



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

FILED

12/19/25

04:59 PM

C2512022

Stephen Wilcox,

Complainant,

vs.

(ECP)

Southern California Edison Company (U338E),

Defendant.

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Stephen Wilcox 6318 Dana Avenue Jurupa Valley CA 91752 T: 951-217-7239 E-mail: cln-nsty@att.net	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)

Stephen R Wilcox

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
Stephen R Wilcox	6318 Dana Ave. Jurupa Valley 91752-2424	951-217-7239

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 Rosemead CA 91771-0002	1-800-684-8123

(F)

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

See attached file F

(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):

See attached file G

- (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)

See attached file H

(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:

cln-nsty@att.net

(J)

Dated Jurupa Valley, California, this 12 day of December, 2025
(City) (date) (month) (year)

Stephen R. Wilcox

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 12/12/2025, at Jurupa Valley, California
(date) (City)

Stephen R Wilcox

(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.

Stephen R Wilcox

12/12/2025

Signature

Date

Stephen R Wilcox

Print your name

On my initial call to Edison on 5/30 I asked for a last name and employee #, it was not provided, why? A customer service agent for a Utility Provider should be required to provide an employee # if asked. This should be mandatory, people forget names but a # settles who said what. I was polite with the agent just looking for answers and he sends me to an employee only facility, So Cal Edison endorses this kind of behavior by it's employees? I'm 76 years old and don't expect a Utility provider to treat a customer that had never been late on a bill in over 50 years with this kind of attitude.

My second call to Edison, spoke to Manny (no last name or employee #) referencing only being responsible for first 3 months billing, Find these calls.

Why has Edison not sent an itemized bill for the billing period in question, to this day 11/25/25?

Why did the CPUC not investigate Edison for lying about providing all the billing I had requested? Billing and emails they said were sent, communication and billing from 1/1/24 through 6/30/ 24.

Why was I never sent a paper notice of being 30 days late or a notice at 90 days?

Why did the CPUC not look at the billing I received in an email for the months I was late? Edison had to have sent this information to the CPUC, not 1 bill has any reference to my account being paperless.

Why, to this day, have I not received 1 piece of paper in the mail indicating I had approved of a change to paperless billing? Asking for an Approval to make such a change? Or a notice that Edison had made this change? Without my approval.

Edison said they sent a late notice on 2/19/25, USPS shows I had not received any mail from Edison for the month of February. Only one can be true.

On May 30, Jesus said that in April of 24 there was a "soft bounce" when Edison tried to connect with my email account (message not delivered). How could Edison go ahead with paperless billing and put me and the CPUC (at a cost to tax payers) for the last 6 months, without a valid email account to communicate with?

H Exact Relief Desired I am seeking \$1,919.21 in restitution. \$3,301.02 I paid to keep my power from being shut off, minus first 3 months of billing never sent \$1,381.73.

FORMAL COMPLAINT FORM (F)

May 30 2025, I received an email from So Cal Edison saying that I was behind on my payments and to call 1 800 409 2365. I called and spoke with Jesus, he would not give me a last name or employee #. He said they had not received a payment since May of 2024, I said I had not received a bill. I owed \$3,301.02 at that time. I asked him to send an itemized bill to show each months usage and any late fees. I asked why I had never received a late notice in the mail after 30 days or a disconnection notice after 90 days. He said that my account was paperless, I asked when this occurred, he said in April of 2024. I asked who authorized this change because I had never asked for or approved paperless billing. He didn't have an answer, but he gave me an address in Ontario where I could talk to someone to explain everything. I drove to 1351 St Francis St. in Ontario on 6/10 to find an employee-only facility. I called Edison from the parking lot and spoke with Manny (again no last name or employee#) he had no answers to my questions but said I should file a complaint with Edison and I could reach out to the CPUC for additional assistance. He also said that I would only be responsible for 3 months billing if my account had not been handled correctly. Please find these calls, I was not rude, loud or confrontational at any time with these customer service agents, I have no problem paying my bills, 50+ years and never late. I received my first bill from Edison in over a year when I got home on 6/10. It was for \$3,566.24. It was not itemized to show what I was paying for. I filed complaints with CPUC and Edison on 6/14. Edison sent another bill on 6/20 for \$3,301.02, again it was not itemized. 6/27 I finally was emailed my billing statements for 7/24 thru 6/25, and not one of these say anything about paperless billing. I am enclosing all of the paperwork from my appeals with the CPUC and Edison. Edison lied in their final response to the CPUC. They have not sent copies of any billing or email communications for 1/01/24 to 6/01/24. I am including a bill dated 4/09/24 and it says nothing about my bill going paperless. I have informed delivery from USPS and they show no mailings at or near the dates Edison gave to the CPUC of prior notifications.