

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**FILED**

12/23/25

04:59 PM

C2502020

(A) Qian Liu

P O BOX 4255
WASHINGTON, DC 20044

COMPLAINANT(S)

vs.

(B)

South California Gas Company (U904G)

555 West Fifth Street, 14TH Floor
Los Angeles, California 90013-1011

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☒ NODo you have money on deposit with the
Commission?☐ YES☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES☒ NOCOMPLAINT

(D)

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

Name of Complainant(s)	Address	Daytime Phone Number
Qian Liu	3981 E. Emory Ln, Unit #7, Ontario, California	626-560-0398

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
South California Gas Company (U904G)	555 West Fifth Street, 14TH Floor Los Angeles, California 90013-1011	Telephone: (213) 244-3061 Facsimile: (213) 629-9620

(F)

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

I. Summary of Allegations: This complaint addresses SoCalGas's repeated failures to investigate and resolve reported gas leaks at the Complainant's property located in 3981 E. Emory Ln, Unit #7, Ontario, California. These failures have raised significant concerns regarding public safety, compliance with utility safety protocols, and SoCalGas's responsibilities under applicable state and federal regulations. The issues in question involve procedural missteps, infrastructure safety concerns, and inadequate response to repeated gas odor reports.

II. Legal and Regulatory Framework: This complaint is based on alleged violations of the following authorities:

- California Public Utilities Code § 451 – Mandating utilities to furnish safe and reliable service.
- California Public Utilities Code § 961 – Requiring utilities to develop and implement safety plans.
- California Public Utilities Code § 963 – Declaring the Commission's oversight in protecting public safety.
- CPUC General Order 112-F – Establishing gas safety and inspection standards.
- 49 CFR § 192.703 – Federal requirement that pipeline facilities be maintained in safe condition.

III. Factual Background: The Complainant reported multiple instances of gas odor to SoCalGas between Oct 2024 and Jan 2025. Despite these reports and subsequent inspections, SoCalGas failed to identify the source of the gas leaks, leading to recurring public safety risks. Tenants reported gas odor even when the gas supply was shut off, suggesting potential external or cross-unit leakage sources. SoCalGas conducted repeated pressure tests and replaced the sub-regulator, but could not explain the origin of the leaks. The pipeline of Unit #10 runs through the garage ceiling of Complainant's unit (Unit #7), further implicating infrastructure design and shared system vulnerabilities.

IV. Procedural Issues: SoCalGas failed to provide timely, clear, and complete responses to safety complaints. Despite repeated tenant alerts and Complainant's outreach, the gas company restored gas supply multiple times without resolving the underlying issues. Additionally, SoCalGas dismissed certain complaints without meaningful investigation, raising questions about their safety culture and protocol adherence.

(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):

The Complainant seeks no monetary damages. Instead, the Complainant respectfully requests the California Public Utilities Commission:

- Accept this amended complaint and investigate SoCalGas's conduct.
- Determine whether SoCalGas violated applicable safety standards and failed to protect public safety.
- Direct SoCalGas to conduct a comprehensive inspection and provide detailed reporting.
- Establish remedial measures and require infrastructure transparency and safety assurance.

- (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):	07/24/2025
Hearing (Example: 7/1/09)	10/14/2025

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

N/A

(H)

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

The Complainant respectfully requests the California Public Utilities Commission:

- Accept this amended complaint and investigate SoCalGas's conduct.
- Determine whether SoCalGas violated applicable safety standards and failed to protect public safety.
- Direct SoCalGas to conduct a comprehensive inspection and provide detailed reporting.
- Establish remedial measures and require infrastructure transparency and safety assurance.

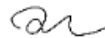
(I)

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:

qliu2173@gmail.com; qianliu20002@gmail.com

(J)

Dated Ontario, California, this 3rd 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:	N/A
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 Nov 3, 2025, at Ontario, 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

Date

Qian Liu

Print your name