



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

06/23/25

04:59 PM

C2506016

Prakash Dhavali,

Complainant,

vs.

Comcast Phone of California, LLC d/b/a
Comcast Digital Phone (U5698C),

Defendant.

(ECP)

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Prakash Dhavali 265 Merrill Avenue Fremont CA 94539 T: 408-242-7632 E-mail: prak0700@gmail.com	Comcast Phone of California, LLC d/b/a Comcast Digital Phone (U5698C) Attn: John Gutierrez, VP Regulatory Affairs 3011 Triad Place Livermore CA 94551 T: 925-336-1946 E-mail: john_gutierrez@cable.comcast.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Prakash Dhavali

COMPLAINANT(S)

vs.

(B)

Comcast Xfinity, Internet Division

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

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 \$ _____

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
Prakash Dhavali	265 Merrill Ave Fremont CA 94539	408-242-7632

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
Comcast Xfinity	31055 Courthouse Dr, Union City, CA 94587	1-800-934-6489
Comcast Xfinity Corporate	1701 John F. Kennedy Blvd, Philadelphia, PA 19103	1-720-750-8726
(Customer Relations)		

(F)

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

Complaint Headline: Comcast Xfinity has a serious billing and duplicate payment collection errors for two Xfinity account numbers at my same home address for the last few years.

I, Prakash Dhavali, have been a Comcast Xfinity customer for last 20+ years at address 265 Merrill Ave Fremont CA 94539. Comcast has billed and collected payments for account "8155 4005 5203 2938" from my bank account. This account number was changed in March 2018 to account "8155 4005 5203 2932" and Xfinity started to collect bill payments from my credit card for this. So since 2018 Comcast has received concurrent duplicate payments and has not returned or refunded those extra payments received for a closed account (x2938). My bank account statements show all payments going out to Xfinity (x2938) with unique tracking and transaction numbers and show no refunds whatsoever from Xfinity.

Rather than investigating and providing above refunds from extra bill payments, Comcast Xfinity prematurely closed multiple tickets without any resolution despite having all the proofs of payments including statement from my bank. I have attached that correspondence for your reference.

Few Xfinity Tickets for reference: ESL05079661, ECM0010851477 (Nov,2024), ECM0012339311 (Feb,2025), ESL05059489 (Mar,2025)

(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):

So this complaint is to claim refunds from extraneous bill payments as shown below:

- * From March 2018 to April 2020: \$60 per month (shown in bank statements sent to Xfinity already)
- * From April 2020 to December 2024: \$90 per month (shown in bank statements sent to Xfinity already)
- * Additional compensation for delay and escalation: \$5000

My above monthly payments were meant for my Xfinity services at home address. So Xfinity should have applied any and all payments to my service address account OR refund if they couldn't. So For any alleged refunds, identify those in provided bank statements and provide tracking details like: date, refund amount, account number and tracking id
For any rerouted payments (f any), provide pre-authorization letter, who asked to reroute, date, why, when and how long they did.

- (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.

Any conference or hearing needs to be near my local area where Xfinity services are provided (around zip code 94539 or San Jose, CA zip 95131) OR it can be remote via web conference.

(H)

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

Request refunds of extraneous bill payments as shown below:

- * From March 2018 to April 2020: \$60 per month (shown in bank statements sent to Xfinity already)
- * From April 2020 to December 2024: \$90 per month (shown in bank statements sent to Xfinity already)
- * Additional compensation for delay and escalation: \$5000

For any alleged refunds, provide tracking like: date, refund amount, account number and tracking id

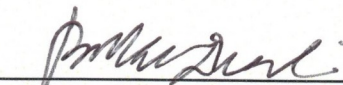
For any rerouted requests, provide pre-authorization letter, who asked, why, when and how long they did.

(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:

prak0700@gmail.com

(J)
Dated Fremont, California, this 2nd day of May, 2025
(City) (date) (month) (year)



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:	
Telephone Number:	
E-mail:	
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 May 2, 2025 , at Fremont , 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

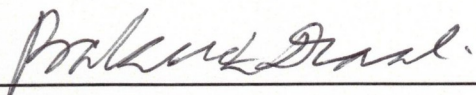
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

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

05/02/2025
~~05/03/2025~~

Date

Prakash Dhavali

Print your name

From: prak0700 [REDACTED]@gmail.com <prak0700@gmail.com>

Sent: Friday, April 25, 2025 4:16 PM

To: Comcast Executive Customer Relations 4

<ComcastExecutive_CustomerRelations4@cable.comcast.com>

Cc: PS [REDACTED] <prak0700@gmail.com>; Prakash D [REDACTED] <dhavali@gmail.com>

Subject: Re: [EXTERNAL] Re: Comcast Corporate Escalations/ ESL05079661/JW

Hi Jeremy,

As scheduled by you, tomorrow 04/26/2025 myself and my ex-wife will visit Comcast Xfinity office in afternoon between 1-3pm PST with our IDs to meet Xfinity branch office manager (whom you have messaged already) and will have Xfinity manager call you at your number (720) 750-8726 in our presence.

Reference: ESL05079661

Xfinity Account: "815540 055 2032938"

Thanks

Prakash Dhavali

[REDACTED]
408-242-7632

On Friday, April 18, 2025, 8:05 AM, Comcast Executive Customer Relations 4 <ComcastExecutive_CustomerRelations4@comcast.com> wrote:

Prakash,

I am only asking for you bank statements that support your claim for the transactions of April 23, 2018, to August 23, 2019.

My investigation in the transactions from 2021 to 2024 has already been completed, and I do not require any banking information for this time frame.

Jeremy W.

Xfinity | Executive Customer Relations

Office: (720) 750-8726

Office Hours: Monday - Friday 10:30 AM – 7:00 PM EST

From:Prakash Dhavali <[REDACTED]>
Sent: Thursday, April 17, 2025 5:09 PM
To: Comcast Executive Customer Relations 4
< ComcastExecutive_CustomerRelations4@cable.comcast.com >
Subject: Re: [EXTERNAL] Re: Comcast Corporate Escalations/ ESL05079661/JW

Hi Jeremy,

Thanks for your response.

Sure, I will provide all statement document proof from 2018 to December 2024 (and forward email from bank) and request you to trace all of them and produce burden of proof with tracking numbers/dates/account-numbers etc to show reimbursements for all those.

Thank you

Prakash

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

From: prak[REDACTED]@gmail.com <prak[REDACTED]@gmail.com>

Sent: Wednesday, April 30, 2025 10:27 AM

To: Comcast Executive Customer Relations 4 <ComcastExecutive_CustomerRelations4@cable.comcast.com>; prak[REDACTED]@gmail.com

Subject: Re: [EXTERNAL] Re: Comcast Corporate Escalations/ ESL05079661/JW

Hi Jeremy,

Hope you're having a good day! I'm reiterating and writing to follow up on our ongoing issue. I'm still a bit puzzled – the information you've shared so far doesn't seem to help track down what happened with Xfinity payments made to x2938. I've sent over all the documents you requested, but haven't heard back about them or gotten any clarification on the payment rerouting timeline.

To be clear, I have three outstanding questions (from my last email) that need addressing from Xfinity side before I can even think about contacting my bank. I'm really trying to get this sorted out, and I'd appreciate your help and cooperation in providing the missing pieces.

By the way, out of curiosity, what exactly does "executive customer relations" entail? What kind of support can I expect from that department?

Thanks again,

Prakash

On Wednesday, April 30, 2025, 9:02 AM, Comcast Executive Customer Relations 4 <ComcastExecutive_CustomerRelations4@comcast.com> wrote:

Prakash,

To reiterate:

Our records do not support your claims.

Your request for compensation and/or refund is respectfully denied.

Any charges appearing on your banking statements will need to be disputed through your financial institution.

I apologize for any inconveniences that may have occurred while working to resolve this matter.

Jeremy W.

Xfinity | Executive Customer Relations

Office: (720) 750-8726

Office Hours: Monday - Friday 10:30 AM – 7:00 PM EST

From: [REDACTED]@gmail.com [REDACTED]@gmail.com
Sent: Tuesday, April 29, 2025 5:37 PM
To: Comcast Executive Customer Relations 4
<ComcastExecutive_CustomerRelations4@cable.comcast.com>; [REDACTED]@gmail.com
Subject: Re: [EXTERNAL] Re: Comcast Corporate Escalations/ ESL05079661/JW

Hi Jeremy,

I am following up regarding our ongoing issue, which remains unresolved due to a lack of clear responses and the repeated misrepresentation of key facts. Reiterating inaccurate information and failing to provide the requested details only prolongs the matter and has left me no choice but to consider escalating this further.

Please understand that your continued refusal to investigate thoroughly and provide appropriate tracking information—despite all relevant documentation and attachments being submitted at your request—raises serious concerns. If this issue remains unaddressed, I will be compelled to report the matter to the California Public Utilities Commission (CPUC) and other national utility regulatory bodies, along with all supporting documentation and communications.

At this point, there are at least three outstanding and on-going items that require your immediate attention:

1. Conference Call Facilitation: You have yet to organize the conference call with Comcast/Xfinity center that you yourself requested with me and ex-wife, and for which you contacted local branch managers. Your claim that an my account was

used as a payment source for another Xfinity account is incorrect, and I can provide a signed statement from her to confirm this.

2. Bank Statement Review: You requested copies of my 2018 and 2019 bank statements, which I provided. These documents clearly show no refunds from Xfinity during that period, contrary to your claim. You have not responded with any findings or corrections.
3. Unauthorized Payment Rerouting: You have also failed to explain or provide any proof regarding the unauthorized rerouting of payments meant for my Xfinity account x2938 to an unrelated account x7674.

I request that you address these issues without further delay. Your timely and thorough response is expected and appreciated.

Thanks

Prakash

RE: [EXTERNAL] CPUC Xfinity Case 673949 - response

From: Ulmer, Keya (keya.ulmer@cpuc.ca.gov)

Date: Tuesday, May 6, 2025 at 08:50 AM PDT

Dear Mr. Dhavali,

We have received the additional information you submitted regarding Case #673949. However, as stated in the appeal closing letter, this concludes the Informal Appeal process.

As noted in the letter:

"As this concludes the Informal Appeal process, if you disagree with this resolution, your next step is to file a Formal Complaint."

We recommend that you take the information you've provided and include it in a Formal Complaint to the California Public Utilities Commission's Public Advisor's Office (PAO). Instructions for submitting a Formal Complaint were included with your appeal closing letter. For your convenience, you may also contact the PAO or file online using the details below:

Public Advisor's Office (PAO)

California Public Utilities Commission

Email: public.advisor@cpuc.ca.gov

Phone: 1-866-849-8390

Online Complaint Portal: <https://www.cpuc.ca.gov/complaints/>

Additionally, we would like to reiterate the following from your appeal closing letter:

"Please be advised that any further correspondence regarding this complaint submitted to CAB will not receive a response."

Thank you for your understanding.

Kindly,

Keya U.

Staff Services Analyst

External Affairs Division

California Public Utilities Commission

800-649-7570 | Keya.Ulmer@cpuc.ca.gov

www.cpuc.ca.gov

