

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



**FILED**

07/28/25

04:59 PM

**C2507019**

Jameon Walton,

Complainant

vs.

Southwest Gas Corporation (U905G),

Defendant.

(ECP)

Case (C.) \_\_\_\_\_

Expedited Complaint  
(Rule 4.6)

COMPLAINANT	DEFENDANT
Jameon Walton 26513 Silver Lakes Parkway Helendale CA 92342 T: 661-743-4140 E-mail: <a href="mailto:Mr.jameonjwalton@gmail.com">Mr.jameonjwalton@gmail.com</a>	Southwest Gas Corporation (U905G) Attn: Valerie Ontiveroz, Regulatory Manager/California P.O. Box 98510 Las Vegas NV 89193-8510 T: 702-812-8397 E-mail: <a href="mailto:valerie.ontiveroz@swgas.com">valerie.ontiveroz@swgas.com</a>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Jameon Walton  
P.O. Box 2902/24513 Silver Lakes Pkwy.  
Helendale, CA 92342.  
(661)-743-4140  
Mr. Jameon2JWalton@gmail.com.

COMPLAINANT(S)

vs.

(B) Southwest Gas Corporation -  
California Service Division  
1-877-860-6020

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



By \_\_\_\_\_

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Jameon Walton	24513 Silver Lakes Pkwy. Helendale, CA 92342	(661)-743-4140

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
Southwest Gas Corporation California Service Division		1-877-860-6020

**(F)**

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

See Attachment - "Section F - Describe Your Complaint."

**(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

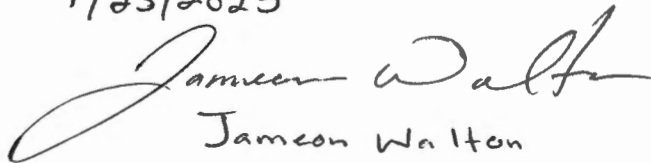
(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

- Misapplication of Tariff Rule 3 (Joint Application)
- Denial of access to establish service
- Improper Invocation of Rule 10 and 11
- Discriminatory denial of Essential utility connection.

## Section F – Describe Your Complaint

I am the sole occupant of the property following abandonment by my spouse, Vanessa Walton, on November 26, 2024. Early on when the bill was significantly lower Southwest Gas refused to allow me to open an account in my name, later claiming I must assume her existing debt that grew to \$970+. I repeatedly attempted to start service using but from my phone number of (661-388-7578), but was blocked and told only Ms. Walton could make changes. Despite escalating to CPUC informal complaint and appeal, SWG invoked Tariff Rule 3 improperly and disconnected service. I need a fair resolution: a new account in my name without inherited debt, and restoration of service.

7/23/2025

  
Jameon Walton

- (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):	30 days after Filing
Hearing (Example: 7/1/09)	60 days after Filing.

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)

See Attachment, "Section H. - Relief Request."

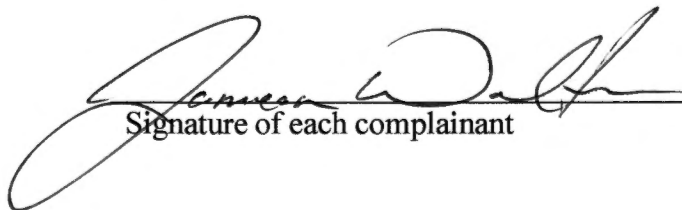
(I)

**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: Yes

Mr. JameonJWalton@gmail.com

(J)

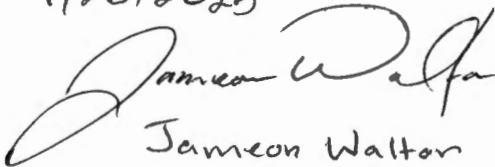
Dated Helendale, California, this 23 day of July, 2025  
(City) (date) (month) (year)

  
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

## Section H – Relief Requested

1. Order Southwest Gas to open a new gas account in my name under normal terms without requiring inherited debt.
2. Direct that any prior balance must be handled separately and not as a condition of service initiation.
3. Require compliance with Tariff Rules 10 and 11 and CPUC consumer protections for new applicants.
4. Grant any additional relief the Commission deems just and proper.

7/23/2025  
  
Jameon Walton

**(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 7-23-2025, at Helendale, California  
(date) (City)

  
(Complainant Signature)

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**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

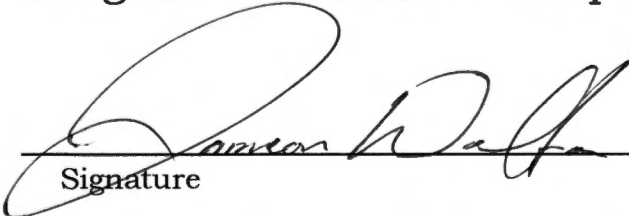
505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

### 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

7-23-2025  
Date

Jameon Walton  
Print your name

## PUBLIC UTILITIES COMMISSION

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



July 15, 2025

File No: 682970

Jameon Walton  
Po Box 2902  
Helendale CA 92342

Dear Jameon Walton:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No: 682970**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

CAB made one of three specific types of errors:

- CAB made a mistake in the *facts in the case* or
- CAB made a mistake in the *laws in the case* or
- CAB made a mistake by *not considering evidence*.

You are required to show that correction of CAB's error/s would have otherwise resulted in the disposition being in your favor. Your appeal did not provide new evidence, or you disagreed with the utility's response and CAB's position that does not fulfill CAB's Appeal requirements. Therefore, your appeal has been **denied**.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

Written Operations Unit  
Consumer Affairs Branch  
1-800-649-7570  
[www.cpuc.ca.gov](http://www.cpuc.ca.gov)

PARTY WITHOUT ATTORNEY OR ATTORNEY <b>NAME:</b> Jameon Walton <b>FIRM NAME:</b> <b>STREET ADDRESS:</b> 26513 Silver Lakes Pkwy. <b>CITY:</b> Helendale <b>TELEPHONE NO.:</b> (661) 388-7578 <b>E-MAIL ADDRESS:</b> <b>ATTORNEY FOR (name):</b> Self-Represented		STATE BAR NUMBER:  STATE: CA ZIP CODE: 92342 FAX NO.:		FOR COURT USE ONLY  <div style="text-align: center;"> <b>FILED</b>            SUPERIOR COURT OF CALIFORNIA            COUNTY OF SAN BERNARDINO   <b>FEB 14 2025</b>             BY <u>PATASHIA KYLE</u> DEPUTY         </div>	
<b>SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN BERNARDINO</b> <b>STREET ADDRESS:</b> 235 East Mountain View <b>MAILING ADDRESS:</b> same <b>CITY AND ZIP CODE:</b> Barstow, CA 92311 <b>BRANCH NAME:</b> Barstow District					
<b>PETITIONER:</b> Jameon Walton <b>RESPONDENT:</b> Vanessa Walton					
<b>PETITION FOR</b> <input checked="" type="checkbox"/> <b>Dissolution (Divorce) of:</b> <input type="checkbox"/> <b>Legal Separation of:</b> <input type="checkbox"/> <b>Nullity of:</b>				<input type="checkbox"/> <b>AMENDED</b> <input type="checkbox"/> <b>Domestic Partnership</b> <input type="checkbox"/> <b>Domestic Partnership</b> <input type="checkbox"/> <b>Domestic Partnership</b>	
<input checked="" type="checkbox"/> <b>Marriage</b> <input type="checkbox"/> <b>Marriage</b> <input type="checkbox"/> <b>Marriage</b>				<b>CASE NUMBER:</b>  <div style="font-size: 1.5em; font-weight: bold;">FAMBA 2500415</div>	

**1. LEGAL RELATIONSHIP (check all that apply):**

- a. ☒ We are married.
- b. ☐ We are domestic partners and our domestic partnership was established in California.
- c. ☐ We are domestic partners and our domestic partnership was NOT established in California.

**FEE WAIVER**
**2. RESIDENCE REQUIREMENTS (check all that apply):**

- a. ☒ Petitioner ☐ Respondent has been a resident of this state for at least six months and of this county for at least three months immediately preceding the filing of this *Petition*. (For a divorce, unless you are in the legal relationship described in 1b., at least one of you must comply with this requirement.)
- b. ☐ Our domestic partnership was established in California. Neither of us has to be a resident or have a domicile in California to dissolve our partnership here.
- c. ☐ We are the same sex, were married in California, but currently live in a jurisdiction that does not recognize, and will not dissolve, our marriage. This *Petition* is filed in the county where we married.  
     Petitioner lives in (specify):                      Respondent lives in (specify):

**3. STATISTICAL FACTS**

- a. ☒ (1) Date of marriage (specify): January 1, 2014      (2) Date of separation (specify): November 26, 2024  
     (3) Time from date of marriage to date of separation (specify): 10 Years 10 Months
- b. ☐ (1) Registration date of domestic partnership with the California Secretary of State or other state equivalent (specify below):  
     (2) Date of separation (specify):  
     (3) Time from date of registration of domestic partnership to date of separation (specify):      Years      Months

**4. MINOR CHILDREN**

- a. ☐ There are no minor children.
- b. ☒ The minor children are:  
     Child's name                      Birthdate                      Age  
     Simeon Walton                      8/9/15                      9 years  
     Si'Maya Walton                      6/2/17                      7 years  
     Jameon Walton                      8/2/22                      29 months

**THIS CASE HAS BEEN ASSIGNED TO  
 Commissioner J. Bruce Minton  
 IN DEPARTMENT 23 FOR ALL PURPOSES**

- (1) ☐ continued on Attachment 4b.      (2) ☐ a child who is not yet born.
- c. If any children listed above were born before the marriage or domestic partnership, the court has the authority to determine those children to be children of the marriage or domestic partnership.
- d. If there are minor children of Petitioner and Respondent, a completed Declaration Under Uniform Child Custody Jurisdiction and Enforcement Act (UCCJEA) (form FL-105) must be attached.
- e. ☐ Petitioner and Respondent signed a voluntary declaration of parentage or paternity. (Attach a copy if available.)

## Personal Impact Declaration

Jameon Walton

San Bernardino County, CA

Commission File No: 682970

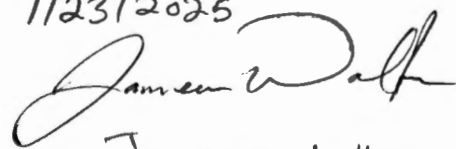
I am submitting this declaration to explain the physical, emotional, and practical hardships I have endured as a result of Southwest Gas Corporation's decision to deny me utility access due to a prior balance that was not under my name. The gas service, which I had no contractual obligation to, became inaccessible during a time of severe hardship and health recovery.

I sustained a workplace injury in 2023, resulting in ongoing physical pain. I relied heavily on hot water to manage these symptoms, using it as a therapeutic method to reduce inflammation and regain physical function through bathing and heat treatment. The lack of hot water not only worsened my physical condition but also negatively impacted my hygiene and self-care during a vulnerable period.

From November 26, 2024 to June 9, 2025, my children were not living with me, and I worked toward rebuilding the home environment during their absence. They returned briefly but left again on July 17, 2025, and I am now tasked with preparing for their return once more—without access to hot water for their hygiene, meals, or basic living. These disruptions have caused deep emotional distress, not just to me, but to them, as they struggle to understand why our home remains without this essential utility.

I also experienced missed job opportunities and delayed recovery from both physical injury and financial hardship, directly related to the instability and daily obstacles created by this utility issue. I have not benefited from any utility assistance program because the account in question is not in my name, and the utility's refusal to assist me in transitioning the account properly left me with no alternative. I was denied the right to establish a new account, despite living in the residence alone since my spouse's departure.

I am respectfully requesting full review and understanding of the depth of this situation. I have lived without access to gas utilities through the winter and through a critical recovery period—all while caring for my family under pressure.

7/23/2025  
  
Jameon Walton

## Tariff Rules / Policy References

The following California Public Utilities Commission (CPUC) Tariff Rules are relevant to this matter and support my complaint:

- Rule 3 – Liability for Joint Service:

Southwest Gas Corporation has applied this rule to deny me access to utility services based on the debts of another individual. While I understand the general principle of shared liability, I have had no access to the account, no ability to authorize usage, and have made good-faith efforts to open a new account solely in my name.

- Rule 10 – Application for Service:

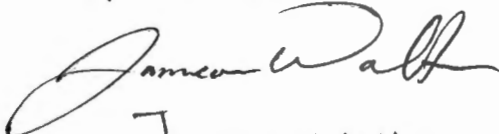
This rule states that any individual may apply for service and should not be denied without proper cause. I have submitted identification, proof of residency, and requested an application for service to start a new account. Southwest Gas failed to process my application independently of the prior account.

- Rule 11 – Discontinuance and Restoration of Service:

I was never given an opportunity to restore service in a fair or accessible manner. The utility demanded full payment of a prior party's balance, which is not feasible for someone in documented financial hardship. Southwest Gas offered a payment plan only under the condition that I assume full liability for a past-due account I never authorized or benefitted from independently.

These rules, as interpreted and enforced by Southwest Gas, have left me without a basic human necessity and contributed to substantial hardship.

7/23/2025

  
Jamison Walton

RULE NO. 3

APPLICATION FOR SERVICE

A. CUSTOMER APPLICATION

1. The Company will require each prospective customer to provide the information as stated in the application for service.

Application for service shall set forth:

- a. Name of applicant.
- b. Location of premises.
- c. Date applicant will be ready for service.
- d. Whether the premises have been heretofore supplied.
- e. Purposes for which service is to be used, with description of appliances.
- f. Address to which bills are to be mailed or delivered.
- g. Whether applicant is owner, agent, or tenant of premises.
- h. Occupation and place of employment of applicant.
- i. Whether applicant or other permanent resident is elderly and/or handicapped.
- j. Third party identification, address and telephone number, at the option of an elderly and/or handicapped applicant.
- k. Such other information as the Company may reasonably require.

2. Third party notification:

If an applicant or customer who is elderly and/or handicapped lists a third party whom they wish notified in the event that their service is scheduled for discontinuance in accordance with Rule No. 11, such third party's name, address, and telephone number shall be noted on the application for service.

The Company shall establish procedures to ensure that third parties consent to receive a copy of the termination notice. The Company shall inform all customers at least once annually of the availability of this service.

RULE NO. 3

APPLICATION FOR SERVICE  
(Continued)

A. CUSTOMER APPLICATION (Continued)

3. Purpose

The application is merely a request for service, and does not in itself bind the Company to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than minimum requirements of the rate.

In the absence of a signed application or contract for service, the supplying of gas service by the Company and the acceptance thereof by the customer shall be deemed to constitute an agreement by and between the Company and the customer for delivery, acceptance of and payment for gas service under the Company's applicable rates and Rules and Regulations.

4. Refusal of Service

- a. The Company may discontinue or refuse to provide service to the applicant if the acts of the applicant indicate an unsafe situation for the Company employee or if the acts of the applicant or the conditions upon his/her premises indicate that false, incomplete, or inaccurate information was provided to the Company. The Company shall provide the applicant the reason for such refusal.
- b. The Company may discontinue or deny service at a premises where bills for service provided to a prior customer are still outstanding, if it is determined by the Company that the prior customer is still at that same premises or that it can be shown that the new and prior customers shared the premises during the period that the bills were incurred.

B. INDIVIDUAL LIABILITY FOR JOINT SERVICE

Two or more parties who join in one application for service shall be jointly and severally liable thereunder and shall be billed by means of single periodic bills. Whether or not the Company obtained a joint application, where two or more adults are living in the same residence, they shall be jointly and severally liable for bills for service, unless the Company in writing acknowledges that one or more of the adult occupants is not liable.

## RULE NO. 3

APPLICATION FOR SERVICE

(Continued)

C. SERVICE ESTABLISHMENT OR REESTABLISHMENT

1. In order to partially cover the operating and clerical costs, the Company shall collect a service charge whenever service is established or reestablished as set forth and referred to as "Service Establishment Charge" in the currently effective Statement of Rates, Other Service Charges of this California Gas Tariff. The service establishment charge shall be in addition to any charges under the applicable schedule and will be made each time an account is opened, including turn-ons, reconnections of gas service, or changes of names which require meter readings.
2. When service is established during a period when Company scheduling will next permit, a service charge for "normal service" will be applicable.
3. Where Utility scheduling will not permit service during normal working hours on the same day requested by the customer, the customer can elect to pay a service charge for "expedited service" that workday. There may be instances where Utility scheduling will not permit same day service; however, in no case will expedited service take longer than 24 hours from the time requested, excluding Saturdays, Sundays, and Company-scheduled holidays.
4. When service is established at a specific time and date at the request of the customer, including Saturday or Sunday, a service charge for "call-out service" will be applicable.

D. CHANGE IN CUSTOMER'S EQUIPMENT

Customers making any material change in the size, character or extent of the utilizing equipment or operations for which the Company is supplying gas service shall immediately give the Company written notice of the extent and nature of any material change.

E. MULTILINGUAL SERVICES

The Company shall provide multilingual individuals to advise customers of the Company's termination policy and their rights and remedies where Spanish or some other language is widely spoken within the Company's service areas.

RULE NO. 10

TERMINATION OF SERVICE

A. RESTRICTIONS ON TERMINATION OF SERVICE, RECORD KEEPING AND REPAYMENT

1. The Utility shall not terminate service to a customer due to any of the reasons stated below:
  - a. Delinquency in payment for services rendered to a prior customer at the service address where service is being provided, unless the prior customer continues to reside at the service address.
  - b. Failure to pay for services or equipment that are not regulated by the Commission.
  - c. Nonpayment of a bill related to another class of service.
  - d. Failure to pay the portion of a bill imposed to correct a previous underbilling due to an inaccurate meter or meter failure, provided that the customer agrees to pay the portion of the bill attributable to correction of underbilling in full over a period of months agreed to by the customer and the utility.
  - e. An inability to pay if the customer establishes, on an annual basis, through documentation from a licensed medical practitioner:
    - (1) That, in the opinion of the licensed medical practitioner, termination would be especially dangerous to the health of a customer or a permanent resident residing at the customer's service address; or
    - (2) That there is medically necessary equipment used in the home that is dependent on utility service for operation.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

A. RESTRICTIONS ON TERMINATION OF SERVICE, RECORD KEEPING AND REPAYMENT  
(Continued)

- f. An inability to pay until all of the following have been attempted:
- (1) The Utility has informed the customer of the availability of funds from various government and social assistance agencies
  - (2) If a third party has been previously designated by the customer to receive delinquency and termination information, the Utility has notified the third party that the customer's bill is delinquent and allowed the third party at least five business days to communicate with the Utility and to make arrangements for the payment of the delinquent Utility bill.
  - (3) At least 48 hours before the date upon which termination is scheduled to occur, the Utility has:
    - i. Provided at least two written notices of the termination, using the customer's preferred method of communication, to the customer and, if applicable, the customer's designated third party; and
    - ii. Telephoned the customer and, if applicable, the customer's designated third party to provide notice of the termination by attempting to speak to the customer, the customer's designated third party, or an adult resident of the customer's service address; or by attempting to leave a voice message;
- g. Failure to pay the disputed portion of a bill if the customer has complied with Rule No. 11(B); or
- h. Failure to pay the bill of another customer as guarantor thereof.
2. A customer utilizing the provisions of (e) or (f) above whose service is not terminated may be required to enter into a deferred payment agreement with the Utility within ten days after the date on which service otherwise would have been terminated. A utility shall allow at least a single missed payment or a single partial payment in a twelve month period at the request of the customer without any consequence. If there is more than one missed or partial payment, the payment plan agreement will be considered as breached. If the payment plan is in breach, the current payment plan may be amended, or a new payment plan may be created. Both the utility and the customer have a duty to act in good faith in negotiating a payment plan.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

A. RESTRICTIONS ON TERMINATION OF SERVICE, RECORD KEEPING AND  
REPAYMENT (Continued)

3. The Utility will not terminate residential service during any period of time for which the local weather forecast, as predicted by the National Weather Service, indicates that the weather in the area of the customer's service address will include temperatures that do not exceed 32° F
4. The Utility will not terminate residential service to a customer unless the utility's call center and office or business facilities are open and available to the public on the day of termination and the day following the day of termination.
5. The Utility will not terminate residential service to a customer if the customer has paid at least half of the customer's delinquent bill balance within the last 25 days or if the customer's delinquent bill balance is less than or equal to \$100.00.
6. The Utility may partner with local stakeholders, nonprofits, public health agencies at the state, county, and local level, and local community service agencies to provide in-person notice of termination.
7. The Utility shall keep pace with technological advancements in communication and augment the requirements of this subsection to utilize the most effective means of informing the customer of delinquency and termination.
8. Beginning on April 15, 2022, and on each April 15 thereafter, the Utility shall file a report containing the utility's policy for compliance with Rule No. 10(A)(f).

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

B. TERMINATION OF SERVICE WITHOUT ADVANCE WRITTEN NOTICE

1. Notwithstanding Rule No. 10(A), the Utility may terminate service to a customer's service address without advance written notice if:
  - a. Failure to terminate service would result in an obvious hazard to the safety or health of the customer, the general population, or the Utility's personnel or facilities,
    - (1) If any unsafe or hazardous condition is found to exist on the customer's premises, or if the use of gas thereon by apparatus, appliances, equipment, or otherwise is found to be detrimental or damaging to the Utility, its customers, or the general public, or if the utilization of gas by means thereof is prohibited or forbidden by law, the service may be disconnected without notice. The Utility will attempt to notify the customer or occupant immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored,
    - (2) Except as provided in Rule No. 7, the Utility does not assume the duty of inspecting the customer piping system, appliances, alarms, fixtures, or apparatus of any kind or character located beyond the point of delivery, including any necessary protective appliances and suitable housing therefore, and assumes no liability therefore;
  - b. The Utility has evidence of meter tampering or fraud related to the customer or the customer's service address.

The Utility shall have the right to refuse or to discontinue gas service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the Utility. When the Utility has discovered that a customer has obtained service by fraudulent means, or has used the gas service for unauthorized purposes, the service to that customer may be discontinued without notice. The Utility will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the Utility and the Utility has been reimbursed for the full amount of the service rendered and the actual cost to the Utility incurred by reason of the fraudulent use; or
  - c. The customer has failed to comply with the curtailment procedures imposed by the Utility during supply shortages.
2. The Utility that has terminated service under Rule No. 10(B)(1) shall not be required to restore service until the situation that resulted in the termination has been corrected to the satisfaction of the Utility.
3. The Utility shall maintain a record of each termination of service made under Rule No. 10(B)(1) for at least one year and shall make the record available for inspection by the Commission upon request.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

C. TERMINATION OF SERVICE WITH NOTICE

1. Except as provided in Rule No. 10(A), the Utility has the right, but not the responsibility, to terminate service to a customer's service address for any reason stated below provided the Utility has complied with the notice requirements of Rule No. 10(D):
  - a. Customer violation of any of the Utility's tariffs or of the Commission's rules,
  - b. Failure of the customer to pay a delinquent bill for Utility service,
  - c. If a customer is receiving gas service at more than one location, service at all locations may be discontinued if bills for service at any one or more of these locations are not paid within 25 days, provided the Utility has given the customer at least five days' prior written notice of such intention. However, domestic residential service will not be discontinued because of nonpayment of bills for other classes of service,
  - d. Failure of the customer to meet or maintain the Utility's deposit requirements,
  - e. If, for the convenience of an applicant, the Utility should establish gas service to an applicant before he has established his credit, the Utility may discontinue service if the applicant fails to establish credit within five days thereafter,
  - f. Unauthorized resale of utility equipment or service by the customer,
  - g. Failure of the customer to provide the Utility reasonable access to the Utility's equipment or property,
  - h. Customer breach of a written contract or agreement for service or service-related work between the Utility and customer,
  - i. When necessary for the Utility to comply with an order of any governmental agency having jurisdiction, or
  - j. Failure to provide an easement in a form and upon terms that are satisfactory to the Utility for the installation and maintenance of a gas pipeline or pipelines and appurtenances as provided in Rule No. 8.
2. The Utility shall maintain a record of each termination of service made under Rule No. 10(C)(1). This record shall be maintained for one year and be available for Commission inspection.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

D. TERMINATION NOTICE REQUIREMENTS

1. At least ten days before the Utility terminates service to its customer's service address under Rule No. 10(C), the Utility shall provide the customer advance notice of the Utility's intent to terminate service..
2. The Utility shall provide the advance notice required by subsection (D)(1) by providing a copy of the advance notice to the customer and, if applicable, the customer's designated third party, using the customer's preferred method of communication, or U.S. mail, as provided in R14-2-312(K).
3. The Utility shall include at least the following information in an advance notice required under subsection (D)(1):
  - a. The name of the customer whose service is to be terminated and the service address where service is to be terminated;
  - b. If service is to be terminated because the customer has violated a Utility tariff or Commission rule, the name of the Utility tariff or Commission rule violated and an explanation of the violation;
  - c. If service is to be terminated because the customer has failed to pay a delinquent bill for Utility service, the amount of the delinquent bill and the date payment was due;
  - d. If service is to be terminated because the customer has failed to meet or maintain the Utility's deposit requirements, the amount the customer has on deposit and the amount the customer is required to have on deposit;
  - e. If service is to be terminated because the customer has failed to provide the Utility reasonable access to the Utility's equipment or property, a description of the access required and a description, including dates, of the customer's failure to provide access;
  - f. If service is to be terminated because the customer has breached a written contract for service between the customer and the Utility, identification of the contract provision breached and a description of the circumstances constituting a breach;

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

D. TERMINATION NOTICE REQUIREMENTS (Continued)

3. The Utility shall include at least the following information in an advance notice required under subsection (D)(1): (Continued)
  - g. If service is to be terminated because the termination is necessary for the Utility to comply with an order of any governmental agency having jurisdiction, a description and, if possible, a copy of the order;
  - h. If service is to be terminated because the customer has engaged in unauthorized resale of the Utility's equipment or service, a description of the circumstances, including dates, constituting such resale;
  - i. The date on or after which service is to be terminated;
  - j. A statement advising the customer to contact the Utility at a specific address or phone number to receive information regarding any deferred payment program or other procedures the utility may offer, or to reach a mutually agreeable solution to avoid termination of the customer's service;
  - k. A description of the requirements of Rule No. 10(F), along with the specific address for the customer to contact or the phone number for the customer to call to raise a dispute.
4. If a customer has designated a third party for the customer's account, the Utility shall ensure that the third party is concurrently provided each notice, whether written or telephonic, that is provided to the customer as required by this Section.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

D. TERMINATION NOTICE REQUIREMENTS (Continued)

5. The Utility shall ensure that a customer is afforded the right to dispute the Utility's stated reason for termination, in accordance with the following:
  - a. A Utility shall maintain a specific address or phone number for customers to use to raise a dispute with the Utility;
  - b. A Utility shall notify each customer subject to termination, and the customer's designated third party, that to dispute the Utility's reason for termination, the customer or the customer's designated third party shall contact the Utility at the specific address or phone number, before the scheduled date of termination, to advise the Utility of the dispute and to discuss the cause for termination with a representative of the Utility;
  - c. If a customer raises a dispute, a Utility shall ensure that a representative of the Utility, who is empowered to resolve the customer's dispute, discusses the cause for termination with the customer before the scheduled termination date;
  - d. If a Utility determines after discussion with a disputing customer that the reason for termination is just, the Utility may terminate service to the customer, unless prohibited by Rule No. 10(A);
  - e. If a Utility decides to terminate service to a disputing customer as permitted in subsection (D)(5)(d), the Utility shall inform the customer of the termination and of the customer's right to file a complaint with the Commission; and
  - f. The Utility shall not terminate service if the customer has a pending complaint before the Commission.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

E. TIMING OF TERMINATIONS WITH NOTICE

1. If the period of time allowed by the advance notice has elapsed, and the customer has not remedied the cause for termination to the Utility's satisfaction, the Utility shall provide the customer and, if applicable, the customer's designated third party, a final notice, two days before the termination date specified, using the customer's preferred method of communication. If the customer has not remedied the cause for termination after the two days have passed, and Rule No. 10(A) does not apply, the Utility may then terminate service on or after the day specified in the final notice without giving further notice.
2. Notwithstanding subsection (E)(1), if a customer's preferred method of communication is U.S. mail, the utility shall allow ten days before terminating service without giving further notice.
3. The Utility shall comply with Rule No. 10(A)(6), if applicable, before it may terminate service.
4. The Utility shall have the right but not the obligation to remove any or all of its equipment or other property installed at a customer's service address upon the termination of service.

F. LANDLORD/TENANT RULE

If the service address for a customer is different from the billing address, or the Utility knows that a landlord/tenant relationship exists for the service address and that the landlord is the customer of the Utility, the utility shall comply with Rule No. 10 subsections (D) and (E) as well as the following if the customer account becomes subject to termination of service under subsection (C):

1. If it is feasible to provide service to the service address in the occupant's name, the Utility shall offer the occupant the opportunity to obtain service in the occupant's name.
2. If the occupant declines to subscribe to service in the occupant's name, the Utility may terminate service as permitted under subsections (C) through (E); and
3. The Utility shall not require or attempt to require the occupant to pay any outstanding bills or other charges due on the account of the landlord.

RULE NO. 10

TERMINATION OF SERVICE  
(Continued)

G. CUSTOMER RESPONSIBILITIES

1. A customer shall be responsible for managing therm use when the Utility is not permitted to terminate service to the customer under Rule No. 10(A).
2. A customer shall be financially responsible for any charges accrued for service during a period when the Utility is not permitted to terminate service to the customer under Rule No. 10(A)(3).
3. A customer shall, after the provision of Rule No. 10(A)(3) no longer precludes termination:
  - a. Pay the past due amounts in full; or
  - b. Pay the past due amounts through installments as billed by the Utility, with no penalty for prepayment.
4. A customer desiring to dispute a Utility's reason for termination shall, before the scheduled date of termination, contact the Utility at the specific address or phone number provided in the notice pursuant to Rule No. 10(D)(3)(k) to notify the Utility of the dispute and discuss the reason for termination with a representative of the Utility.

RULE NO. 11

DISCONTINUANCE OF SERVICE

A. NONPAYMENT OF BILLS

1. A customer's gas service may be discontinued for the nonpayment of a bill for gas service rendered except as limited by Sections A.7 and A.8 of this Rule, provided that the bill has not been paid within 19 days after presentation and following:
  - a. Written notification by first class mail, a minimum of 15 calendar days prior to the proposed termination, to the customer of such delinquency and impending termination, thus a minimum 34-day period between the date of billing and service termination, and
  - b. A reasonable attempt to contact an adult person residing at the premises of the customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Company shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.
  - c. A minimum of a 48 hour notice by telephone or personal contact prior to the proposed termination for elderly and/or disabled residential customers. In the event a personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address a minimum of 48 hours prior to the proposed termination. The Company will make every reasonable effort to notify the third party who has been designated by the elderly and/or disabled customer to receive notice on his behalf of the impending termination.
2. When a bill for gas service for a master-metered establishment meets the criteria set forth in Section A.1 of this Rule, gas service may be discontinued, provided that the landlord is notified in writing 15 days prior to the proposed termination. In addition, the Company shall notify the residential tenants, at least 15 days prior to the termination, of the impending termination and of their right to become customers of the Company without any obligation for the bills which have accrued on the master-meter. Notification shall be accomplished by posting two copies of the notice at each accessible common area on the premises and at each point of access to the premises, or if reasonable or practicable, on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

A. NONPAYMENT OF BILLS (Continued)

3. A customer's gas service may be discontinued for nonpayment of a bill for gas service of the same class rendered him at a previous location served by the Company, provided said bill is not paid within 30 days after presentation at the new location.
4. If a customer is receiving service at more than one location, service at any or all locations may be discontinued if the bills for service at any one or more locations are not paid within the time specified herein, provided, however, that domestic service may not be discontinued because of nonpayment of bills for other classes of service.
5. A customer's gas service may be discontinued for failure to comply with an amortization agreement entered into by the Company and the customer who establishes an inability to pay a delinquent bill, provided that a minimum 48 hour notice is given to the customer prior to termination of the conditions the customer is required to meet to avoid termination. Such notice shall not entitle the customer to further investigation by the Company.
6. Pursuant to Rule No. 3 – Application For Service and this Rule, the Company may discontinue or deny service at a premises where bills for service provided to a prior customer are still outstanding, if it is determined by the Company that the prior customer is still at that same premises or that it can be shown that the new and prior customers shared the premises during the period that the bills were incurred.
7. Gas service to a gas customer will not be terminated for nonpayment without reasonable prior written notice, as established in Section A.1 of this Rule, which shall include:
  - a. The name and address of the customer whose account is delinquent.
  - b. The amount of the delinquency.
  - c. The date by which payment or arrangement for payment is required in order to avoid termination.
  - d. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
  - e. The procedure by which the customer may request amortization of the unpaid charges.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

7.
  - f. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
  - g. The telephone number of a representative of the Company who can provide additional information or institute arrangements for payment.
  - h. The telephone number of the Commission to which inquiries by the customer may be directed.
8. A customer's gas service will not be terminated for nonpayment:
  - a. Without a reasonable opportunity for the customer to contest the delinquent bill, as established in Rule No. 10, *Disputed Bills*, provided the customer has made contact with the Company within the termination notice period as established in Section A.1 of this Rule.
  - b. Without a reasonable opportunity for the customer to dispute the reasons for termination of service, as established in Section G, *Termination Disputes*, provided the customer has made contact with the Company within the termination notice period as established in Section A.1 of this Rule.
  - c. During the pendency of an investigation by the Commission or Company of a customer dispute or complaint, provided customer's other obligations to Company are kept current.
  - d. Without extending payment arrangements to the customer who has established the ability to pay only by installment. The installment period shall not exceed 12 months. During the customer's compliance with the amortization agreement, the customer's account for gas service must be kept current as charges accrue in each subsequent billing period.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

A. NONPAYMENT OF BILLS (Continued)

8. d. Gas service to residential customers shall not be terminated for nonpayment until the Company offers to enroll the eligible customers in all applicable benefit programs administered by the Company. The Company is not required to make affirmative inquiry of every residential household as to whether they are enrolled in applicable benefit programs. If the Company is in contact with a customer prior to disconnection, however, the Company shall inquire if the customer is interested in hearing about applicable benefit programs. A residential customer must enroll in the applicable benefit programs within two billing cycles of being made aware of the applicable program.

Low-Income Home Energy Assistance Program (LIHEAP): Gas service to a residential customer shall not be terminated if a customer has a LIHEAP pledge pending and if they agree to be placed on a 12-month payment plan for any remaining balance.

- e. Without furnishing information on the availability of financial assistance from public and private programs to the customer who has signed a written declaration of their inability to pay.
- f. If a customer qualifies for additional baseline allowance for qualified medical conditions (Medical Baseline) or when discontinuance would be especially dangerous to health due to illness, age or disability; and the customer establishes the inability to pay the delinquent bill; and said customer agrees to amortize the unpaid balance of their account over a reasonable period of time, not to exceed 12 months, and keep the account current for gas service as charges accrue in each subsequent billing period.

In proving entitlement to temporary exemption from termination of service, certification of the health or disabled status of the customer by a licensed physician, a public health nurse or a social worker must be presented to the Company. The Company shall further require certification of age by driver's license, birth certificate, passport, or other reliable document.

RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

A. NONPAYMENT OF BILLS (Continued)

8. g. Under any circumstances on the day prior to a Company holiday or weekend.
- h. When temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period.
9. Upon discontinuance of service for nonpayment of bills, any deposit made to guarantee bills will be applied to the customer's final bill and any remaining balance will be refunded to the customer.
10. The Company shall require payment of a reconnection charge, as specified on the Statement of Rates, Other Service Charges of this California Gas Tariff, before restoring service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. Service wrongfully terminated shall be restored without charge, and a notification thereof shall be mailed to the customer at the billing address.

B. UNSAFE APPARATUS

The Company shall have the right to refuse or discontinue gas service to a customer if any part of their piping or equipment is found to be unsafe or in violation of any law or ordinance until such piping or equipment has been put in a safe condition or the violation remedied.

The Company does not assume the duty of inspecting the customer's services, appliances, or apparatus or any part thereof, and assumes no liability thereof, nor does the Company assume any liability or contingent liability whenever customer's services, appliances, or apparatus or any part thereof have been inspected (whether or not approved) by a duly authorized inspector or agent of any governmental body or subdivision thereof.

C. SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Company will not establish service to equipment the operation of which will be detrimental to the service of its other customers, and will discontinue gas service to any customer who shall continue to operate such equipment after having been directed by the Company to cease such operation.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

D. UNAUTHORIZED USE

The Company may discontinue service if the acts of the customer or the conditions upon his/her premises indicate an intent to deny the Company full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for nonpayment of a bill for unauthorized use shall be in accordance with the provisions of Section A of this Rule.

E. NONCOMPLIANCE WITH THE COMPANY'S RULES

Unless otherwise specifically provided, the Company shall have the right to discontinue gas service to a customer for noncompliance with any of these tariff schedules if, after at least 5 days' notice thereof, the customer shall not have complied therewith.

F. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer about to vacate the premises shall give the Company not less than 5 days' notice thereof in writing and shall state the date that they wish service to be discontinued. The customer will be held responsible for all gas service furnished at the premises until such notice is received.
2. To discontinue service, the Company will either read the meter for a new customer, turn off the supply of gas, or perform a soft off. Soft offs will only be performed at residential dwellings where an indoor meter or indoor meter set assembly, as defined by the Company, is not known to exist. The Company will turn off the supply of gas no more than 30 calendar days after the soft off. If the soft off or turn off date falls on a Saturday, Sunday, or state or federal holiday, the date may be continued to the next business day, and in all events, the Company may extend the dates on account of weather conditions.

G. TERMINATION DISPUTES

Should any customer dispute the reasons for termination of service for nonpayment of a bill for gas service and not pay said bill prior to the next regular monthly billing, the following procedure shall apply:

1. After receipt of a termination notice, the customer must first contact the Company within the termination notice period as established in Section A.1 of this Rule to make special payment arrangements to avoid discontinuance of service.

RULE NO. 11

DISCONTINUANCE OF SERVICE

(Continued)

G. TERMINATION DISPUTES (Continued)

2. After contacting the Company, if the customer alleges to the Commission an inability to pay and that reasonable payment arrangements have not been extended, the customer should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service.
3. Within 10 business days after receiving the informal complaint, the CAB will report its proposed resolution to the Company and the customer by letter.
4. If not satisfied with the proposed resolution of the CAB, the customer shall file within 10 business days after the date of the CAB letter a formal complaint with the Commission on a form provided by the CAB. The Company shall not require the customer to deposit with the Commission the amount on the overdue bill in the termination dispute. The complaint shall be processed under the expedited complaint procedure.
5. Failure of the customer to observe these time limits shall entitle the Company to insist upon payment, or upon failure to pay, to terminate the customer's service.

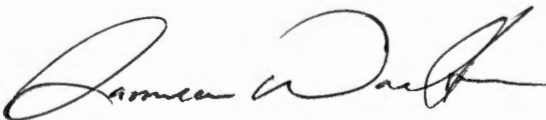
H. UNSAFE ENVIRONMENT

The Company may discontinue service to the customer, after written notice of at least five days, if the customer or anyone on the premises inflicts bodily harm upon a Company employee.

## Declaration of Account Request Attempts

I, Jameon Walton, declare the following to be true:

- Between December 2024 and April 2025, I made at least six separate phone calls to Southwest Gas Corporation to request a utility account in my name.
- Each time I called, I was told that I could not establish service unless I took on the balance owed under my wife Vanessa Walton's account.
- I explained that Vanessa had moved out and that I was now the sole resident, but I was denied service unless I accepted her debt.
- The customer service line I used was 1-877-860-6020, and I placed calls from my personal numbers (661) 743-4140. And (661) 388-7578
- My most memorable calls took place on:
  - January 5, 2025 – Denied access, told only Vanessa could act on the account
  - March 13, 2025 – Told I had to take over balance to open new account
  - May 24, 2025 – Asked for assistance info, was refused again
- These repeated denials forced me to file with CPUC and seek outside assistance.

Signed: 

Jameon Walton

Date: 7/22/2025.

## Declaration of Utility Assistance Search Efforts

I, Jameon Walton, declare the following in support of my complaint:

- I have previously received assistance through HEAP via the Community Action Partnership of San Bernardino County, which made it clear that the utility bill must be in my name in order to qualify for aid.
- At the time of my current need, Southwest Gas Corporation refused to open a new account in my name, citing a balance owed under my estranged spouse, Vanessa Walton.
- Due to my prior experience, I was aware that Utility Assistance Programs (like LIHEAP) could not help unless I had an account established in my name.
- Because of this barrier, and especially after receiving CAB's denial of my appeal on July 10, 2025, I did not attempt further outreach to Southwest Gas, believing the result would be the same.
- Had a utility account been allowed in my name, I would have immediately reapplied to CAP San Bernardino or other assistance programs for help with payment.
- My attempts were reasonably and directly blocked by Southwest Gas' refusal to treat me as a new applicant despite my changed household status.

Signed:

Jameon Walton

Date: July 23, 2025

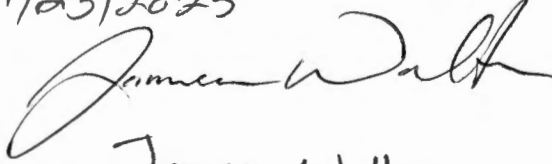
## **Damages Statement (Requested Relief)**

I respectfully request the California Public Utilities Commission and/or Small Claims Court to review and consider the following compensation in light of the long-standing damage caused:

- \$750 – Missed access to essential utilities, including hot water, heating, and cooking gas.
- \$1,000 – Emotional distress, anxiety, and disruption to mental health due to prolonged lack of utility services.
- \$250 – Time spent gathering documentation, researching regulations, and corresponding with CPUC and Southwest Gas.
- \$13,000 – Long-term impact including:
  - Worsening of physical injury due to inability to perform water therapy
  - Strain on mental and emotional health
  - Missed income and job opportunities
  - Impact on children's health and comfort during custody transitions
  - Unnecessary delays in recovery from hardship due to lack of basic utilities

Total Damages Sought: \$15,000

This request is made in good faith, based on a prolonged period of unjust denial of service and the critical needs affected in the process. I am prepared to provide supporting documents and evidence, including the CPUC complaint file, FL-100 documentation (proof of estrangement), and hardship details, to support this request.

7/23/2025  
  
Jameon Walton

**COVER LETTER**

Jameon Walton

PO Box 2902.

Helendale, CA. 92342.

Email: Mr.jameonjwalton@gmail.com

Phone: 661-743-4140.

Date: July 23, 2025

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To: Public Advisor's Office California Public Utilities Commission

Email: public.advisor@cpuc.ca.gov

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Subject: Formal Complaint Submission Regarding Southwest Gas

CPUC Informal Complaint Case #: 682970

Dear CPUC Public Advisor,

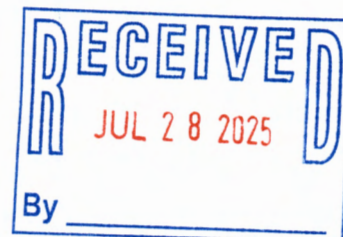
I am writing to formally submit my Formal Complaint Form and related documentation regarding unresolved service issues and denial of account access with Southwest Gas Corporation. This matter has directly impacted my health, household stability, and access to necessary utilities over the past year.

This submission follows the denial letter I received on July 10, 2025, which concluded the informal complaint process. As instructed, I am now proceeding with a formal complaint under CPUC guidelines and submitting the following:

♦

**Included Attachments:**

1. Formal Complaint Form (6 pages)
2. Section F Attachment – Complaint Narrative



3. Section H Attachment – Damages & Relief Request (\$15,000 total)
4. July 10, 2025 CPUC Denial Letter
5. FL-100 Separation Filing (Household Documentation)
6. Personal Impact Declaration
7. Tariff Rules Reference – Rules 3, 10, and 11
8. Southwest Gas Website Policy References (PDF screenshots)
9. Declaration of Account Request Attempts
10. Declaration of Utility Assistance Search Efforts
11. Damages Statement (Detailed breakdown of losses)

These materials are organized and labeled clearly for your review. I respectfully request that the CPUC formally review this case due to the prolonged and harmful impact this has had on myself and my family, especially in relation to household health, heating, and care during a critical recovery period.

Please confirm receipt of this formal complaint or let me know if any documentation is missing or unclear. I appreciate your time and attention to this matter.

Sincerely,

Jameon Walton

Mr.jameonjwalton@gmail.com

661-743-4140.