



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

FILED

02/05/26

08:00 AM

C2602003

Amy Weaver,

Complainant

(ECP)

vs.

Case (C.) _____

Wave Energy LLC,

Defendant.

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Amy Weaver 105 Hilltop Drive, 32 Redding CA 96003 T: 503-267-3341 E-mail: ak.w@tutanota.com	Wave Energy LLC 377 Valley Road Suite 2520 Clifton NJ 07013 T: 1-866-802-9283 E-mail: cs@waveenergyservices.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Amy Weaver

COMPLAINANT(S)

vs.

(B) Wave Energy, LLC

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
Amy Weaver	105 Hilltop Dr, 32	503-267-3341

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
Wave Energy, LLC	377 Valley Rd Ste 2520	866-802-9283

(F)

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

I am submitting this statement regarding unauthorized charges made to my PG&E account by a gas procurement company previously unknown to me, Wave Energy, LLC. The relevant events are outlined below.

I initially filed a report with the California Public Utilities Commission (CPUC) concerning Peak Six Power, a company with which I had mistakenly enrolled. After four confusing calls with PG&E over several months, I eventually discovered my error. This mistake resulted in \$440 in charges and an unproductive and contentious conversation with a Peak Six Power manager.

After terminating my contract with Peak Six Power, I subsequently discovered a new charge from a different gas procurement company, Wave Energy, LLC. The charge was \$59.99 for the procurement of \$1.69 worth of gas.

cont'd...

(Please see attached for completion of this report and supporting documentation.)

(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 rates pursuant to Rule 4.1(b))

(2) Are hearings needed (are there facts in dispute)? ☒ YES ☐ NO

(3) ☒ Regular Complaint ☐ Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

1. Total Wave refund the charges of \$119.98 applied to my PG&E account

2. Discovery of all parties involved in enrolling me in Wave Energy without my knowledge or consent

(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): 2/15/26

Hearing (Example: 7/1/09): 3/15/26

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)

Total Wave refund the charges of \$119.98 applied to my PG&E account

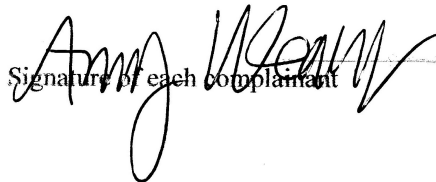
Discovery of all parties involved in enrolling me in Wave Energy without my knowledge or consent. I would like to pursue a legal course of action in terms of any criminality in this case.

(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:

(J)

Dated Redding, California, this 12th day of January, 2026
(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 1/12/26, at Redding, 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 (1) defendant, then you must submit a total of eight (8) copies.

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

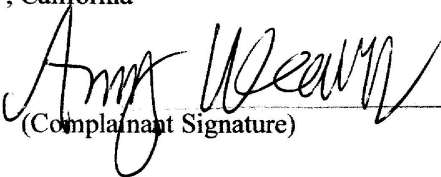
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(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACY NOTICE

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 online for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

Signature

1/12/26

Date

Amy Weaver

Print your name

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Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.


Signature

1/12/26

Date

Amy Weaver

Print your name

...cont'd

Upon receiving this bill, I contacted Wave Energy and left a message but received no response. I called again and spoke with a customer service representative, who stated that it was unclear how I had been enrolled and that only minimal personal information had been used to create the account. He also informed me that my service had been terminated as of the time of the call.

The following month, I received another charge from Wave Energy for \$59.99 to procure \$8.35 worth of gas. I again left a message and, after receiving no response, called back. This time, a different representative informed me that my account had been closed but claimed that a "solo agent" had visited my home on January 9, 2025, obtained the necessary information, and recorded my verbal authorization. No such individual ever came to my residence on that date.

When I requested proof of the alleged recording, the representative refused, citing government restrictions on releasing such information. She further claimed that Wave Energy had provided PG&E with documentation of my supposed enrollment in January 2025 and that PG&E had forwarded it to me. I never received any such documentation. I contacted PG&E immediately, and they confirmed that no communication of this kind had occurred. This directly contradicts the representative's statements, as well as the earlier representative's claim that very little personal information was associated with my account.

Based on the conduct of both Peak Six Power and Wave Energy, I now believe that both companies may have been involved in my unauthorized enrollment with Wave Energy and in subsequent attempts to conceal how the enrollment occurred. The manager from Peak Six Power was aggressive and unwilling to resolve any issues, and Wave Energy has provided inconsistent and contradictory explanations regarding my enrollment. These actions raise serious concerns about the integrity and business practices of both companies.

Additional Information:

I have trouble sitting or standing for long periods of time. I am a disabled RN with previous multiple surgeries.

I believe I read in the instructions to include this information, as it may be helpful in hearing proceedings.

Thank you.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 10/30/2025
Due Date: 11/20/2025

Service For:

AMY WEAVER
105 HILLTOP DR APT 32
REDDING, CA 96003

Your Account Summary

Amount Due on Previous Statement	\$0.00
Payment(s) Received Since Last Statement	0.00
Previous Unpaid Balance	\$0.00
Current PG&E Gas Delivery Charges	\$1.69
Wave Energy LLC Gas Procurement Charges	59.99

Questions about your bill?

Mon-Fri 7 a.m.-7 p.m.
Saturday 8 a.m.-5 p.m.
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Total Amount Due by 11/20/2025 \$61.68

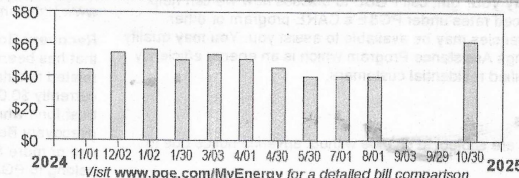


Current charges include a discount of \$0.50 for CARE.

Ways To Pay

www.pge.com/waystopay

Gas Monthly Billing History



Visit www.pge.com/MyEnergy for a detailed bill comparison

Important Messages

Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded assistance program that provides a one-time payment to help income-qualified customers pay their past due energy bills. PG&E does not administer this program. To find the local LIHEAP agency in your area, visit www.csd.ca.gov/energybills, or call the help line at 1-866-675-6623.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]

Statement Date: 10/30/2025

Due Date: 11/20/2025

Details of PG&E Gas Delivery Charges

09/24/2025 - 10/19/2025 (26 billing days)

Service For: 105 HILLTOP DR APT 32

Service Agreement ID: [REDACTED]

Rate Schedule: G1 R Residential Service

Enrolled Programs: CARE (Renew by 04/22/2029)

09/24/2025 - 09/30/2025

Your Tier Usage

1

2

Tier 1 Allowance	2.52 Therms (7 days x 0.36 Therms/day)	
Tier 1 Usage	0.269231 Therms @ \$2.49339	\$0.67
CARE Discount		-0.13
Gas Procurement Credit ¹		-0.10
Gas PPP Surcharge (\$0.08425 /Therm)		0.02

10/01/2025 - 10/19/2025

Your Tier Usage

1

2

Tier 1 Allowance	6.84 Therms (19 days x 0.36 Therms/day)	
Tier 1 Usage	0.730769 Therms @ \$2.52299	\$1.84
CARE Discount		-0.37
Gas Procurement Credit ¹		-0.30
Gas PPP Surcharge (\$0.08425 /Therm)		0.06

Total PG&E Gas Delivery Charges \$1.69

¹ Credits you for the PG&E Gas Usage charge that otherwise would have been included in this rate

Service Information

Meter #	61031282
Current Meter Reading	720
Prior Meter Reading	719
Difference	1
Multiplier	1.045645
Total Usage	1.000000 Therms
Baseline Territory	R
Serial	C

Your CARE usage is charged at these rates (\$/Therm). Differences may occur due to rounding.

09/24/2025 - 09/30/2025

Tier 1	1.99167
Tier 2	2.40276

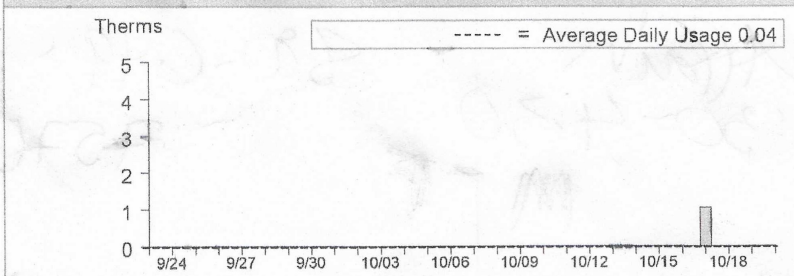
10/01/2025 - 10/19/2025

Tier 1	2.01535
Tier 2	2.42644

Gas Procurement Costs (\$/Therm)

09/24/2025 - 09/30/2025	\$0.38641
10/01/2025 - 10/19/2025	\$0.41601

Gas Usage This Period: 1.000000 Therms, 26 billing days



Visit www.pge.com/MyEnergy for a detailed bill comparison.

Page 3 of 4



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 10/30/2025
Due Date: 11/20/2025

Details of Wave Energy LLC Gas Procurement Charges

09/24/2025 - 10/19/2025 (26 billing days)

Service For: 105 HILLTOP DR APT 32

Service Agreement ID: [REDACTED] ESP Customer Number: [REDACTED]

09/24/2025 - 10/19/2025

Monthly Charge	1.000000 days @ \$59.99000	\$59.99
Utility Users Tax	Net Charges 59.99	0.00

Total Wave Energy LLC Gas Procurement Charges	\$59.99
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For questions regarding charges on this page, please contact:

WAVE ENERGY LLC
377 VALLEY RD STE 2520
CLIFTON NJ 07013
1-866-802-9283

Additional Messages

If you believe there is an error or have a question in your Gas Service Provider's gas procurement charges, please call your Gas Service Provider at the number listed on your bill. If you are not satisfied with their response, please contact the CPUC's Consumer Affairs Branch at 1-800-649-7570. If you have limitations hearing or speaking, a specially-trained Communications Assistant can relay telephone conversations for all of your calls. Dial 711 to reach the California Relay Service.

To avoid being returned to PG&E bundled service by WAVE ENERGY LLC while you wait for the outcome of your complaint, specifically regarding the accuracy of your bill, mail a check or money order payable to "California Public Utilities Commission" for the disputed amount, along with a description of the dispute to: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. WAVE ENERGY LLC cannot turn off your service for nonpayment while your complaint is under review. However, you must continue to pay your current charges to avoid disconnection of your service. The CPUC will not accept the payment for the disputed amount if the complaint to CAB is not directly related to the accuracy of your bill and your payment will be returned.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 12/03/2025
Due Date: 12/24/2025

Service For:

AMY WEAVER
[REDACTED]

Your Account Summary

Amount Due on Previous Statement	\$61.68
Payment(s) Received Since Last Statement	-1.69
Previous Unpaid Balance	\$59.99
Current PG&E Gas Delivery Charges	\$8.35
Wave Energy LLC Gas Procurement Charges	59.99

Questions about your bill?

Mon-Fri 7 a.m.-7 p.m.
Saturday 8 a.m.-5 p.m.
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Total Amount Due by 12/24/2025 \$128.33



Current charges include a discount of \$2.60 for CARE.

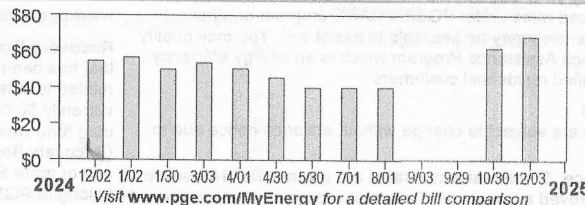
Ways To Pay

www.pge.com/waystopay

Your Enrolled Programs

CARE Discount

Gas Monthly Billing History



Important Messages

The winter Tier 1 (baseline) season begins on November 1. Your baseline quantity will vary during the winter months. Your total Tier 1 quantities were calculated using your daily winter baseline allowance starting November 1 and your daily summer baseline allowance for any days in your billing period before November 1.

Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded assistance program that provides a one-time payment to help income-qualified customers pay their past due energy bills. PG&E does not administer this program. To find the local LIHEAP agency in your area, visit www.csd.ca.gov/energybills, or call the help line at 1-866-675-6623.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

999083549215198000000068340000012833



Account Number:

Due Date:

Total Amount Due:

Amount Enclosed:

12/24/2025

\$128.33

\$ [REDACTED]

034290149198 1 AB 0.641 813 4116 16



AMY WEAVER
105 HILLTOP DR APT 32
REDDING CA 96003-2812

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]

Statement Date: 12/03/2025

Due Date: 12/24/2025

Details of Wave Energy LLC Gas Procurement Charges

10/20/2025 - 11/22/2025 (34 billing days)

Service For: [REDACTED]

Service Agreement ID: 8355784278 ESP Customer Number: 263862

10/20/2025 - 11/22/2025

Monthly Charge	1.000000 days @ \$59.99000	\$59.99
Utility Users Tax	Net Charges 59.99	0.00

Total Wave Energy LLC Gas Procurement Charges

\$59.99

For questions regarding charges on this page, please contact:

WAVE ENERGY LLC
377 VALLEY RD STE 2520
CLIFTON NJ 07013
1-866-802-9283

Additional Messages

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Business Address Location

