



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED

10/23/23

11:56 AM

C2310016

Diane Scalice,

Complainant,

vs.

Case

Pacific Gas and Electric Company (U39E),

Defendant.

Complaint
(Rule 4.2)

COMPLAINANT	DEFENDANT
Diane Scalice 2627 E. Palo Alto Fresno, CA 93710 T: 559-304-6333 E-mail: diane.scalice01@comcast.net	Pacific Gas and Electric Company (U39E) Attn: Steven Frank, Attorney 300 Lakeside Drive Oakland CA 94612 T: 415-973-6976 E-mail 1: steven.frank@pge.com E-mail 2: pgetariffs@pge.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)
 DIANE SCALICE
 COMPLAINANT(S)
 vs.

(B)
 PG+E
 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
DIANE SCALICE	2627 E. PALO ALTO AVE. FRESNO, CA 93710	559-304-6333

respectfully shows that:

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

Name of Defendant(s)	Address	Daytime Phone Number
PG+E	P.O. Box 997300 SACRAMENTO, CA 95899-7300	800-743-5000

(F)

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

On May 5th, I was in the process of getting solar, PG&E needed to come out and turn off my power so a new electrical box could be installed. Apparently, one of my previous tenants, in the 10 years that it was a rental house, 2007-2017, tampered with the meter, IT WAS NOT ME! So, PG&E removed my meter, put yellow crime scene tape up. Refused to use my gate, took the planks off my fence to go through. I was told they suspected meter tampering and was going to do an investigation. I attempted to contact my home owners insurance company, but they could not investigate without the meter. My power was turned off for 2 weeks until I was forced to pay an "investigation fee" of \$2,336.76 which took them less than a day to conclude. I spoke to Tiffany in PG&E's revenue Assurance department on an almost daily basis during those 2 weeks. I was assured, by Tiffany, that this \$2,336.76, was the total amount owed. Friday, 7/15 I received a bill from PG&E totaling more than \$12,000!

~~#~~SEE PG 2+3 attached~~#~~

(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 refund the investigative fee of \$2,336.76 that I was "held hostage to pay." I work from home and had to get a hotel for my son, me and my dog for the 2 weeks we were without power. Before I paid the investigative fees, I wanted to know if PG&E was going to try and get me for back charges. I was assured by Tiffany in the Revenue Assurance Department, that \$2,336.76 was all I owed. I paid the money on 5/17/23, in hopes of getting this behind us. But on 7/14/23, I received monthly bills totaling \$12,053.32. I'd like a credit of these outrageous charges! I did not do what PG&E is accusing me of! Like I said prior, this house was a rental home from 2007-2017 and who knows what the previous tenants did to the meter. They all complained their PG&E bills were too high.

(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.

I CAN NOT TRAVEL TO CA OR SF FOR A HEARING.
I WOULD LIKE THE HEARING TO BE IN FRESNO
OR SOMEWHERE CLOSE TO FRESNO PLEASE.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional page)

The utility should refund the investigative fee of \$2,336.76 that I was "held hostage to pay." I work from home and had to get a hotel for my son, me and my dog for the 2 weeks we were without power. Before I paid the investigative fees, I wanted to know if PG&E was going to try and get me for back charges. I was assured by Tiffany in the Revenue Assurance Department, that \$2,336.76 was all I owed. I paid the money on 5/17/23, in hopes of getting this behind us. But on 7/14/23, I received monthly bills totaling \$12,053.32. I'd like a credit of these outrageous charges! I did not do what PG&E is accusing me of! Like I said prior, this house was a rental home from 2007-2017 and who knows what the previous tenants did to the meter. They all complained their PG&E bills were too high. Also, I qualified for a CARE Discount which was not factored into these additional charges.

(I)

OP My/our e-mail address(es) is/are:

DIANE.SCALICE01@COMCAST.NET

(J)

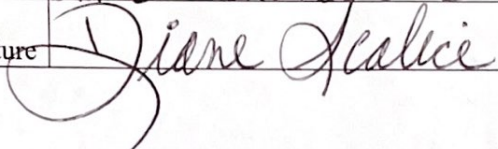
Dated FRESNO, California, this day of AUGUST, 2023

Diane Scalice
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 e-mail), and signature of representative, if any.

Name of Representative:	
Address:	2627 E. PALO ALTO AVE. FRESNO, CA 93710
Telephone Number:	559-304-6333
E-mail:	DIANE.SCALICE01@COMCAST.NET
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 22, at FRESNO, California
(date) (City)

Diane Scalice
(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

PRIVACYNOTICE

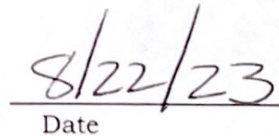
This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

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

PG 2

I called Anthony Powell Monday, 7/17 and left him a VM message. I spoke to Mr. Powell back in May. He was not courteous and down right rude. I explained that I did not do this and that it had to be one of my tenants, as my tenants always complained the PG&E bills were too high. I told Mr. Powell that I wanted to see the evidence against me and my homeowner's insurance company, Safeco, needed some type of documentation as well. He stated that he did not have to show me anything without a subpoena. I was shocked. Isn't this the USA where you are innocent until proven guilty? I feel violated. My Powell can just send me a bill for any amount and just expect customers to pay whatever he says without showing customers any evidence does not seem legal. I need your help. PG&E is a monopoly and is bankrupting people! In Utah, Rocky Mountain Power charges 4 cents per kilowatt, out here, PG&E charges 34 cents per kilowatt hour for Tier one & 42 cents for Tier 2 for the same power. Something is very wrong!

I also qualified for a CARE Discount, which save me about 30% on my monthly power bills, which was not included in these retroactive bills.

I live in a 1,795 square foot home that has dual paned windows. PG&E is trying to tell me, from the itemized monthly bills I received from Mr. Powell on 7/17, that my PG&E bill should have been over \$800 a month for August? I received a \$519.18 bill, plus what I already paid for my August bill, it would be over \$800 a month . . . just for my power bill?!?! If this is the case, something is very, very wrong!

Since I know I did not do this and PG&E refuses to show me documentation of my guilt, I'd like this \$12,053.32 charge reversed. I would, also, like a credit of the \$2,336.76 investigation fee that I was "held hostage" to pay. I don't have that kind of money!

You have successfully filed a complaint! Here is the confirmation number 159355

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Ave.

San Francisco, CA 94102-3298

Call us toll-free, Monday – Friday, 9 a.m. to 3 p.m. at 1-800-649-7570 Fax us at 1-415-703-1158

PG. 3

July 16, 2023

Regarding PG&E account #2052013757-9

To Whom it May Concern:

I bought my house in 1997. In 2007, I was able to buy a 2nd property and my house at 2627 E. Palo Alto Ave, in Fresno, was my rental, from 2007 through 2017. I moved to NJ in 2014 and back to Fresno in 2017, I gave the tenants notice to vacate within 60 days. I moved back into my rental property on November 1st 2017 and still reside there to date. My PG&E bills were extremely high, so I looked into alternatives and decided on solar. I contacted Sun Run . . . and they came out and viewed my property, I was told that I would need a new electrical box to power the solar system. Sun Run explained that they needed PG&E to come out and shut the power off while the new box was being installed. I agreed.

PG&E did not show up for the 1st appointment, in April and I got 12 hours notice that they were not coming, I had already taken off work to be home. On May 5th, 2023 PG&E did come out and turn off the power. Apparently, one of my previous tenants, in the 10 years that it was a rental house, tampered with the meter. So, PG&E removed my meter from my home, put yellow *crime scene looking tape over my front fence for all my neighbors to see*. Refused to use my gate and took the planks off my fence to go through the fence. PG&E refused to explain to me what was going on. I was told they suspected meter tampering and was going to do an investigation. My power was turned off with no notice and remained off until 5/17/23 when I was forced to pay an "investigation fee" of \$2,336.76 which took them less than a day to conclude. I spoke to Tiffany in PG&E's revenue Assurance department on an almost daily basis during those 2 weeks. I was assured by Tiffany that this was the total amount owed.

I called Anthony Powell on several occasions leaving him messages trying to get to the bottom of this. Mr. Powell called me back, left me a message, telling me he had nothing to add. Well, I had questions for him and I wanted to see the evidence against me. Anthony told me he was under no obligation to show me anything until I got a subpoena. Is this still America where you are innocent until proven guilty? I did not do this and feel they are taking advantage of a woman that is not familiar with things like this.

2 months later, Friday, on 7/15, I received a bill from PG&E for \$12,000+. I freaked out and could not call anyone since it's the weekend. I don't have that kind of money "laying around." I did not do what they are accusing me of. I feel like PG&E is holding me hostage for this \$12,000+ and the last \$2,336, so I am turning to you for help.

** On May 5th, 2023, I was in the process of getting solar, PG&E needed to come out and turn off the power so a new electrical box could be installed. Apparently, one of my previous tenants, in the 10 years that it was a rental house, 2007-2017, tampered with the meter. So, PG&E removed my meter from my home, put yellow crime scene looking tape over my front fence for all my neighbors to see. Refused to use my gate and took the planks off my fence to go through the fence. I was told they suspected meter tampering and was going to do an investigation. My power was turned off with no notice and remained off until 5/17/23 when I was forced to pay an "investigation fee" of \$2,336.76 which took them less than a day to conclude. I spoke to Tiffany in PG&E's revenue Assurance department on an almost daily basis during those 2 weeks. I was assured by Tiffany that this \$2,336.76, was the total amount owed. Friday, 7/15 I received a bill from PG&E totaling more than \$12,000! **

Sincerely, Diane Scalice, 2627 E. Palo Alto Ave., Fresno, CA 93710, (59) 304-6333