

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA



FILED
8-04-15
01:20 PM

BRENDA PRATT,
Complainant

(ECP)

vs.

C1508001

SOUTHERN CALIFORNIA EDISON
COMPANY (U338E)

Defendant

Expedited Complaint Procedure Complaint
(Rule 4.5)

COMPLAINANT	DEFENDANT
<p>Brenda Pratt 15633 South Vermont Avenue Gardena CA 90247 T-310-715-6064 Email: (None Provided)</p>	<p>Southern California Edison Company (U338E) Attn: Janet S. Combs, Esq. 2244 Walnut Grove Avenue Rosemead CA 91770 T-626-302-1524 Email: janet.combs@sce.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

STATE OF CALIFORNIA

(A)

Brenda Pratt

COMPLAINANT(S)

vs.

Case Number 2015-05-13 PM 9:17
(for Commission use only)

DOCKET OFFICE (MAIL)

(B)

Southern Calif Edison

DEFENDANT(S)

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

(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 \$

? Initial Deposit and they request money pending dispute

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
Brenda Pratt	15633 S. Vermont AVE. Gardena, CA 90247	(310) 715-6064 (leave message)

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
Edison (South Calif)	P.O. Box 600 Rosemead, CA 91771-0001	(800) 684-8123

(F)

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

I have been ~~charged~~ ^(billed) for excessive and unreasonable reporting of electrical usage.
 [Please See initial Complaint contrasting ^{Sept} 2013 and 2014]
 Also, I believe supporting these incidents ^{that} supports my claim (See attached correspondence dated 6/6/15, 6/23/15 and 6/29/15)
 Finally, I was requested to pay - before the pending dispute was resolved. I believe Edson is liable.

(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):

- I am asking you to rescind the balance from the leveled pay plan
 - To rescind the excessive and unreasonable billing by Edson

(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):	
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)

I am requesting Edison to rescind the balance from the level ^{pay plan} ~~pay plan~~ of [\$ 351.79] I believe this is fraud (the erroneous rate amount)

(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:

N.A.

(J)

Dated Gardena, California, this 9th day of July, 2015
(City) (date) (month) (year)

B. Pratt
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(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 7/9/15, at Cardena, California
(date) (City)

B. Pratt
(Complainant Signature)

VERIFICATION
(For a Corporation)

N.A.

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) COPIES
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

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 complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Complaint is filed in paper form or electronically, 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 complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, Email 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.

Brenda Pratt
Signature

7/9/15
Date

Brenda Pratt
Print your name

RECEIVED
CPUC
STATE OF CALIFORNIA
2015 JUL 13 PM 3:17
DOCKET OFFICE (MAIL)

April 29, 2015

To: CALIFORNIA PUBLIC UTILITIES COMMISSION

From: Brenda Pratt (310) 715-6064

Acct.# 2-28-215-5878

REG: SOUTHERN CALIFORNIA ENERGY DISPUTE

I am disputing the billed amount of energy usage for the high periods of usage (2014) -- during which I was enrolled in Edison's Level Pay Plan. I did not use excessive usage of energy that I have been billed for:

For, example there is a distinct difference in usage for the following years:

Sept. 2013 \$85.00
(before the Level Plan)

Sept. 2014 \$271.00 (note this is three times the 2013 year)

The above indicates the amount of energy usage for both years. I dispute Sept 2014 billing. It is (3) times the amount of Sept. 2013. And, (4) times the average yearly amount for 2013 and 2014. I believe there is an error in reporting.

In addition to support that I did not use this excessive amount of energy. I was at home those months. There was nothing operating in the home that would have created extra energy use. I did not utilize any extra devices or systems that might increase energy usage. (Such as -- Extra referigerator, Medical equipment, Electrical water heater, etc.). Again, There was nothing utilized for the high periods that could increase usage in that way.

I believe in conserving energy. In GOOD FAITH, I did not use excessive energy for any period for 2012, 2013 nor 2014.

In reviewing my monthly bill (2012, 2013, 2014) it reflects that I do not use excessive energy. And, the average Details of New Monthly Charges demonstrate that I do no use excessive energy.

I QUESTION THIS PERIOD OF USAGE AS WELL.

Billing Period Sept 18 - Oct . 1, 2014
Oct. 1 - Oct. 20, 2014

\$185.45

Please in GOOD FAITH respond to my complaint and request to dispute the charges. To ressolve would be to adjust and correct the billing.

Sincerely yours,


Brenda Pratt

mailed
6/1/15

2015 BP
June 6, 2015

To: Wayne Price
Public Utilities Commission

From: Brenda Pratt (310) 715-6064

File No: 354808

Re: Complaint Dispute Against
Edison Billing

I bring to your attention that Edison during the dispute process charged me (\$102.00) to keep the electricity on (partial payment) I believe they are liable for charging without resolving the dispute - This is subsequent to me filing the complaint and they had on record the dispute was in process

Edison had an inspector to (652-15) check the electricity box - however I had requested over (2) months ago to inspect in which they refuse. I am concerned if this is an impartial inspection. It has been almost a year since the incident took place. The

over

It is also noted that I was
charged. In addition
as a result that time my
Electricity was turned ~~off~~ ~~off~~
by Edison. Apparently
the box had been manipulated.
I had to get someone to
come turn the electricity back
on, on a Sunday.

This ~~is~~ further supports
that something else could
have occurred in the reporting

Please respond to the
charges and dispute.

B. Pratt.

June 23, 2015

TO: California Public Utilities Commission
WAYNE PRICE

From: Brenda Pratt (310) 715-6054

Compliant # 354808

Reg: **REQUEST TO APPEAL**

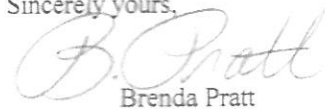
I am appealing based on the following errors and issues concerning this compliant:

- 1) You failed to account for in your decision that I had requested Edison to inspect the meter - several weeks before you informed them of the compliant. Edison refused the request.
- 2) Your decision was based on a meter reading that occurred over a year ago. (The problem occurred over a year ago) In addition I was also in contact with Edison regarding the amount of the billing during that time.
- 3) You failed to account for the incident that during that time the [electricity was out on a Sunday morning]. I called requested and paid a handyman on a Sunday to fix the electricity problem. He adjusted the switch in the Electrical box. (SEE LETTER ENCLOSED DATED JUNE 6, 2012--YOU SHOULD ALREADY HAVE ON FILE) **This had never occurred before and since has not occurred.**
- 4) EDISON requested partial funds paid before the dispute was resolved. I believe are they are liable.

Please review and include the initial compliant and {letter dated June 6, 2015) as evidence that supports this appeal.

I look forward to a correct and fair decision.

Sincerely yours,


Brenda Pratt

Urgent

6/29/15

To: Public Utilities Commission

Att: Wayne Price
Consumer Affairs Branch

354808

Re: Addendum to Appeal
(Sent 6/23/15)

→ You should be receiving my
Appeal sent 6/23/15

I just remembered an incident
that you should have documented
(in Edison Review) That an inspector
reported to me a few years
ago that my neighbors
utility line had been reported
on my billing.

It was adjusted and the
billing was adjusted.

I believe this to be pertinent
information. I just
remembered.

Thanks!
Brett