



**FILED**

08/21/25

04:59 PM

**C2508020**

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA

Brandon Gjelsvik,

Complainant,

vs.

Southern California Edison Company (U338E),

Defendant.

**Case**

Complaint  
(Rule 4.2)

COMPLAINANT	DEFENDANT
<p>Brandon Gjelsvik 10557 Hamilton Road Rosamond CA 93560 T: 661-916-1196 E-mail: <a href="mailto:Brandongjelsvik@yahoo.com">Brandongjelsvik@yahoo.com</a></p>	<p>Southern California Edison Company (U338E) Attn: Anna Valdborg, Director &amp; Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: <a href="mailto:Anna.Valdborg@sce.com">Anna.Valdborg@sce.com</a> E-mail 2: <a href="mailto:case.admin@sce.com">case.admin@sce.com</a> E-mail 3: <a href="mailto:AdviceTariffManager@sce.com">AdviceTariffManager@sce.com</a></p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Brandon Gjelvik

COMPLAINANT(S)

vs.

(B) Southern California Edison

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
<u>Brandon Gjelvik</u>	<u>10557 Hamilton rd</u>	<u>661 916-1196</u>
	<u>Rosamond CA 93560</u>	

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
<u>Edison</u>		
<u>account # 700678059447</u>		
<u>Service # 8011595721</u>		

(F)

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

Please See Attachment  
2 pages written statement and  
Energy Aid Reports with photos  
17 pages

(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):

A full audit and review of my  
account from solar was added  
to the time the meter was replaced  
to correct on the big change of  
usage.



- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

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

1. Full audit and review of my billing history from the date solar panels were installed in 2021 through the date the meter was replaced in Nov 2024.  
 2. Adjustment or removal of all erroneous charges that resulted from the defective meter.

(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:

Brandon Etelsvik@gmail.com

(J)

Dated Rosamond, California, this 17 day of August, 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 \_\_\_\_\_, at \_\_\_\_\_, 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

8/17/2025  
Date

Brandon Gelsvik  
Print your name



I am writing to formally file a complaint regarding a serious billing discrepancy with my Southern California Edison (SCE) account that has resulted in an alleged balance of approximately \$26,000 over a four-year period. This amount is unreasonable, inconsistent with my actual usage history, and appears to stem from a faulty meter that SCE failed to address in a timely manner.

Before installing solar panels in 2021, my household's electricity usage and bills were within the normal range. Once the solar system was activated, my monthly bills were little to none, which was expected. However, immediately thereafter, my usage began showing an unexplained and drastic increase — from an average of 200 kilowatt-hours per month to over 3,000 kilowatt-hours per month.

Despite repeated inquiries, SCE insisted for years that there was “nothing wrong.” My meter was visibly defective — it was blackened to the point where no numbers or movement could be seen. Nevertheless, SCE refused to investigate unless I first hired an independent contractor at my own expense.

In June 2022, the home was left vacant for approximately a year and a half while it was up for sale, during which time I lived in Virginia and Tennessee for work. Despite no occupancy, the bills continued to reflect unusually high usage.

On November 19, 2024, I engaged Energy Aid to conduct an independent inspection and testing of the meter system. Their report and photos confirmed irregularities. Within two days of that report, SCE finally sent a technician and replaced the meter. Immediately following this replacement, my usage dropped from the thousands of kilowatt-hours per month back to normal levels in the hundreds — consistent with actual household needs and solar generation.

This clearly demonstrates that the excessive charges were the result of a faulty meter, not actual consumption. Therefore, the \$26,000 balance SCE is attempting to collect is inaccurate, unjustified, and must be investigated and corrected.

I respectfully request the following:



1. A full audit and review of my billing history from the date the solar panels were installed in 2021 through the date the meter was replaced in November 2024.
2. An adjustment or removal of all erroneous charges that resulted from the defective meter.
3. A formal written response outlining the findings of the Commission's investigation and corrective actions to ensure no further billing discrepancies occur.

This matter has caused undue stress and financial hardship, and I urge the Commission to intervene to ensure a fair resolution.

Thank you for your time and prompt attention to this issue. I look forward to your response.



**Inspection - Complete (B2C) -**

Krystal Kincade  
10557 Hamilton Road, Rosamond, CA 93560  
+16612328887

**Homeowner Information**

Homeowner Name	Krystal Kincade
Address	10557 Hamilton Road, Rosamond, CA 93560
Contact Phone Number	+16612328887
Contact Email Address	krystalkincade17@gmail.com

**Scope of Work**

- Pm visit
- Two story home
- customer has an error code on inverter Solar edge
- solar edge system, 3 years old
- Installer is out of business
- Owns the system
- Customer is receiving high electric bills
- Inherited system
- Diagnostic isolate cause of system

panela 22

**Homeowner Concerns**

Technician Name	Roman Rodriguez
Assesment Date	11/15/2024

**Home Photos****Electrical Information**

AC or DC System?	AC
Inverter Serial Number	12210103757
Is There An AC Disconnect?	Yes
Is there Monitoring?	Yes

Main Service Panel Main Breaker Size	200 amps
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Main Service Panel Busbar Rating	200 amps
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Is there a Subpanel?	No
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Is there a Production Meter Present?

No

Prduction Meter ID Number

Photo: Main Service Panel Location

Capture the 5 Photos Described Below:  
1) Location of the Main Service Panel  
2) Picture with Panel Door Closed  
3) Picture with Panel Door Open  
4) Close Up Picture of Breakers  
5) Close Up Picture Diagram

Photo: Subpanel Location

Capture the 4 Photos Described Below:  
1) Location of the Sub Panel  
2) Picture with Sub Panel Door Closed  
3) Picture with Sub Panel Door Open  
4) Close Up Picture of Breakers

Sub Panel Main Breaker Size

Sub Panel Busbar Rating

Electric Notes

Roof Information

Roof Type

Concrete Tile

Roof Condition

Number of Stories

1

Roof Array

Array Number	Array Tilt	Array Obstructions? (include photos)
1	15	No

Number of Layers

1

Roof Notes

System Information

Number of Panels

25

Wattage of Panels

335

Are there multiple panel models on site?

No

Module Manufacturer

Trina Solar Energy

Module Manufacturer #2

Module Model

TSM-330DD06M.05(II)

Module Model #2

Are there multiple inverter models on site?

No

Inverter Manufacturer

Enphase

Inverter Manufacturer #2

Inverter Model

1Q7-60-2-US

Inverter Model #2

Existing Batteries?

No

Number of Batteries

Battery Manufacturer

Battery Model

Existing EV Charger?

No

Quantity of EV Chargers

Existing Critter Guard?

Detailed Summary of Work Needed

Is an RMA Needed?	No	Additional Notes (Tech Notes)
Detailed Summary of Recommendations		Additional Notes (Supervisor Notes)

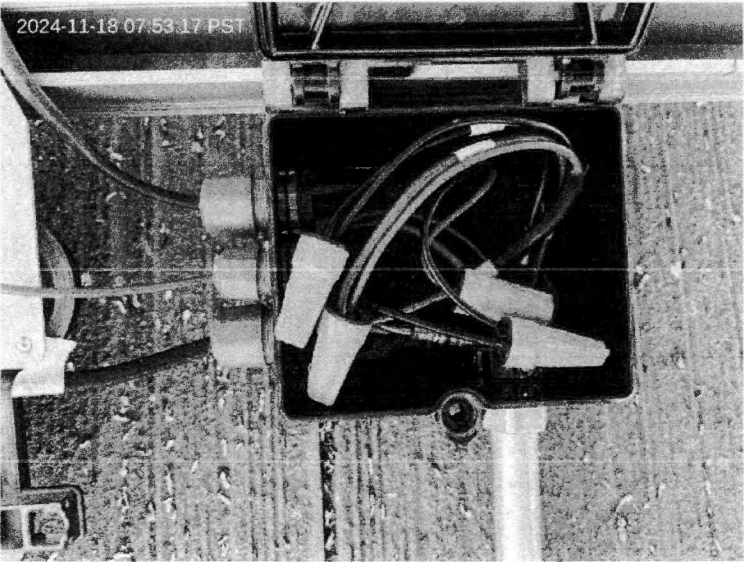
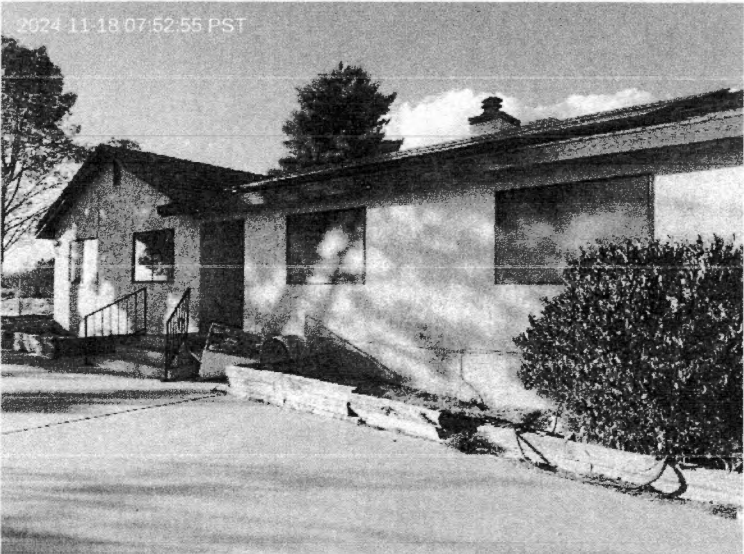
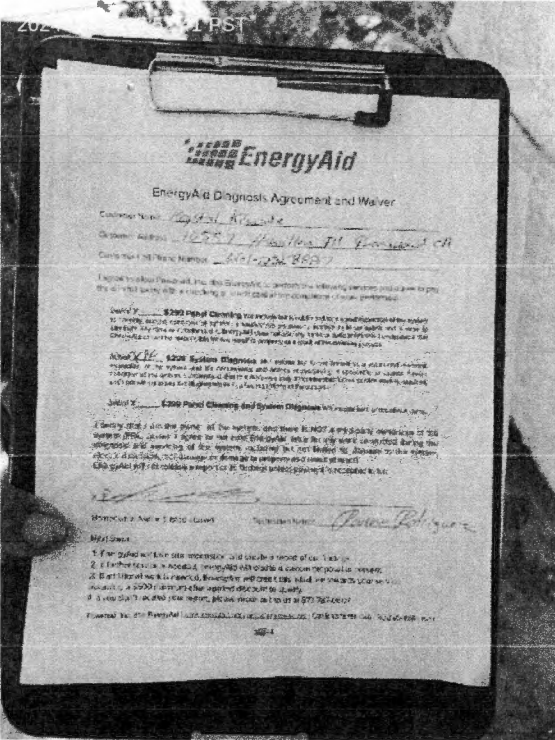
- 1. arrived on site greeted customer equipment located on the right side of the house.
- 2. Customer explain to me that they're receiving really high trueup bills
- 3. Initially, I noticed that the Enphase combiner box is online and no red light
- 4 Was able to connect to the tool kit
- 5. All panels are reporting and working.
- 6. Is connected to the Internet.
- 7. Checked amperage on each string.  
String one 1 amp  
String two 2 amps
- 8. was later in the day, so amperage was kind of low.
- 9. Cannot find any problems with the system.
- 10. I noticed that the Edison meter. Screen was damaged.
- 11. I informed customer to contact Edison and make sure that the meter is producing.
- 12. And have Edison meter replaced.

MP - Work completed

Roof Access required to complete repair?	No
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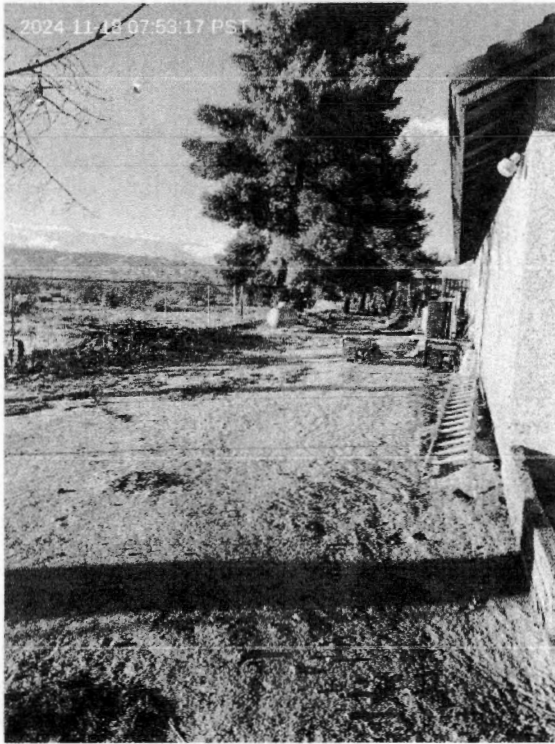
Customer Payment

Location of B2C Service Sticker	Main Panel
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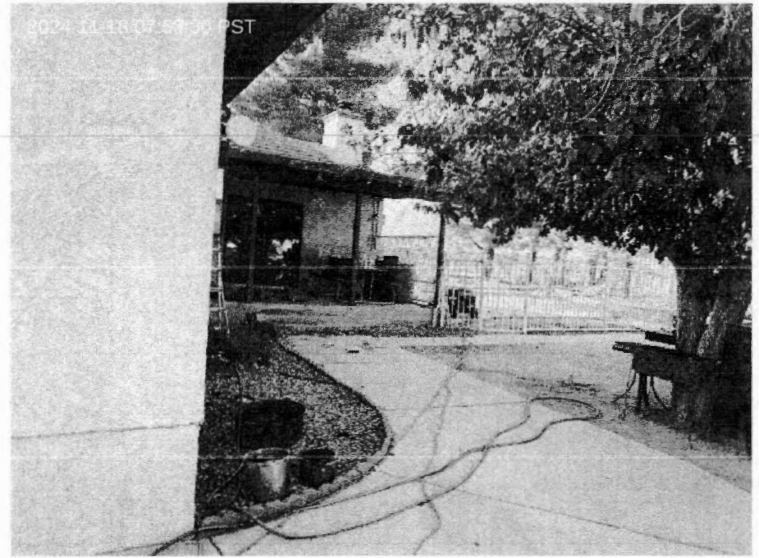




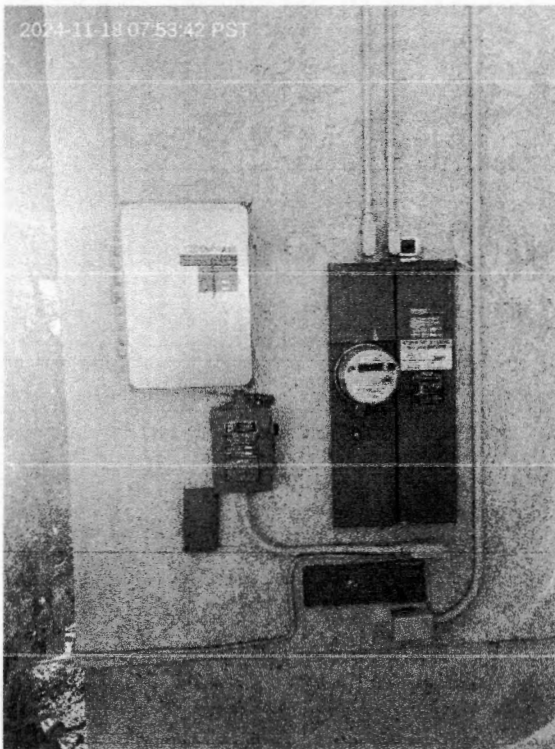
Home Photos / Photo: Left Side of Home



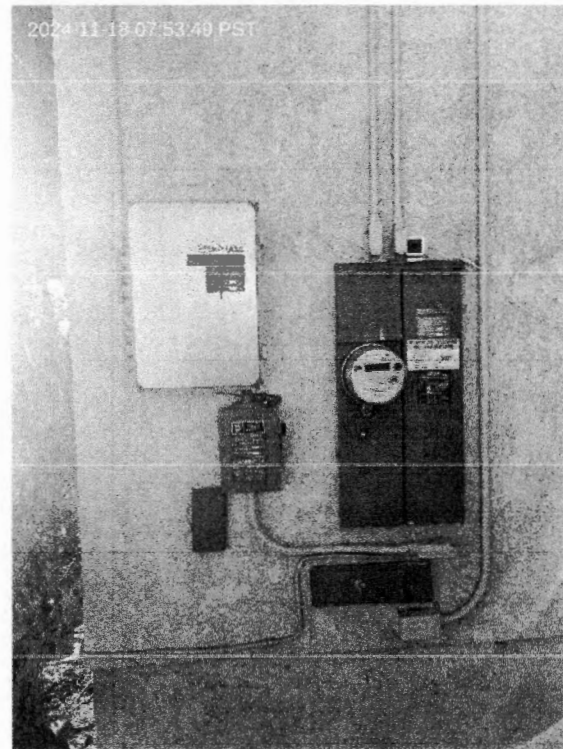
Home Photos / Photo: Back Side of Home



Electrical Information / Photo: Electrical Component Overview

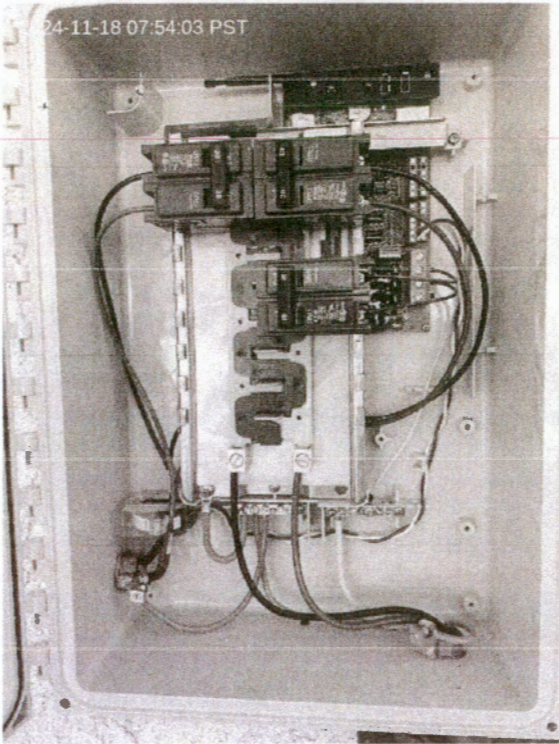


Electrical Information / Photo: DC Disconnect

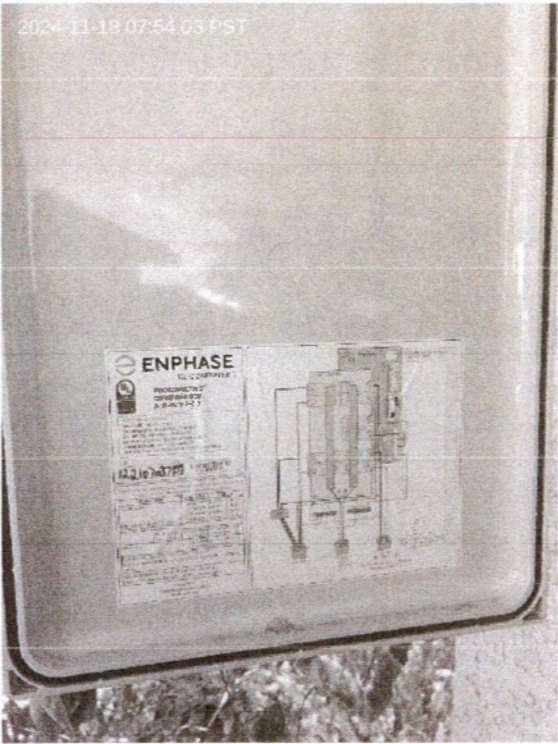




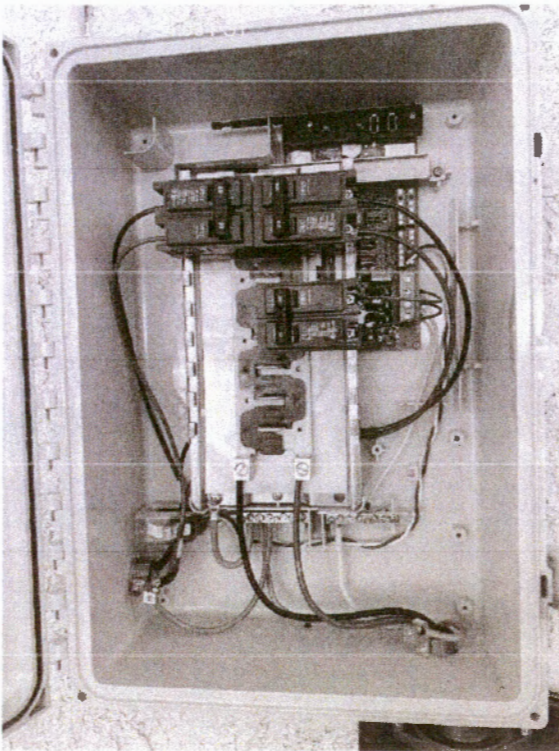
Electrical Information / Photo: Inverter(s)



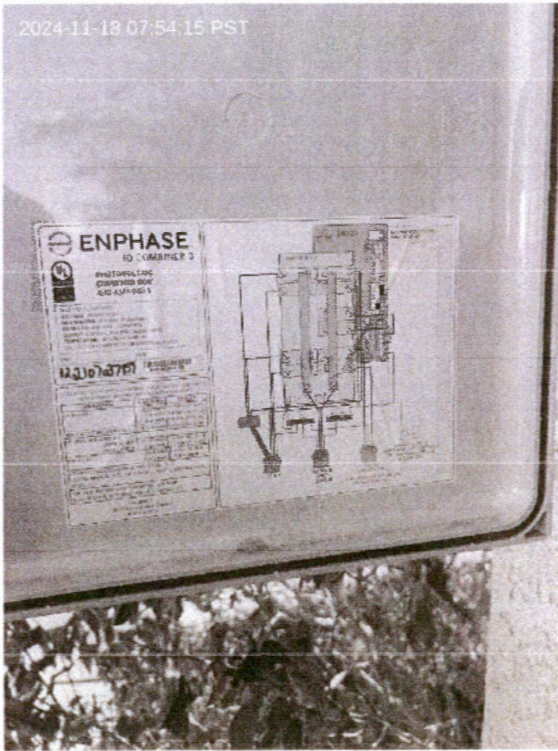
Electrical Information / Photo: Inverter(s)



Electrical Information / Photo: Inverter(s)



Electrical Information / Photo: Inverter Data Plate

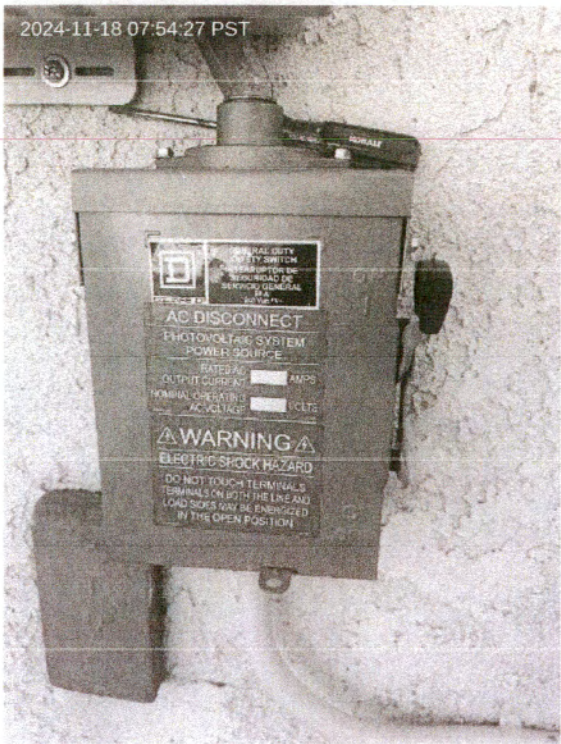




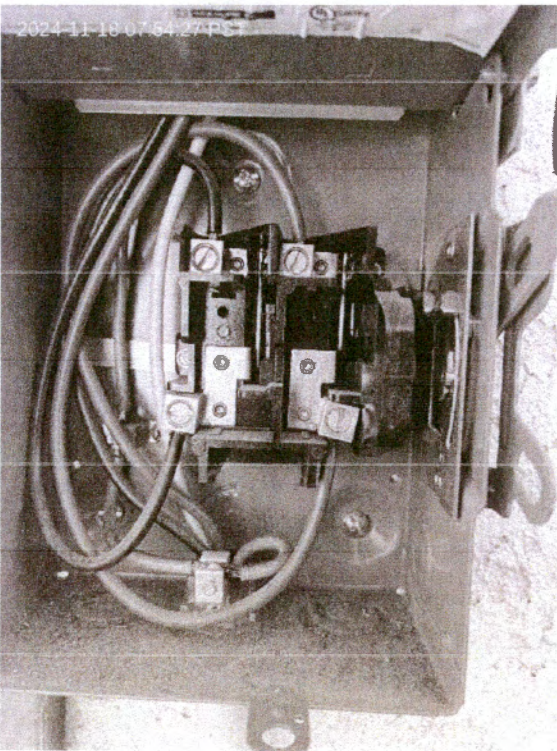
Electrical Information / Photo: Inverter Data Plate



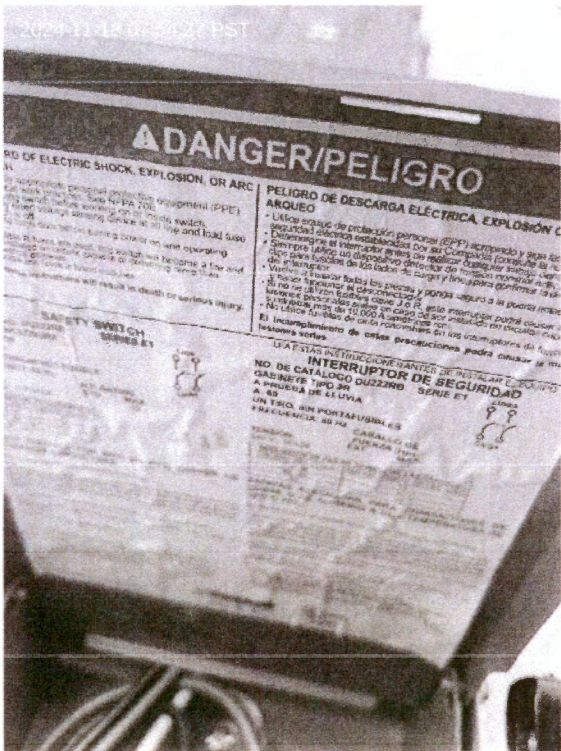
Electrical Information / Photo: AC Disconnect



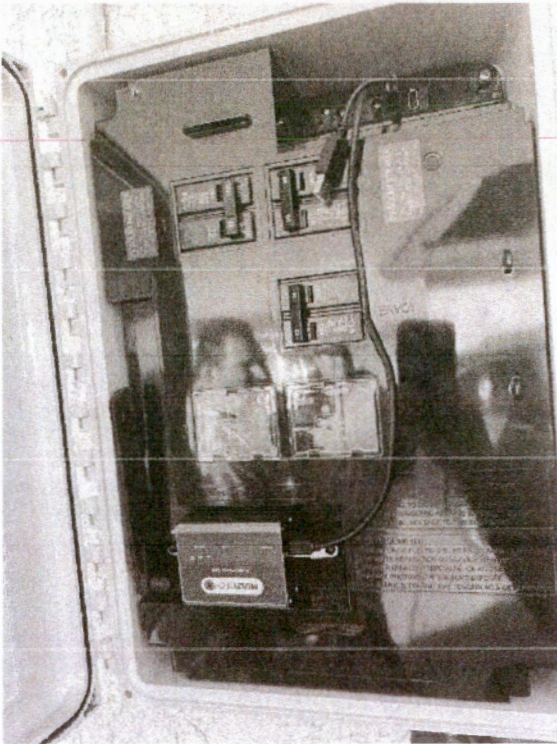
Electrical Information / Photo: AC Disconnect



Electrical Information / Photo: AC Disconnect







3:23 PM

5G

Step 2 of 6: Devices and Configuration

< IQ Microinverters

Time left: ~13 mins

All IQ Microinverter(s) status are normal

IQ Microinverters

Array

Active IQ Microinverters (25)

202115101939

Grid Profile is set

Last updated: 8 hours ago

58.0W

202115102882

Grid Profile is set

Last updated: 8 hours ago

60.0W

202115103084

Grid Profile is set

Last updated: 8 hours ago

59.0W

202115104519

Grid Profile is set

Last updated: 8 hours ago

54.0W

202115104874

Grid Profile is set

Last updated: 8 hours ago

48.0W

Array Builder

3:23 PM

5G

Step 2 of 6: Devices and Configuration

< IQ Microinverters

Time left: ~13 mins

All IQ Microinverter(s) status are normal

IQ Microinverters

Array

Last updated: 8 hours ago

202115105347

Grid Profile is set

Last updated: 8 hours ago

48.0W

202115105637

Grid Profile is set

Last updated: 8 hours ago

62.0W

202115105809

Grid Profile is set

Last updated: 8 hours ago

59.0W

202115106114

Grid Profile is set

Last updated: 8 hours ago

52.0W

202115106329

Grid Profile is set

Last updated: 8 hours ago

62.0W

Array Builder

3:24 PM

5G

Step 2 of 6: Devices and Configuration

< IQ Microinverters

Time left: ~13 mins

All IQ Microinverter(s) status are normal

IQ Microinverters

Array

Grid Profile is set

Last updated: 8 hours ago

202115106522

Grid Profile is set

Last updated: 8 hours ago

51.0W

202115106554

Grid Profile is set

Last updated: 8 hours ago

60.0W

202115106599

Grid Profile is set

Last updated: 8 hours ago

53.0W

202115106640

Grid Profile is set

Last updated: 8 hours ago

55.0W

202115106699

Grid Profile is set

Last updated: 8 hours ago

54.0W

Array Builder

3:24

5G

Step 2 of 6: Devices and Configuration

< IQ Microinverters

13 min

IQ Microinverters

Array

202115107427

60.0W

Grid Profile is set

Last updated: 8 hours ago

202115107495

60.0W

Grid Profile is set

Last updated: 8 hours ago

202115107581

52.0W

Grid Profile is set

Last updated: 8 hours ago

202115107799

51.0W

Grid Profile is set

Last updated: 8 hours ago

202115107812

56.0W

Grid Profile is set

Last updated: 8 hours ago

Array Builder

3:24

5G

Step 2 of 6: Devices and Configuration

< IQ Microinverters

13 min

IQ Microinverters

Array

202115107812

56.0W

Grid Profile is set

Last updated: 8 hours ago

202115107972

50.0W

Grid Profile is set

Last updated: 8 hours ago

202115108109

53.0W

Grid Profile is set

Last updated: 8 hours ago

202117044097

59.0W

Grid Profile is set

Last updated: 8 hours ago

Retired IQ Microinverters (0)

Array Builder

3:25

5G

Step 2 of 6: Devices and Configuration

< Device Details

13 min

Tap on any device to see more details

Total device count: 26

Edit device count

IQ Gateway

✓ 122137037159

IQ Microinverter & Array

✓ Scanned 25/25

✓ Detected 25/25

✓ Communicating 25/25

✓ Array created 1

✓ Producing power 25/25

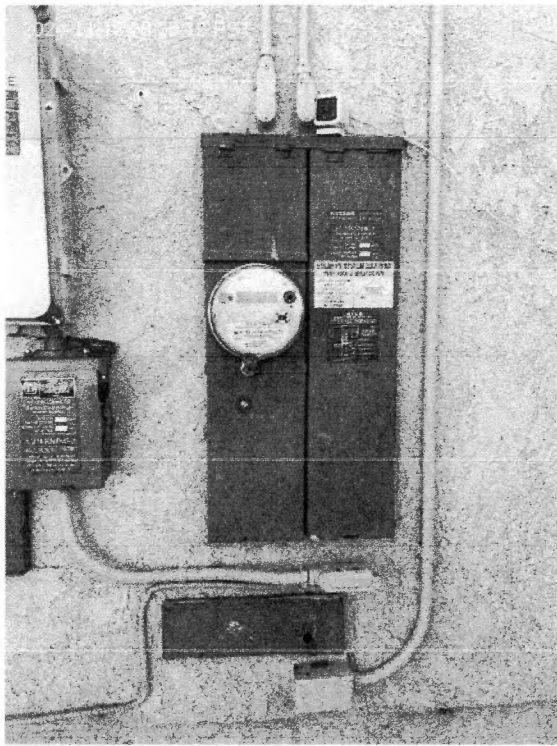
✓ Profile set 25/25

Next: Site Configuration

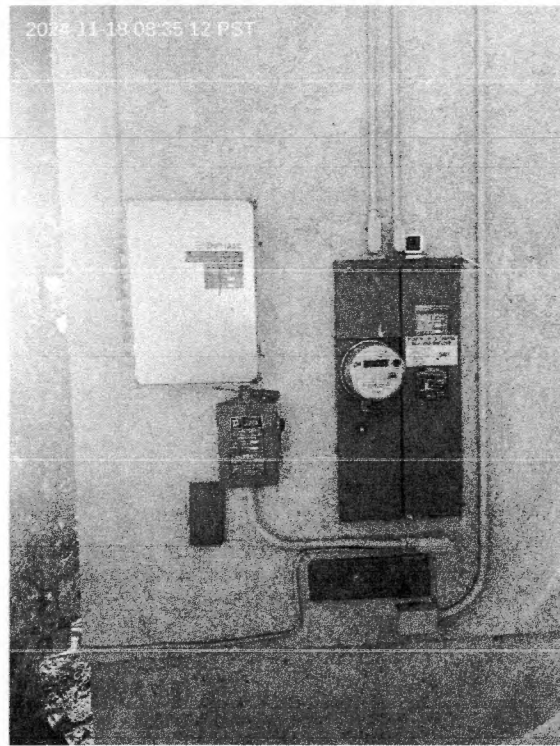
IQ Gateway: 12187037159



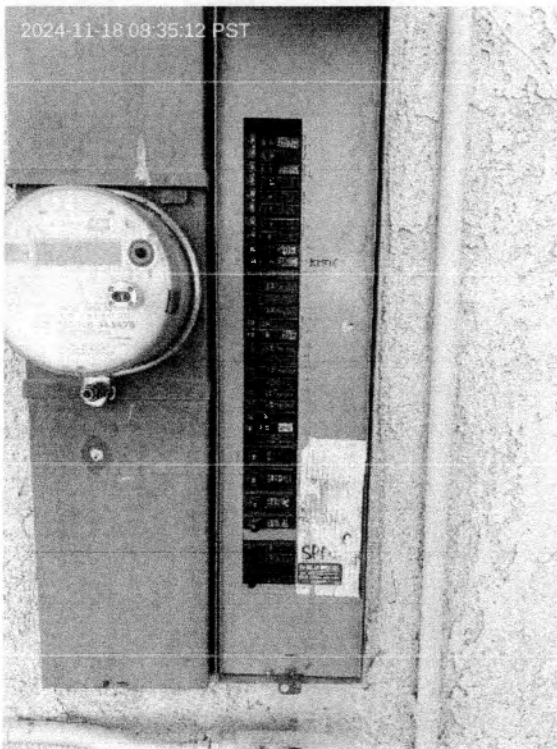
Electrical Information / Photo: Main Service Panel Location



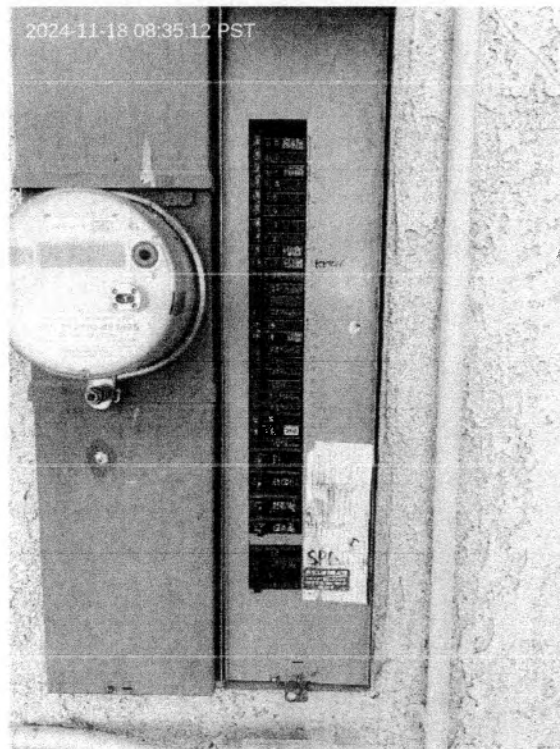
Electrical Information / Photo: Main Service Panel Location



Electrical Information / Photo: Main Service Panel Location



Electrical Information / Photo: Main Service Panel Location

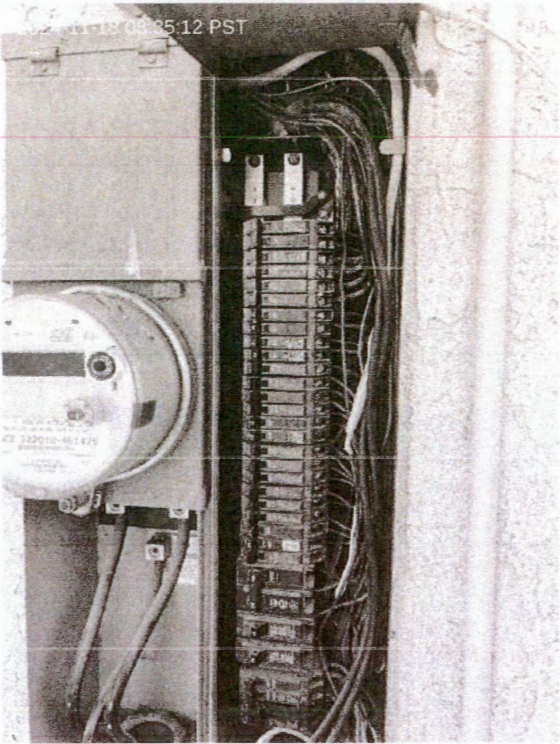




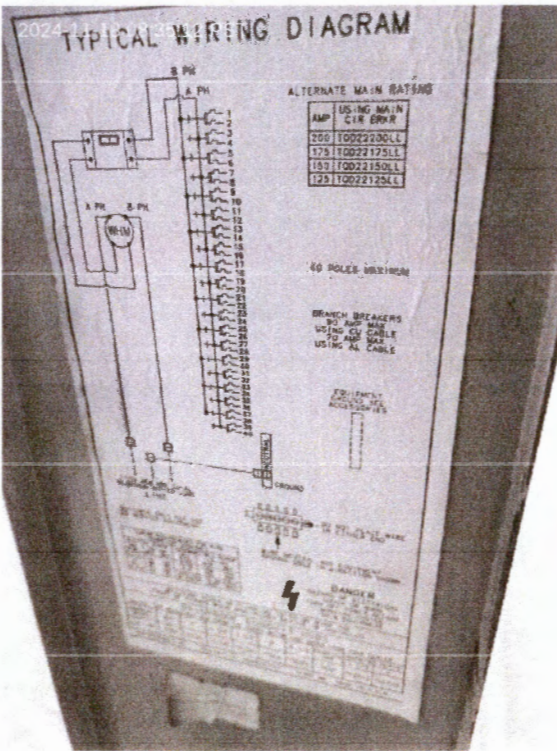
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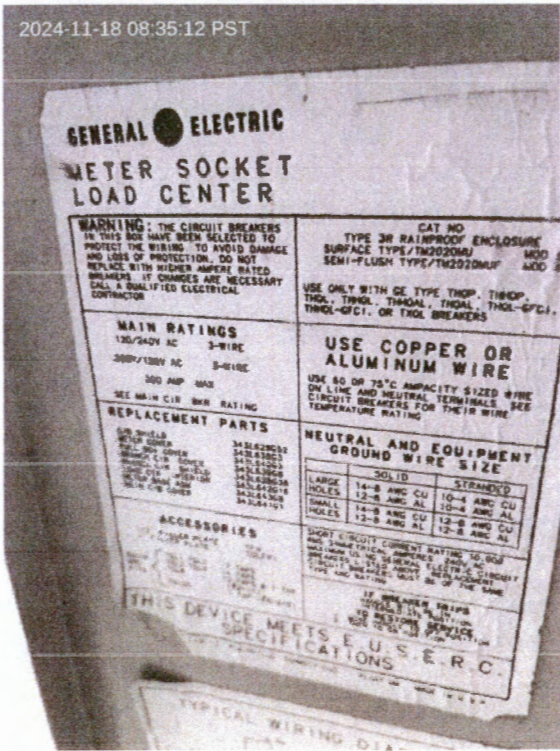
Electrical Information / Photo: Main Service Panel Location



Electrical Information / Photo: Main Service Panel Location

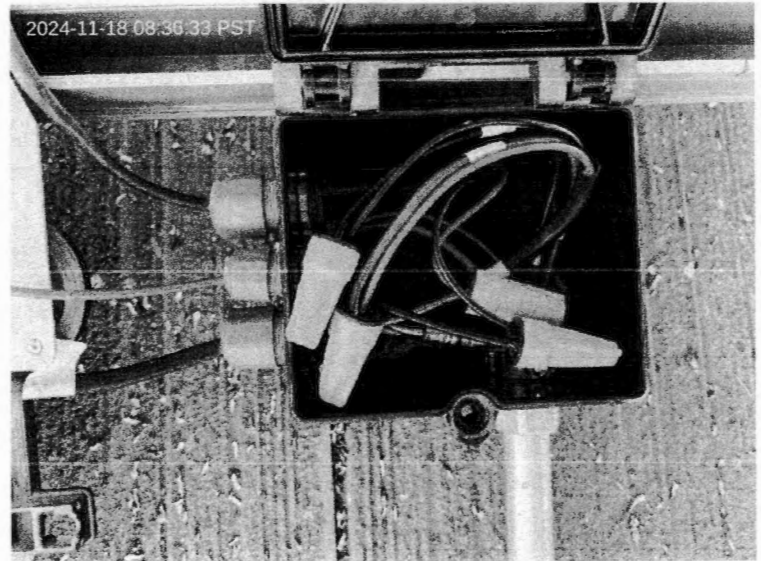
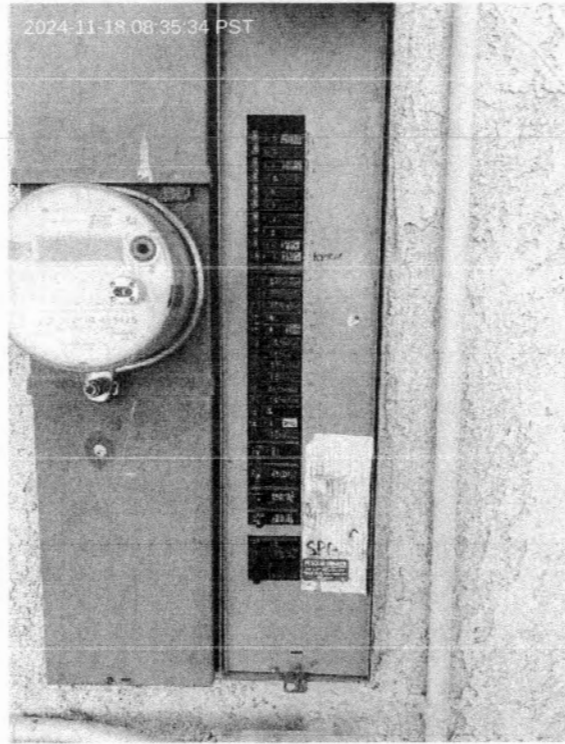


Electrical Information / Photo: Main Service Panel Location





2024-11-18 08:35:25 UTC



Roof Information / Photo: Combiner Box



System Information / Photo: Overall Array



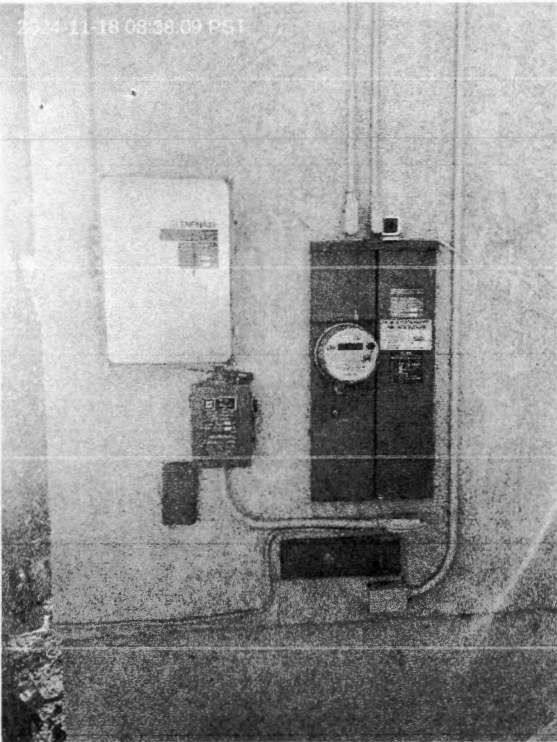
System Information / Photo: Overall Array



System Information / Photo: Overall Array



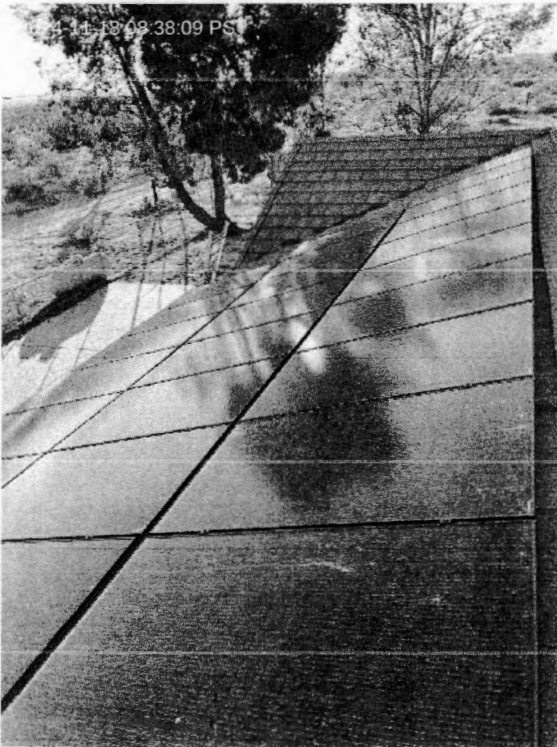
System Information / Photo: Overall Array



System Information / Photo: Overall Array



System Information / Photo: Overall Array



System Information / Photo: Under Array (wire management)

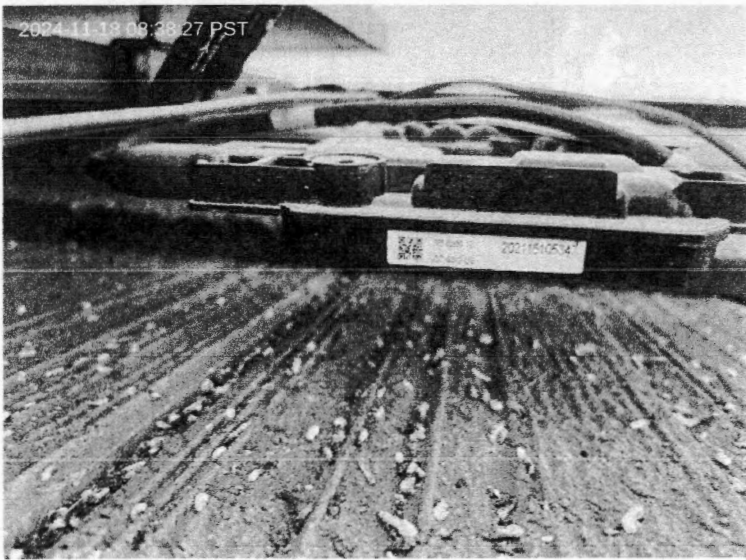




System Information / Photo: Under Array (wire management)



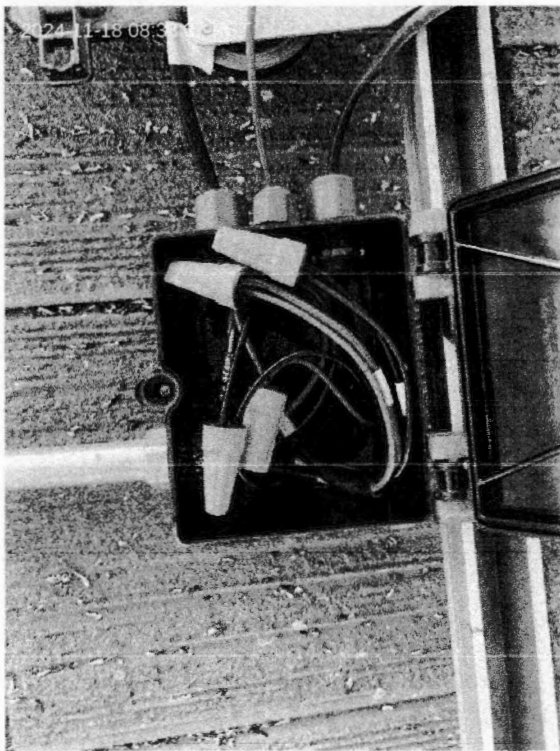
System Information / Photo: Under Array (wire management)



System Information / Photo: Under Array (wire management)



System Information / Photo: Junction Box Location

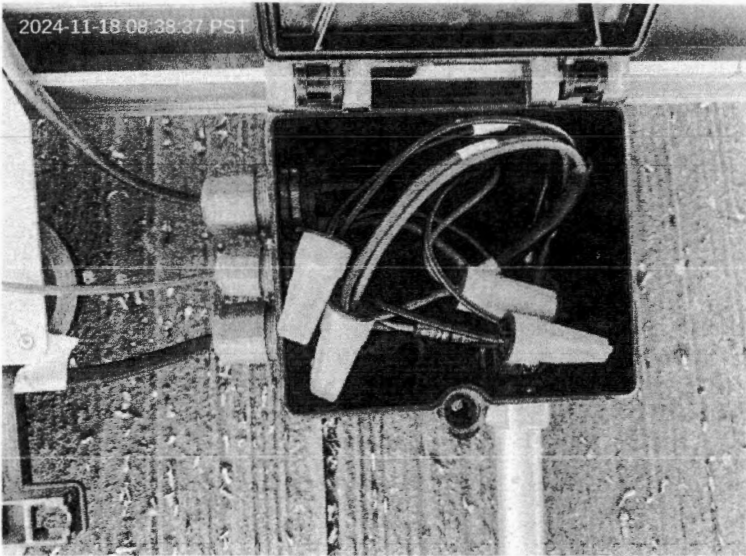




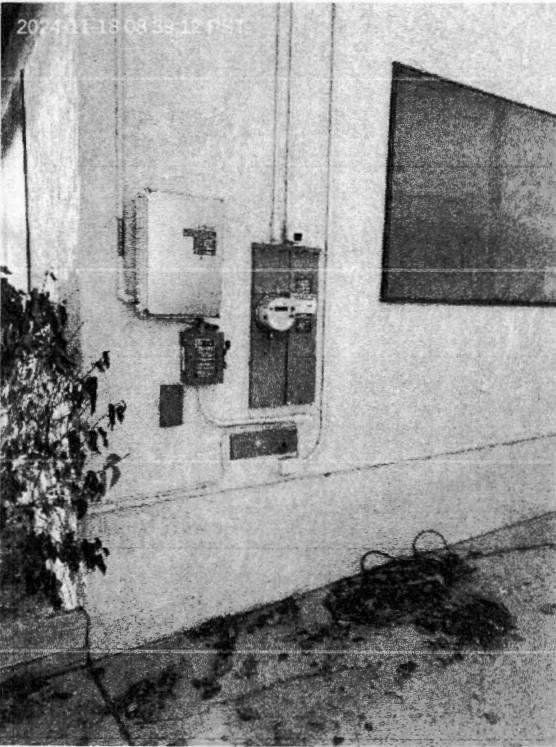
System Information / Photo: Junction Box Location



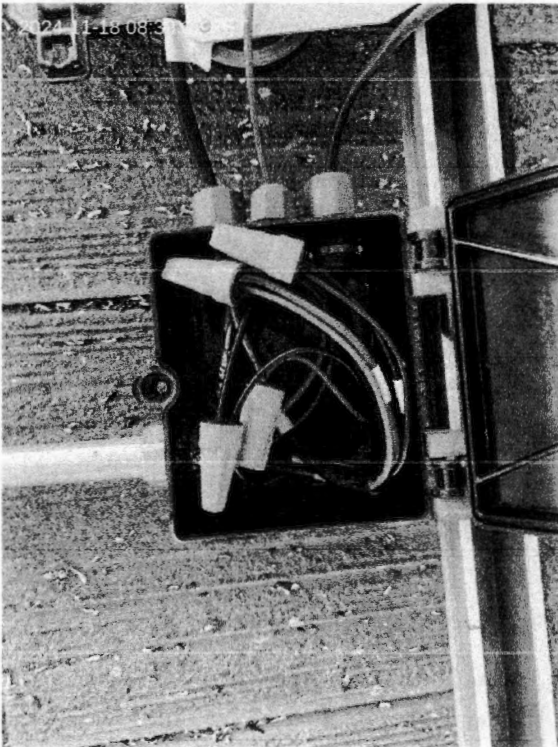
System Information / Photo: Junction Box Location



System Information / Photo: Conduit Run



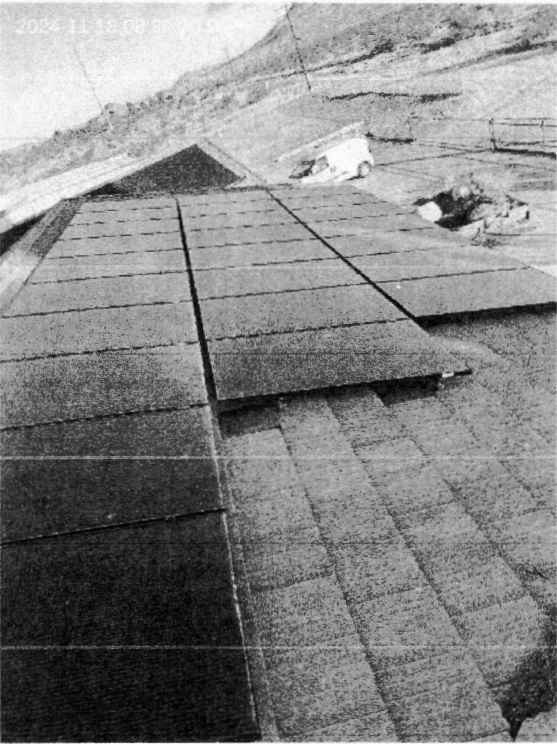
System Information / Photo: Conduit Run



System Information / Roof Existing Damage



System Information / Overall Array Existing Damage



Customer Payment / Screenshot: Proof of Payment

New SaleView Customer

\$299.00



Receipt sent

krystalkincade17@gmail.com

English

Customer Payment / B2C Service Sticker

