



BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA

**FILED**

12/24/25

04:59 PM

**C2512025**

Ronzell Phillips,

Complainant,

vs.

Southern California Edison Company (U338E),

Defendant.

**Case**

Complaint  
(Rule 4.2)

COMPLAINANT	DEFENDANT
<p>Ronzell Phillips 522 Hyde Park Place Inglewood CA 90302 T: 818-276-7509 E-mail: <a href="mailto:PhillipsRonzell@yahoo.com">PhillipsRonzell@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) Ronzell Phillips

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
Ronzell Phillips	522 Hyde Park Pl Inglewood, CA 90302	818-276-7509

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 6400 Rancho Cucamonga, CA 91729	1-800-655-4555

**(F)**

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

On May 30, 2025, A miscellaneous transfer was made to my account for the amount of \$19,759.60. This is the outstanding balance of the homeowner/landlord in which I previously lived and rented a room. I am not responsible for these charges, as I was only a tenant of 1 room, and my portion of electricity was included in my rent, just like the water and gas. I would like for these charges to be reversed back to the account that they came from. In my correspondence with SCE, they have stated that they have received confirmation from the homeowner/landlord that I am indeed not the responsible party, and yet they cannot reverse the transfer.

Please compel SCE to remove this charge from my account. I have attached my correspondence with SCE review manager Henry Lam. It includes more evidence and details regarding my case. Thank you.

**(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):

SCE should reverse the transfer on May 30, 2025 of \$19,759.60 back to the original account.  
I am not the responsible party for this bill.

- (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.

I do not wish to propose an alternative schedule.

**(H)**

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

Please compel SCE to reverse the transfer on May 30, 2025 of \$19,759.60 back to the original account.

**(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:

PhillipsRonzell@yahoo.com

**(J)**

Dated Inglewood, California, this 23 day of December, 2025  
(City) (date) (month) (year)

Ronzell Phillips  
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 December 23, 2025, at Inglewood, California  
(date) (City)

Ronzell Phillips  
(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.

*Ronzell Phillips*

\_\_\_\_\_  
Signature

December 23, 2025

\_\_\_\_\_  
Date

Ronzell Phillips

\_\_\_\_\_  
Print your name

RE: (External):Re: (External):Re: CPUC Complaint No. 694718

From: Henry Lam (henry.lam@sce.com)  
To: phillipsronzell@yahoo.com  
Date: Friday, October 17, 2025 at 08:41 AM PDT

Hello Mr. Phillips,

My apologies for the delay in replying. Unfortunately, I was not able to get the balance removed from your account. I have attempted to dispute it on your behalf but due to the other party not having an active account currently, we would not be able to transfer the balance back. They are also stating that you have benefitted from the services which falls in line with SCE Rule 3.D.

At this point, it would be a civil dispute unless the other party has an active service again which we can then transfer the balance to the account. If more time is needed, please let me know and I will see what I can do about extending the balance.

Thank you,

**Henry Lam**  
Review Manager  
Customer Service, Consumer Affairs  
Tel 626-815-7223 | Pax 42223



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**From:** Ronzell Phillips <phillipsronzell@yahoo.com>  
**Sent:** Thursday, October 16, 2025 10:34 PM  
**To:** Henry Lam <henry.lam@sce.com>  
**Subject:** (External):Re: (External):Re: CPUC Complaint No. 694718

Good morning Mr. Lam,

Just checking on the status of the below request, did you need anything additionally? Nothing has changed on the below and It is getting a little too close for comfort. Please advise.

Thank you!

On Wednesday, September 24, 2025 at 12:09:53 PM PDT, Ronzell Phillips <phillipsronzell@yahoo.com> wrote:

Good afternoon Mr. Lam,

Just checking to see if there is any updates on the below or if you needed any additional information.

Thank you!

Ronzell Phillips  
[PhillipsRonzell@yahoo.com](mailto:PhillipsRonzell@yahoo.com)  
818 276 7509

On Wednesday, September 10, 2025 at 11:41:51 AM PDT, Ronzell Phillips <phillipsronzell@yahoo.com> wrote:



Hi Mr. Lam,

No I do not, besides the texts and your verbal confirmation that the landlord is stating I am not responsible for the bill. The only other thing I can think to provide is my payment history of SCE, but I believe you have that already.

On Wednesday, September 10, 2025 at 11:33:32 AM PDT, Henry Lam <[henry.lam@sce.com](mailto:henry.lam@sce.com)> wrote:

Hello Mr. Phillips,

My apologies for the mistake on the disputed amount.

Do you happen to have any text messages or anything in writing/wording stating that the utilities were included in the rent payments? That would greatly help out.

In the meantime, I will see what I can do with the information you have provided first.

Thank you,

**Henry Lam**

Review Manager

Customer Service, Consumer Affairs

Tel 626-815-7223 | Pax 42223



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**From:** Ronzell Phillips <[phillipsronzell@yahoo.com](mailto:phillipsronzell@yahoo.com)>  
**Sent:** Wednesday, September 10, 2025 11:23 AM  
**To:** Henry Lam <[henry.lam@sce.com](mailto:henry.lam@sce.com)>  
**Subject:** (External):Re: CPUC Complaint No. 694718

Good morning Mr. Lam,

Thank you for taking the time to speak with me this morning. I would like to address the following below:

- The total amount of the incorrect account transfer is 19,759.75. Please note that I am up to date and current on any charges with SCE that I myself have accrued besides this incorrect transfer.

- I have lived at the 13409 McKinley ave address ever since it was bought in early 2017. Initially I did not pay rent as I was a college student, however, after I graduated in November 2017, the landlord and I agreed verbally upon a rent of \$400, which establishes me as a tenant under California law. This was increased to \$600 in November of 2021. I paid this rent in cash, I have attached the bank transactions below. (please note that I usually withdraw a little more to have cash on my persons) This is the only money I was required to pay, and it included all utilities, as the landlord has stated multiple times that I am not the one responsible for the unpaid amount (I have even attached a text exchange if needed). If more bank transactions are needed I would be more than happy to provide them.

- I moved out from the 13409 address in May 2025. When I did I began paying charges at my new address and that was when the transfer happened. When this dispute originally happened I sent in copies by US MAIL of my lease and the other bill that is in my name (gas)(note I do not pay water and trash, that is built into my rent). I am concerned that you state below you have not received any documentation, and if asked I would have been happy to provide additional documentation but this is the first time I have been asked for additional documentation besides a vague answer of "this is a civil dispute" when it is not. Please also note that your online documentation system does not work, and I have tried to submit documentation through there a combination of about 12+ times.

Again, thank you for reaching out to me, and if there is anything that you need, please don't hesitate to reach out, and I will do my absolute best to getting you the best information to my ability promptly. I look forward to this matter being resolved promptly.

Ronzell Phillips  
(818)276 7509  
[PhillipsRonzell@yahoo.com](mailto:PhillipsRonzell@yahoo.com)

Apr 30, 2025	ATM WITHDRAWAL 007558 04/293520 W CE (...6025)	ATM transaction	-\$640.00	\$9,808.15
Jan 24, 2025	ATM WITHDRAWAL 006401 01/2417200 HAW (...6025)	ATM transaction	-\$660.00	\$4,526.54
Nov 26, 2024	ATM WITHDRAWAL 007121 11/2617200 HAW (...6025)	ATM transaction	-\$700.00	\$3,896.78
Nov 01, 2024	ATM WITHDRAWAL 005207 11/013520 W CE (...6025)	ATM transaction	-\$700.00	\$2,635.89

Sep 27, 2024	ATM WITHDRAWAL 006840 09/2717200 HAW (...6025)	ATM transaction	-\$700.00	\$3,445.73
Aug 26, 2024	ATM WITHDRAWAL 002196 08/241301 W RE (...6025)	ATM transaction	-\$700.00	\$3,854.58
Jul 29, 2024	ATM WITHDRAWAL 000567 07/271301 W RE (...6025)	ATM transaction	-\$700.00	\$2,329.77
Jun 05, 2024	ATM WITHDRAWAL 004051 06/051301 W RE (...6025)	ATM transaction	-\$660.00	\$1,560.08

May 01, 2024	ATM WITHDRAWAL 002678 05/013520 W CE (...6025)	ATM transaction	-\$600.00	\$2,340.03
Mar 27, 2024	ATM WITHDRAWAL 000417 03/273520 W CE (...6025)	ATM transaction	-\$660.00	\$2,452.37
Feb 27, 2024	ATM WITHDRAWAL 002024 02/263520 W CE (...6025)	ATM transaction	-\$600.00	\$3,502.63

On Wednesday, September 10, 2025 at 08:53:31 AM PDT, Henry Lam <[henry.lam@sce.com](mailto:henry.lam@sce.com)> wrote:

Dear Mr. Phillips,

Re: CPUC Complaint No. 694718

Southern California Edison's (SCE) Office of Consumer Affairs received your complaint filed with the California Public Utilities Commission (CPUC). As SCE's Review Manager, I have been asked to address your concerns. Unfortunately, I was unable to reach you by phone, so I am taking this opportunity to respond by e-mail.

I researched your concerns about the unpaid charges of \$588.47 transferred to your account. SCE received information indicating you benefitted from the service during the time these charges incurred at 13409 McKinley Ave, Los Angeles. This transfer complies with CPUC approved SCE Rule 3.D: *Application for Service; Individual Liability for Joint Service*, which notes in part; *Whether or not SCE obtained a joint application, where two or more persons occupy the same premises, they shall be jointly and severally liable for bills for electric energy supplied.*

When you contacted us to dispute these charges, we asked you to provide documentation to validate you are not responsible for the transferred charges. Our records indicate no documents were received to support your complaint.

The State of California assists SCE customers with their energy bills through the state's Home Energy Assistance Program (HEAP). For additional information on how to qualify for HEAP assistance, please call 866-675-6623.

Mr. Phillips, please contact me if you would like to make monthly payment arrangements or if you have further questions or concerns regarding your complaint. I will re-open your complaint upon receipt of documents that would validate your tenancy from December 2016 through November 2023. I am available from 8:30 a.m. to 4:30 p.m., Monday through Friday. A copy of this email has been forwarded to the CPUC for their review.

Sincerely,

**Henry Lam**

Review Manager

Customer Service, Consumer Affairs

Tel 626-815-7223 | Pax 42223



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