpose of CPUC. If you are just going to rubber stamp any claim made by the utilities, then there is no reason for the CPUC to exist.

I wish you had at least been honest at the beginning. I wish you had told me that it didn't matter what the evidence said, that the CPUC would ALWAYS side with the utilities.

Rick Hinson

From: Nakahara, Martin M. [REDACTED]
Sent: Thursday, October 5, 2017 8:22 PM
To: rickhinson [REDACTED]
Cc: ALJ Docket Office
Subject: Your Complaint matter vs. SoCal Gas Co.

To: Complainant, Rick Hinson.

I referred your matter to our Advisors who are Administrative Law Judges and they advised me to file your complaint and let the evidence take care of its ultimate resolution. I intend to follow that directive.

I'll be in touch after the complaint is filed.

Regards,

MARTIN M. NAKAHARA
Senior Legal Analyst

[REDACTED]
[REDACTED])
✉ Email: [REDACTED]

*California Public Utilities Commission
Docket Office - Room 2001
505 Van Ness Avenue
San Francisco CA 94102-3298
Website: www.cpuc.ca.gov*

(End of Attachment 2)