



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED

11/21/25

04:59 PM

C2511011

Bryan Yee,

Complainant,

vs.

San Jose Water Company (U168W),

Defendant.

Case

Complaint
(Rule 4.2)

COMPLAINANT	DEFENDANT
<p>Bryan Yee 5598 Farmhouse Court San Jose CA 95123 T: 408-835-8449 E-mail: BryanSYee@gmail.com</p>	<p>San Jose Water Company (U168W) Attn: John B Tang, VP-Regulatory Affairs & GOVT Relations 110 West Taylor Street San Jose CA 95110 T: 408-279-7900 E-mail: john.tang@sjwater.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Bryan S. Yee

COMPLAINANT(S)

vs.

(B)

San Jose Water Company (SJW)

110 W. Taylor St.
San Jose, CA 95110-2131

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
Bryan S. Yee	5598 Farmhouse Ct. San Jose, CA 95123	(408) 835-8449

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
San Jose Water Company	110 W. Taylor St. San Jose, CA 95110-2131	(408) 279-7900

(F)

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

PLEASE SEE LETTER AFTER PAGE 6

(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):

PLEASE SEE LETTER AFTER PAGE 6

- (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):	Before 12/31/2025
Hearing (Example: 7/1/09)	Before 01/31/2025

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

PLEASE SEE LETTER AFTER PAGE 6

(H)

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

PLEASE SEE LETTER AFTER PAGE 6

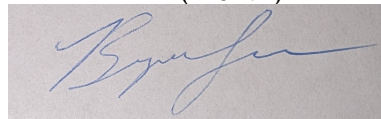
(I)

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:

BryanSYee@gmail.com

(J)

Dated San Jose, California, this 19th day of November, 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	

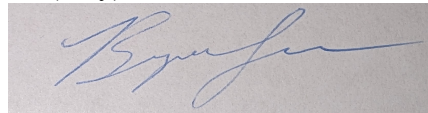
VERIFICATION
(For Individual or Partnerships)

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 11/19/2025, at San Jose, 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~~ (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

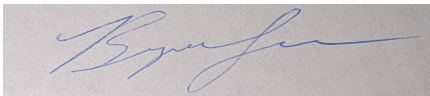
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

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

11/19/2025

Date

Bryan S. Yee

Print your name

CPUC Complaint — San Jose Water Overbilling

Subject: Request for Bill Adjustment Due to Impossible Usage Reading and Meter Accuracy Concerns

Customer: Bryan S. Yee

Address: 5598 Farmhouse Ct. San Jose, CA 95123

Phone: (408) 835-8449

Utility: San Jose Water Company (SJW)

Billing Period in Dispute: May 9, 2025 – July 10, 2025

Account #: 5203410000-9

Amount Billed: \$15,039.07

Recorded Usage: 808,588 gallons (1,082 CCF)

1. Summary of the Issue

I am submitting this complaint because the usage recorded by San Jose Water Company for the billing period of **May 9 to July 10, 2025** is **physically impossible**, inconsistent with field observations made by SJW employees, and unsupported by the documented leak rate. I am requesting that the CPUC order SJW to adjust the bill to a reasonable amount reflecting actual, plausible water usage.

2. Normal Usage vs. Disputed Usage

- My typical water bills range between **\$200–\$300 per 2 month period**.
- The bill for this period was **\$15,039.07**, representing **808,588 gallons** — nearly **1.25 Olympic-size swimming pools**.

This amount of water could not have disappeared into the soil without major flooding or visible damage.

3. SJW's Own Meter Reader Identified the Leak and Documented a Much Lower Leak Rate

3.1 Leak Observed and Water Shut Off

- On **July 10th, 2025**, an SJW meter reader discovered a leak at my property.
- The employee **shut off the water immediately**.

- SJW documented the leak rate as **120 gallons per hour (GPH)**.

3.2 Maximum Possible Usage Based on SJW's Leak Rate

Even if the leak ran continuously for the **entire billing period** (which it did not), the maximum possible loss would be:

$$120 \text{ GPH} \times 1,488 \text{ hours} = 178,560 \text{ gallons}$$

This is only **22%** of what SJW billed me (808,588 gallons).

This calculation alone **proves the billed usage is impossible**.

4. Physical Impossibility of 808,588 Gallons Leaking Undetected

The leak came from a **sprinkler control valve** in my front yard.

If over 800,000 gallons had leaked:

- my yard would have been flooded
- water would have flowed onto the sidewalk or street
- the soil would have collapsed or eroded
- neighbors would have seen constant flooding
- my sister-in-law, who visits twice weekly, would have noticed
- the SJW employee would have seen evidence of massive ground saturation

None of this occurred.

I can provide **photographs**, upon request, showing the location of the sprinkler valve, which clearly cannot absorb or hide over 800,000 gallons of water.

5. Evidence Suggesting a Meter Malfunction

5.1 Sudden, Unexplained Meter Reading Jump

- Prior reading: **607 CCF**

- Disputed reading: **1688 CCF**
- Sudden jump: **+1081 CCF** (over 800,000 gallons)

This strongly suggests a **mechanical indexing failure** — such as a gear slipping or the meter register adding an extra thousand CCF incorrectly.

5.2 SJW's Meter Test Was Incomplete

SJW performed a flow test (running water through the meter), but such tests **cannot detect**:

- mechanical gear or register malfunctions
- intermittent digit-rollover errors
- accumulated counting jumps
- internal mechanical slippage

SJW also acknowledged they *cannot open the meter* for a full internal inspection.

I have asked that the meter be preserved for future, independent examination.

6. Requested Resolution

I respectfully ask the CPUC to direct SJW to:

(1) Adjust the bill to reflect realistic consumption.

Based on prior readings, actual usage should be:

1688 CCF – 607 CCF = 1081 CCF in dispute

Reasonable estimated usage: **~81 CCF**

(2) Allow a full, independent internal inspection of the meter, not just a flow test.

(3) Issue a corrected bill and refund/credit the overcharge, and remove any penalties.

7. Conclusion

SJW's billed usage is contradicted by:

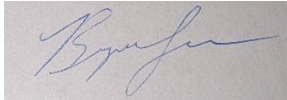
- the **documented leak rate** of only **120 GPH**
- the **physical impossibility** of 808,588 gallons leaking unnoticed
- the **sudden and unreasonable 1000-CCF increase in meter reading**

- the **incomplete nature of the meter test**

This evidence shows the meter reading was incorrect and the bill must be adjusted.

I respectfully request CPUC intervention to resolve this error. Thank you for your time and attention to this matter. I am prepared to provide photographs, meter data, calculations, and any additional documentation the CPUC requires.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bryan S. Yee", is shown on a light-colored background.

Bryan S. Yee

11/19/2025

P.S. I also filed an informal complaint with the CPUC. **Commission File No:** 703510

110 W. Taylor St.
San Jose, CA 95110-2131
(408) 279-7900

Contact Us:
8:00 AM - 5:00 PM, Monday-Friday
(408) 279-7900

BILLING INFORMATION

Customer Name: Bryan Yee
Service Address: 5598 Farmhouse Ct
Billing Period: 05/09/2025 - 07/10/2025
Rate Code / Service Size: RES_T_B 1 Inch

Meter Reading	Previous	Current	Total CCF (748 Gal/CCF)
	607	1688	1081

INFORMATION & ANNOUNCEMENTS

Use the new SJWaterHUB to pay your bill, track your water usage and manage your accounts — all in one spot. Head to our website at sjwater.com/hub for more info.

Effective July 1, 2025, there are two rate increases: Valley Water (Advice Letter 616) and Advanced Metering Infrastructure (AMI or Smart Meters - Advice Letter 617). On average, a residential customer with a 3/4-inch meter using 10 CCFs per month will see their bill increase by approximately \$5.15 for the Valley Water increase, and \$1.57 for AMI. The average bill of \$136.79 will increase to \$143.51. All monies collected for the Valley Water rate increase go directly to Valley Water. SJW does not benefit from this rate increase. Learn more at: sjwater.com/2025-valley-water-rate-increase

CONSUMPTION HISTORY

	Units (CCF)	Gallons	Days	Gal/Day
Current	1081	808588	62	13041
Last Year	9	6732	61	110

Account Number	Bill Date	Page
5203410000-9	07/17/2025	1 of 1
Amount Due		Payment Due By
Auto Pay		08/07/2025

CURRENT CHARGES

Service Charge \$239.99

Quantity Charges

10.06452	X \$4.427	44.55
1.93548	X \$4.6562	9.01
10.06451	X \$6.6074	66.50
1.93549	X \$6.9496	13.45
886.51613	X \$12.6201	11,187.92
170.48387	X \$13.2737	2,262.95

2024 GRC Balance and Memo 396.50

Safe Drinking Wtr Ln 2008-B 0.03

Customer Assist Prog Surcharge-B 5.30

PUC Surcharge 0.68% 96.73

City Utility Users Tax 5% 716.14

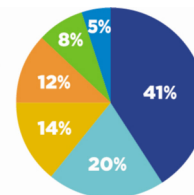
Current Charges 15,039.07

Previous Balance 271.06

Payments Received 06/05/2025 271.06 CR

Total Due **\$15,039.07**

Where Your Dollar Goes in 2025



- Cost of Purchasing Water from Valley Water*
- SJW Operating Costs
- Asset Depreciation
- Cost of Equity
- Taxes and Fees
- Interest

*ALL PROCEEDS GO DIRECTLY TO VALLEY WATER.

Please return this portion with your payment. ▼



110 W. Taylor St.
San Jose, CA 95110-2131
(408) 279-7900

Bill Date: 07/17/2025

Account Number: 5203410000-9

Service Address: 5598 Farmhouse Ct

Payment Due By: 08/07/2025

Total Due: **Auto Pay**

Amount Enclosed: \$

0005436-0010871 PDFE 001 ----- 803627



Bryan Yee
5598 Farmhouse Ct
San Jose CA 95123



SAN JOSE WATER COMPANY
PO Box 7045
Pasadena CA 91109-7045

7045520341000090000000000000001503907108

CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water at (408) 279-7900. We welcome the opportunity to assist you.

If you are not satisfied with San Jose Water's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. If the bill becomes past due and non-payment results with respect to this dispute, the rules for discontinuance of service due to non-payment must be followed as set forth in Tariff Rule No. 11.B.1.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

PAYMENTS

Option 1:

The current bill will become past due if not paid within 19 days of presentation. There are several ways to pay your bill.

- Go to www.sjwater.com/PAYMENT for online payment options including credit/debit cards, electronic checks, and more.
- Cash payments are accepted at several locations listed at sjwater.com/CheckFree.
- Checks may be mailed to San Jose Water, P.O. Box 7045, Pasadena, CA 91109-7045 or brought to our payment drop box at 111 W. Taylor Street, San Jose, CA.
- Phone payments can be made at 877-401-0085.
- Autopay is also available online.
- A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is **past due** and service may be discontinued if payment is not received. **If you are unable to pay this bill, please contact our office immediately to discuss possible payment arrangements including applying for an extension of time, requesting a deferred, reduced or alternative payment schedule. If you have any questions regarding this bill or our service, please contact our office at (408) 279-7900 Monday through Friday 8:00 AM to 5:00 PM or via email at Customer.Service@sjwater.com.**

RATES AND OTHER INFORMATION

Rate schedules and rules are available at www.sjwater.com/rates. For more information, please contact Customer Service at (408) 279-7900 or visit www.sjwater.com.

IN AN EMERGENCY

If you require emergency service after regular business hours, call (408) 279-7900.

EMPLOYEE IDENTIFICATION

Our authorized service representatives carry a Company identification card with photograph. If you have any doubts, call San Jose Water at (408) 279-7900.