



FILED

06/23/25

04:59 PM

C2506016

Date : May 2, 2025

From:

Prakash Dhavali

265 Merrill Ave, Fremont CA 94539

Xfinity account number: 8155 4005 5203 2938

CPUC Prior Informal Case: 673949

To

Regulatory Affairs Department

California Public Utilities Commission (CPUC)

505 Van Ness Avenue, San Francisco, CA 94102

Subject : Urgent Request for Regulatory Oversight and Participation in Ongoing Escalation Case with Comcast Xfinity (Ticket: ESL05079661)

Dear CPUC Regulatory Officer and Ulmer, Keya,

Thank you for your continued support regarding informal case #673949 and response against Comcast Xfinity with reference xfinity account number: 8155 4005 5203 2938. Myself and my ex-wife (Prajakta Dhavali) have been Xfinity customers for the last 20+ years. Xfinity has received documented bill payments for this old Xfinity internet account from my bank which should have been refunded (as they also changed my Xfinity internet account to a new number ending in x9432 and charged my credit-card for payments for it separately again). Hence there are documented duplicate payments since 2018. **So the request for claim of duplicate payments and escalation was made with all proofs and attachments**. Rather than investigating and providing refunds and their tracking details from attached proofs, xfinity closed the ticket ESL05079661 prematurely. I am writing to express my concern and request immediate regulatory assistance regarding a series of unresolved and uninvestigated issues related to billing and unauthorized transactions involving my Xfinity account.

I am extremely surprised that Comcast has marked my most recent escalation as “closed” despite the fact that the issues remain fully uninvestigated and unresolved. Communications with their escalation team are still ongoing, and two joint conference calls were scheduled on April 26, 2025 (1:00PM - 3:00PM PST) and also on May 2, 2025, at 2:00 PM PST — between Comcast’s escalation department, myself, and my ex-wife. Both times Comcast Xfinity did not

join the conference call. My ex-wife was part of those calls - as Xfinity was asking her presence as they allegedly rerouted my payments to her old and pre-existing account (ending in x7674) without her or my pre-authorization. These conference calls may potentially be followed by another in-person visit to their branch office. I would appreciate it if a CPUC representative could also join this call, the details of which are provided below. I have been to the Xfinity branch office 4 times in person.

Additionally, **I am requesting CPUC's assistance in demanding detailed responses from Comcast Xfinity regarding the following unresolved matters, which I think represent clear violations of client service and regulatory guidelines.** These issues are documented under Ticket #ESL05079661. I urge the CPUC to request a full copy of this ticket history from Xfinity.

Reimbursements and Compensation Claim:

- From March 2018 to April 2020: \$60 per month (as shown in shared bank statements)
- From May 2020 to December 2024: \$90 per month (as shown in shared bank statements)
- Additional Compensation for Delay and Escalation: \$5,000

Outstanding Issues:

1. Bank Statement Review & Refund Claims:

Comcast claims that few refunds were issued in 2018 and 2019, but my financial institution confirms that no such transactions occurred. My bank provided full 2018 and 2019 bank statements (and also 2020,2021,2022,2023,2024 bank statements). I provided 2018 and 2019 bank statements to Xfinity (on Xfinity request) with complete transaction details for all years as requested. These clearly show my monthly payments going to Xfinity with tracking numbers and no refunds coming from Comcast during the stated period. Not even one refund shows up in my bank account contrary to Xfinity's claim. So I request that Comcast be required to:

- Review the bank statements provided to them (2018 through 2024).
- Clearly identify the alleged refunds, including transaction dates, tracking details, and refund destination accounts. This information is needed by the bank to trace.

2. Unauthorized Payment Rerouting:

Comcast Xfinity claims that my bank account was used to pay for an unrelated Xfinity account (x7674) belonging to my ex-wife. This is factually incorrect and wrong. My ex-wife has said she never requested rerouting my payments to her old pre-existing xfinity account at a different home address and we were separated long back before 2018. So this rerouting is unauthorized. So I request that Comcast be required to:

- Provide documented proof of any authorization for such payment rerouting.
- Offer a written explanation regarding why and when payments were rerouted from my account (x2938) to another account without authorization.

3. **Conference Call Facilitation:**

Comcast failed to attend a pre-scheduled and confirmed escalation meeting on April 26, 2025. I have requested that a new call be organized in the presence of branch management if needed. I had request CPUC to ensure Comcast's participation in the following scheduled call, which they did not join to resolve the ticket:

Conference Call Details:

Topic: Xfinity Double Billing and Payments – ESL05079661

Time: May 2, 2025, 02:00 PM Pacific Time

Zoom Link: [Join Zoom Meeting](#)

Meeting ID: 786 8214 6651

Passcode: gaGM9G

All claims are documented with full tracking numbers and supporting evidence and provided to Comcast Xfinity in ticket ESL05079661. Also referencing other old tickets with Xfinity which were closed without resolution: ECM0010851477 (Nov 29, 2024), ECM0012339311 (Feb 27, 2025), ESL05059489 (Mar 14, 2025), appointment confirmation: NBQ7ZBGSV (Jan 3rd, 2025)

Attachments:

Note: please keep statements confidential for your internal review where possible and Xfinity has copies of these attachments already. These were also provided in CPUC case #673949.

1. 2018, 2019 bank statements showing no Xfinity refunds (provided to Comcast)
2. Statement from my bank confirming NO Xfinity refund transactions occurred.
3. Correspondence with Comcast Xfinity regarding escalations and their requests.
4. Written denial and lack of cooperation from Comcast Xfinity support.

I respectfully request CPUC to review this matter urgently, assist in obtaining a resolution, and participate in the upcoming call if possible.

Sincerely,

Prakash Dhavali