



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

**FILED**

01/22/26

04:59 PM

**C2601017**

Tyler Gibson,

Complainant,

vs.

**(ECP)**

Southern California Edison Company (U338E),

Defendant.

Expedited Complaint  
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p style="text-align: center;">Tyler Gibson 2868 Royal Palm Drive, Apt B Costa Mesa CA 92626 T: 904-703-3040 E-mail: <a href="mailto:tylerfinley.gibson@gmail.com">tylerfinley.gibson@gmail.com</a></p>	<p style="text-align: center;">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)

Tyler Gibson

COMPLAINANT(S)

vs.

(B) Southern California Edison  
Company

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
Tyler Gibson	2868 Royal Palm Dr., Apt B, Costa Mesa, CA 92626	904-703-304

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 Company	2244 Walnut Grove Ave., Rosemead, CA 91770	1800655455

**(F)**

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

This Formal Complaint concerns retroactive electric billing charges imposed by Southern California Edison Company ("SCE") on Complainant's residential account without prior notice, customer involvement, or adequate explanation. The billing statement reflected significant retroactive "billing corrections" applied to prior periods without identifying the underlying issue, the timing or nature of any investigation, or the methodology used to calculate the charges. Complainant disputes the retroactive charges on procedural and due-process grounds. A full Statement of Complaint is set forth in Exhibit A, incorporated herein by reference.

**(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):

Whether Southern California Edison Company complied with applicable CPUC rules and tariff requirements, including notice and procedural obligations, before imposing retroactive billing corrections on the complainant's account.

Whether Southern California Edison Company provided adequate notice, transparency, and customer involvement during the investigation that resulted in the retroactive charges.

Whether the methodology used to calculate and allocate the retroactive charges was reasonable, properly documented, and sufficiently disclosed to the complainant.

What relief, if any, is appropriate if violations of CPUC rules, tariff provisions, or procedural requirements are found.

- (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.

Complainant does not propose a schedule different from the Commission's standard guidelines.

**(H)**

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

Complainant respectfully requests that the Commission issue an order:

1. Determining whether Southern California Edison Company complied with applicable CPUC rules, tariff provisions, and notice requirements in imposing the retroactive billing charges at issue.
2. If violations are found, directing Southern California Edison Company to rescind or refund the retroactive billing charges improperly applied to Complainant's account.
3. Requiring Southern California Edison Company to provide a clear accounting and explanation of any billing adjustments made to Complainant's account.
4. Granting such other and further relief as the Commission deems just and proper.

**(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:

tylerfinley.gibson@gmail.com

**(J)**

Dated Costa Mesa, California, this 21st day of January, 2026  
(City) (date) (month) (year)

Tyler Gibson

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 1/21/2026, at Costa Mesa, California  
(date) (City)

Tyler Gibson



(Complainant Signature)

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**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.

Tyler Gibson



1/21/2026

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Signature

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Date

Tyler Gibson

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Print your name



Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

For billing and service inquiries  
1-800-684-8123  
[www.sce.com](http://www.sce.com)

## Your electricity bill

GIBSON, TYLER F / Page 1 of 52

**Customer Account**  
700847813689  
Residential Account  
2868 ROYAL PALM DR APT B  
COSTA MESA, CA 92626-3872

**Date bill prepared**  
12/11/25

**Amount due \$799.88**  
**Due by 12/31/25**

### Your account summary

Previous Balance	\$72.63
Payment Received 11/29/25	-\$72.63
Balance forward	\$0.00
Your new charges	\$799.88
<b>Total amount you owe by 12/31/25</b>	<b>\$799.88</b>

### You Received a California Climate Credit

California is fighting climate change and so can you! Your bill includes a Climate Credit from the California Cap-and-Trade Program, which is designed to cut carbon pollution while helping utility customers during the transition to a low-carbon future. Find out more at [www.cpuc.ca.gov/climatecredit/](http://www.cpuc.ca.gov/climatecredit/).

### Get a discount on your bill every month

Your income may qualify you for discounted bills through the CARE or FERA program. To enroll or learn more, visit [sce.com/careandfera](http://sce.com/careandfera) or call 1-800-798-5723.

### Recibe un descuento en tu factura cada mes

Si cumples los requisitos de ingresos, podrias recibir descuentos en tus facturas gracias a los programas CARE o FERA. Para inscribirte o obtener mas informacion, visita [sce.com/carefera](http://sce.com/carefera) o llama al 1-800-798-5723.

(14-574)

Tear here

If your contact information has changed please complete the form on the reverse side and return the stub below.

Tear here



Customer account 700847813689

**Amount due by 12/31/25**

**\$799.88**

**We will automatically debit the total amount due \$799.88 from your checking account on or after 12/21/25.**  
**Thank you!**

STMT 12112025 P1

GIBSON, TYLER F  
2868 ROYAL PALM DR APT B  
COSTA MESA CA 92626-3872

700847813689 0000482 000000000000079988000079988



## Summary of your billing detail

Service account	Service address	Billing period	Your rate	New charges
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	10/21/25 to 11/19/25	DOMESTIC	\$238.99
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	10/21/25 to 11/19/25	DOMESTIC	-\$72.63
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	09/22/25 to 10/20/25	DOMESTIC	\$253.98
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	09/22/25 to 10/20/25	DOMESTIC	-\$20.48
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	08/21/25 to 09/21/25	DOMESTIC	\$456.53
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	08/21/25 to 09/21/25	DOMESTIC	-\$56.51
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	07/23/25 to 08/20/25	DOMESTIC	\$85.94
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	07/23/25 to 08/20/25	DOMESTIC	-\$85.94
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	06/20/25 to 07/22/25	DOMESTIC	\$73.73
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	06/20/25 to 07/22/25	DOMESTIC	-\$73.73
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	05/21/25 to 06/19/25	DOMESTIC	\$53.66
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	05/21/25 to 06/19/25	DOMESTIC	-\$53.66
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	04/22/25 to 05/20/25	DOMESTIC	\$51.34
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	04/22/25 to 05/20/25	DOMESTIC	-\$51.34
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	03/21/25 to 04/21/25	DOMESTIC	-\$1.29
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	03/21/25 to 04/21/25	DOMESTIC	\$1.29
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	02/20/25 to 03/20/25	DOMESTIC	\$57.09
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	02/20/25 to 03/20/25	DOMESTIC	-\$57.09
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	01/21/25 to 02/19/25	DOMESTIC	\$53.73
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	01/21/25 to 02/19/25	DOMESTIC	-\$53.73
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	12/19/24 to 01/20/25	DOMESTIC	\$59.41
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	12/19/24 to 01/20/25	DOMESTIC	-\$59.41
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	11/20/24 to 12/18/24	DOMESTIC	-\$55.59
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	11/20/24 to 12/18/24	DOMESTIC	\$55.59
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	10/21/24 to 11/19/24	DOMESTIC	-\$42.15
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	10/21/24 to 11/19/24	DOMESTIC	\$42.15
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	09/20/24 to 10/20/24	DOMESTIC	\$48.53
Billing correction				

(Continued on next page)

## Summary of your billing detail (continued)

Service account	Service address	Billing period	Your rate	New charges
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	09/20/24 to 10/20/24	DOMESTIC	-\$48.53
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	08/21/24 to 09/19/24	DOMESTIC	-\$61.89
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	08/21/24 to 09/19/24	DOMESTIC	\$61.89
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	07/23/24 to 08/20/24	DOMESTIC	-\$51.81
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	07/23/24 to 08/20/24	DOMESTIC	\$51.81
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	06/20/24 to 07/22/24	DOMESTIC	-\$69.35
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	06/20/24 to 07/22/24	DOMESTIC	\$69.35
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	05/21/24 to 06/19/24	DOMESTIC	-\$41.66
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	05/21/24 to 06/19/24	DOMESTIC	\$41.66
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	04/22/24 to 05/20/24	DOMESTIC	\$35.89
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	04/22/24 to 05/20/24	DOMESTIC	-\$35.89
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	03/21/24 to 04/21/24	DOMESTIC	-\$38.76
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	03/21/24 to 04/21/24	DOMESTIC	\$38.76
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	02/21/24 to 03/20/24	DOMESTIC	\$47.00
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	02/21/24 to 03/20/24	DOMESTIC	-\$47.00
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	01/22/24 to 02/20/24	DOMESTIC	\$61.51
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	01/22/24 to 02/20/24	DOMESTIC	-\$61.51
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	12/20/23 to 01/21/24	DOMESTIC	\$62.26
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	12/20/23 to 01/21/24	DOMESTIC	-\$62.26
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	11/15/23 to 12/19/23	DOMESTIC	-\$67.04
Billing correction				
8016768625	2868 ROYAL PALM DR APT B COSTA MESA, CA	11/15/23 to 12/19/23	DOMESTIC	\$67.04
				<b>\$799.88</b>

## Things you should know

### Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

### Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at [www.sce.com/billsupport](http://www.sce.com/billsupport).

## Exhibit A – Statement of Complaint

### I. Introduction

1. I am filing this Formal Complaint regarding retroactive electric billing charges applied by Southern California Edison Company (“SCE”) to my residential electric account at 2868 Royal Palm Dr., Apt. B, Costa Mesa, California.

### II. Background and Billing Issue

2. In December 2025, I received an electric bill reflecting approximately \$799.88 in new charges.
3. These charges consisted almost entirely of retroactive “billing corrections” applied to multiple prior billing periods.
4. The bill did not provide an explanation of the underlying issue giving rise to the retroactive charges, nor did it identify when the alleged condition was discovered or corrected.
5. The bill further failed to explain the methodology used to calculate the retroactive adjustments or how the amounts were allocated to my account.

### III. Lack of Notice and Customer Involvement

6. Prior to receiving the December 2025 bill, I was never notified by SCE of any potential crossed-meter, switched-meter, or billing investigation involving my residence.
7. I was not informed that an investigation was underway, was not contacted to provide access, and was not given notice that any technician would be visiting my apartment building or my unit.
8. No technician knocked on my door, left a notice, or otherwise attempted to contact me.
9. I maintain a video doorbell system, and there is no record of any visit or attempted visit to my unit by SCE personnel.
10. I only became aware of the alleged issue after observing the retroactive charges on my bill and contacting SCE to request an explanation.

### IV. Insufficient Explanation and Documentation

11. In response to my inquiries, I received limited written communication from SCE referencing Rule 17 of SCE’s tariffs.

12. However, SCE did not provide investigation records, technician visit logs, meter test results, proof of customer notice, or documentation demonstrating how the retroactive charges were calculated.

13. SCE also did not provide an explanation showing how the alleged billing error was identified, when it occurred, or how long it persisted.

#### V. Basis for Dispute

14. I dispute the retroactive charges on procedural and due-process grounds.

15. Regardless of whether SCE believes a meter configuration or billing issue existed, the retroactive billing was imposed without prior notice, customer involvement, or contemporaneous explanation.

16. The lack of transparency, notice, and supporting documentation deprived me of the ability to verify the accuracy, fairness, or reasonableness of the retroactive billing corrections.

#### VI. Exhaustion of Informal Remedies

17. I attempted to resolve this matter through SCE's internal customer service and billing dispute processes.

18. I also pursued resolution through the California Public Utilities Commission's Consumer Affairs Branch, including an appeal.

19. The informal complaint process has now been exhausted without resolution.

#### VII. Request for Formal Review

20. I am therefore requesting formal review to determine whether SCE complied with applicable CPUC rules, tariffs, and notice requirements in imposing the retroactive charges on my account.

## Exhibit C – Southern California Edison Email

**From:** Southern California Edison <sce@entnotification.sce.com>  
**To:** Tyler Gibson  
**Date:** December 12, 2025  
**Subject:** Request for Information on Product and Service Offerings

Dear Valued Customer,

Thank you for your request for information about Southern California Edison's (SCE) products and services. We strive to be your trusted energy advisor and to keep you informed about programs that may benefit you. Please use the provided information to access the requested data.

This email was sent from an unmonitored address. Please do not reply directly to this message.

Sincerely,  
Southern California Edison

## PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520  
LOS ANGELES, CA 90013



January 20, 2026

File No:709513

Tyler Gibson  
2868 Royal Palm Dr Apt B  
Costa Mesa CA 92626

Dear Tyler Gibson:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:709513**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

CAB made one of three specific types of errors:

- CAB made a mistake in the *facts in the case* or
- CAB made a mistake in the *laws in the case* or
- CAB made a mistake by *not considering evidence*.

You are required to show that correction of CAB's error/s would have otherwise resulted in the disposition being in your favor. Your appeal did not provide new evidence, or you disagreed with the utility's response and CAB's position that does not fulfill CAB's Appeal requirements. Therefore, your appeal has been **denied**.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

Written Operations Unit  
Consumer Affairs Branch  
1-800-649-7570  
[www.cpuc.ca.gov](http://www.cpuc.ca.gov)