



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

FILED

10/29/25

04:59 PM

C2510020

Larry S. Spitcaufsky,

Complainant,

vs.

Southern California Edison Company (U338E),

Defendant.

(ECP)

Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Larry S. Spitcaufsky 638 Pinnacle Crest Palm Desert CA 92260 T: 760-534-1799 E-mail: lspitco@familyfundsii.com	Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: Anna.Valdborg@sce.com E-mail 2: case.admin@sce.com E-mail 3: AdviceTariffManager@sce.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) **Larry Spitcaufsky**
638 Pinnacle Crest
Palm Desert, CA 92260

COMPLAINANT(S)

vs.

(B) **Southern California Edison**
P.O. Box 600
Rosemead, CA 91771

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 \$ _____

COMPLAINT

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

Name of Complainant(s)	Address	Daytime Phone Number
Larry Spitcaufsky	638 Pinnacle Crest	760-534-1799

respectfully shows that:

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

Name of Defendant(s)	Address	Daytime Phone Number
Southern California Edison	P.O. Box 600	866-701-7868

(F)

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

I have a solar system at my home. It was installed by Southern California Energy, the owner is Brandon Slater. The system was approved and went online in September 2021. In late, 2023 we received a bill for electricity for over \$10,000. I contacted SCE to get better backup to my bill. After many calls and responses, that were handled by SCE personnel professionally and timely. We learned that the bill received an estimate. Brandon suggested to SCE that was not fair to estimate my billing based on houses on my block, as some might have solar and other not. Finally, we learned that my meter was read by SCE through internet transmission that they admitted was faulty based on the location of my house. The people suggested we contact the SCE Customer Service Affairs Department because they had closed the 2021-2023 matter and that department would be able to help us. We contacted that department and were assigned to Lydia Salcedo. I have attached all correspondence between myself and Brandon Slater. I believe the Correspondence on July 11, 2025 contains apologies and offer for us to contact her which Brandon and I did seven times by phone and emails. Finally on September 19th we contacted CPU for help.

See attachment for continuance of (F)

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

I have a solar system at my house. My solar vendor realized that what my solar system showed I was using verse wh

☒ 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):

SCE should respond to my requests to get someone involved in this matter that will provide us with requested billing information and explanation I am requesting so we can resolve

- (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):	11/28/2025
Hearing (Example: 7/1/09)	<u>12/15/2025</u>

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

Sooner the better

(H)

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

Providing the billing information I have been requesting and return my calls so we can resolve.

(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:

lspitco@familyfundsii.com

(J)

Dated Palm Desert, , California, this 29 day of 10/29/2025 , _____
(City) (date) (month) (year)

Larry Spitcaufsky

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:	Larry Spitcaufsky
Address:	638 Pinnacle Crest Palm Desert CA 92260
Telephone Number:	7605341799
E-mail:	lspitco@familyfundsii.com
Signature	<i>Larry Spitcaufsky</i>

Larry Spitcaufsky

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 10/29/2025, at Palm Desert, California
(date) (City)

Larry Spitcaufsky
(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.

Larry Spitcaufsky

Signature

Date 10/29/2025

Larry Spitcaufsky

~~Print your name~~

(F) Detail of Complaint Continued

Twice the CPU informed us they would reach out to SCE and ask someone to contact us so we could get an understanding of SCE and our solar red outs not matching. If their billing was estimated or actual, status of faulty meter, and why after numerous requests and even an apology acknowledging my request for monthly billing I have still not received a response. I have included a letter from Brandon Slater informing me in all his years dealing with the SCE he has never seen anything like this.

I have never said to the SCE I will not pay you, I have only requested information which I know anyone in this position would request. I have even agreed per Lydia's suggestion to pay the original bill over twelve payments until this matter could be resolved which I have been doing honoring my end of the agreement but Lydia refuses to have someone from SCE contact me as promised so this matter can be resolved.

I will summarize what has brought me to the point of filing a formal complaint. I had a new solar system installed on my home in 2021 and it was approved by SCE In September of 2021. The company that installed my system suggested I should not purchase additional battery storage based on the fact my system would produce more energy than I needed, and I could always add additional batteries later if needed. In 2023 my personal accountant, Diane Peters, received a couple of bills from SCE for the first time since September 2021. She called to question the bills and received the attached letter. Since SCE was admitting they had technical issues they were trying to fix, Diane asks that my account be taken off autopay until the problem could be fixed. In June 2024 we started receiving new bills with no explanation. Diane and Brandon Slater, the owner of the solar company that installed my solar system called SCE and talked to different representatives about the bills we received. They learned that the bills I was receiving were not actual because my remote meter was not working. They also discussed the fact that getting bills once a year with no backup made it impossible to control my usage or purchase batteries to store electricity. Most important since my house has a Savant System that controls everything in the home, absolutely nothing has changed with settings of the Savant System. The people up to this point Diane and Brandon had spoken to were very cooperative and responsive. The SCE people explained that the issue was closed at year end 2024 and because of that a higher-level person would need to get involved. Especially since when a technician came out to finally inspect my meter in I believe January 2025 the meter was found to not be accurate.

I told Diane and Brandon that they had spent enough time on this matter. They were told that Lydia Salcedo, a review manager at SCE, would contact them. I suggested that they got to a decision maker at SCE and just have Lydia contact me and we could get this matter worked out. Lydia contacted me and we seemed to have a productive call. However, Lydia seemed to be reluctant to give us the data we asked for to match the SCE data up to our solar data. Lydia refused to return phone messages we left or return emails. When I reached out to the people at CPU, they suggested they reach out to Lydia to have her contact me. They were surprised to learn she hadn't contacted me. The CPU agreed I had no choice but to file an informal complaint. The exact day I filed the informal complaint Lydia responded to me with a letter attached. I am including correspondence from her to me and my correspondence to her, as well as correspondence from Diane and Brandon to me.

I believe my correspondence with Lydia will give you an understanding of our frustration in this matter. Running large businesses, I have learned that simple responsive communications would have never allowed this matter to escalate to a formal complaint.



P.O. Box 800
Rosemead, CA 91770

IMPORTANT INFORMATION ABOUT YOUR DELAYED BILLING STATEMENT

Larry S Spitcaufsky
638 Pinnacle Crst.
Palm Desert, CA 92260-7209

P2T12



Dear SCE Customer,

One of Southern California Edison's core obligations is to ensure your bills are accurate and delivered on time. Unfortunately, we have experienced a technical issue that is delaying our ability to deliver it on time. We are fixing the problem and diligently working to send all delayed bills as soon as possible.

While we don't have an estimated date for when your bill will be ready, the next bill you receive (if you haven't already) may include charges from multiple past billing periods that were not included in your prior bills. Since you're enrolled in Auto Pay, your bank account will be automatically debited 10 days after your account is billed.

If you need assistance with paying your bill in full after you receive it, please give us a call so we can help setup a payment arrangement for you. For your reference, we have included a list of account(s) currently impacted by the delay.

To be respectful of your time, we encourage you to wait until you receive your bill before contacting us, as our call center Energy Advisors will not be able to provide an estimated date for your bill. You can call us to setup a payment arrangement once you have received your bill.

If you have any questions, please visit [sce.com/delayedbills](https://www.sce.com/delayedbills) for answers to frequently asked questions.

Sincerely,

Lorene Miller
Vice President, Customer Service Operations
Southern California Edison

Customer Number: 1006329406

The following is a list of your account(s) identified as experiencing a billing delay:

Customer Account Number	Service Account Number	Service Account Address and City
700658091187	8010957815	638 Pinnacle Crst, Palm Desert

Dear Mr. Larry Spitcaufsky and Mr. Brandon Slater,

Re: CPUC Informal Complaint 685726 / SCE Customer Account 700658091187

I sincerely apologize for the delay in responding. Once a complaint is submitted, the California Public Utilities Commission (CPUC) reviews the information provided and issues a formal outcome. However, I want to ensure your additional concerns are addressed thoroughly. Since you had to be aware Brandon and I had left seven messages plus a sent email, there would be no need for an apology if you simply had given us the courtesy or professionalism to contact us and tell us you were waiting for a response from the CPU. As a matter of fact, I would not have needed to take my time or Brandon's to file a complaint with the CPU, if you had done your job and contacted us for some clarity on my billing.

1. Concerns Regarding Billing Accuracy and Meter Functionality

You shared concerns that your billing from July 26, 2024, to May 26, 2025, did not align with your solar system's production history and usage. You also requested confirmation that your meter was functioning properly and that your billing would be issued monthly rather than annually.

Let me remind you that our request for some backup information did not start with you. It started in 2024 when we first received a bill for over \$10,000. First my personal assistant tried to get information from SCE, then she reached out to Brandon for help getting the information, and finally they even got me involved. I spoke to two different SCE representatives myself before the matter finally was escalated up to you. As we discussed, my solar system went online in September 2021 with no issues.

Additionally, you mentioned that you were unfamiliar with Rule 17 and noted that neither your billing statements nor prior conversations with SCE representatives indicated that your usage was estimated.

I am responding with excerpt from a letter that I sent to you from Brandon Slater that Brandon had sent to me regarding this matter.

"Here's the bottom line. Utilities must be completely transparent and fair. SCE has not been transparent on your billing. They provide you with estimated billing and there's no reference on your bill that you are being billed by estimates. You seem to randomly receive bills that say bill correction yet provide no explanation of why you're getting a correction. California requires utilities to notify you in your bill that they have estimated your bill.

The CPUC and California requires Utilities under CPUC Code 739.3 to provide clear and understandable information about how you are being billed. It would take a team of Earnst and Young auditors to understand how you've been billed. I understand your lack of trust of SCE based on your experience. "

Regarding your request to switch to monthly billing, I want to acknowledge that a formal request may not have been submitted on your behalf, and I sincerely apologize if that was overlooked. If you would still like to proceed with monthly billing, please let me know and I will submit the request immediately.

During our discussions, we acknowledged the possibility of a billing discrepancy and initiated a review. Upon investigation, we found that due to communication issues with your meter, billing statements during the specified period were generated using estimated reads. In accordance with CPUC-approved Rule 17, SCE may estimate energy usage when actual meter data is unavailable. You can view Rule 17 in full at [sce.com](https://www.sce.com).

While SCE strives to estimate usage as accurately as possible based on historical data, these estimates may differ from actual consumption. On January 29, 2025, during a scheduled meter test, data was successfully retrieved, revealing a discrepancy. As a result, a billing adjustment was initiated, and a credit of \$3,488.60 was applied to your account. This adjustment is reflected on your billing statement dated July 9, 2025.

A credit against what?

The meter test conducted on January 29, 2025, confirmed that your meter is accurately recording consumption in compliance with CPUC guidelines. However, intermittent communication issues were identified. To improve reliability, our Metering Department has recommended installing a pad-mounted socket-based router antenna in your area. Please note that this process requires approval and time for installation. I have submitted a request to our Metering Department for a status update and will follow up accordingly. We appreciate your patience and understanding as we work toward resolving this matter.

So it's now taken 9 months for your "Metering Department" to maybe find the time to install equipment to properly read my meter and send me the usage that is accurate and not estimated.

2. Clarification on Billing Statements and Adjustments

We understand your confusion regarding the billing statements and appreciate your request for further clarification.

If you did understand my "confusion", why didn't you or someone else from SCE call me and give me the courtesy to explain the billings and not wait 90 days? The only contact I received from SCE was threats of turning off my electricity, which you had to be aware of.

The July 9, 2025, billing statement reflects retroactive adjustments and recalculated charges. The initial credit of \$18,169.25 represents the reversal of original charges eligible

for adjustment. Once those reversals were applied, the recalculated charges were added to the statements generated that same day.

The second statement issued on July 9, 2025, reflects your updated Net Energy Metering (NEM) settlement bill for service dates August 24, 2023, to August 25, 2024. Additionally, the reference to your NEM cumulative monthly tracked energy and credit charges—a balance of \$10,456.27 as of Month 10 out of 12—corresponds to the billing period from August 26, 2024, to June 24, 2025.

Seriously, can anyone even at SCE understand what you are communicating here? Why two statements instead of one? Why no mention of a current \$23,279.90 balance or back up to any of these new calculations. Would you expect more information if this were your billing suddenly appearing after almost two years?

3. Installment Plan Information

Once a complaint is considered resolved, an installment plan may be offered to help avoid collection activity and allow the customer to pay the balance over time. In your case, an installment plan has been granted accordingly.

Our records indicate that your installment plan has defaulted due to missed payments, and your account is currently at risk of disconnection.

Another “overlooked,” we have made two payments on the balance of \$9,486.26 that we have no specific back up for. The payments are \$790.54 and next payment is due and will be paid for October 12, 2025. The payments were started based on a conversation with my legal counsel advising that if we eventually learned the balance was in correct there would be an adjustment made.

To provide additional time, an extension has been placed on your current account balance of \$23,279.90, with a new due date of October 30, 2025. Once you’ve had a chance to review the recent changes and are ready to proceed with payment or set up a new arrangement, please contact us.

If you have any questions or need further clarification, reach out to me directly. Should you wish to schedule a phone appointment, I will be available next week.

Summary for the next representative with CSE that will contact us.

We have installed a very expensive solar system in _____. We understood through our solar company that my system would produce a certain amount of electricity each month that would offset my usage. If I produced more electricity each month than I used my monthly bill would be a minimal amount based on only fees. If my usage was greater than the solar energy I produced, I would owe the difference plus fees to SCE. My system records the amount of electricity I produce each month that should match closely with

SCE credit. We also monitor and manage my usage. In addition, Brandon has numerous customers that have similar sized homes on my block and community that provide Brandon with historical usage that is actual and not distorted by meter issues. We have always just been trying to understand why my usage compared to neighbors is much larger and not receiving this information accurately and in a timely matter negates my ability to manage my consumption.

Best regards,

Lydia Salcedo

Review Manager

Customer Service | Consumer Affairs

