

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



FILED
03/13/26
04:59 PM
C2603023

<p>Soon Hee Song and Chung Sup Song,</p> <p align="right">Complainants,</p> <p align="center">vs.</p> <p>Southern California Edison Company (U338E),</p> <p align="right">Defendant.</p>
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(ECP)

Expedited Complaint
(Rule 4.6)

COMPLAINANTS	DEFENDANT
<p>Soon Hee Song and Chung Sup Song 10836 Flora Park Way Cypress CA 90720 T: 213-509-4030 T2: 213-509-4945 E-mail 1: soonysong@yahoo.com E-mail 2: chungsmailbox@yahoo.com</p>	<p>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</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)
 Soon Hee Song
 Chung Sup Song

COMPLAINANT(S)
 vs.

(B)
 Southern California Edison (SCE)

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
Soon Hee Song	10836 Flora Park Way, Cypress, CA 90720	2135094030
Chung Sup Song	10836 Flora Park Way, Cypress, CA 90720	2135094945

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	PO Box 600, Rosemead, CA 91771	8009502356

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

Please see the attachments for complaint content 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):

The amount due on the bill prepared on 12/23/25 for customer account 701007131038 should be reduced to \$340.26 for just the most recent 3 months.

(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): 3/2/26
Hearing (Example: 7/1/09): 3/16/26

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

The quicker we can address this situation the better for us, because SCE is expecting us to pay their bill sooner than later.

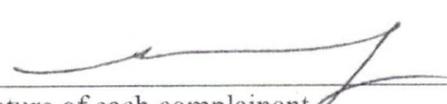
(H) Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

The amount due on the bill prepared on 12/23/25 for customer account 701007131038 should be reduced to \$340.26 for just the most recent 3 months.

(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:

soonvsonq@yahoo.com, chungsmailbox@yahoo.com

(J)
Dated Cypress, California, this 15 day of February, 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: _____

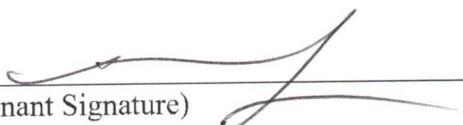
Signature: _____

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 2/15th, 2026, at Cypress, 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.

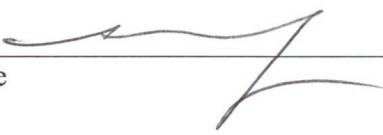
(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

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 

Date *2/25th, 2026*

Soon Hee Song
Print your name

Section F content:

Thank you for reading this complaint. I have cited attachments that accompany this complaint to show proof of my claims. Please see the attachments as they are cited to reduce any confusion.

In June 2025, we surprisingly found we had not received bills from Southern California Edison (SCE) for our residence at 10836 Flora Park Way, Cypress, CA 90720, a newly built senior condominium.

We immediately contacted SCE in this regard. SCE told us our HOA paid for the above address and asked us to contact our HOA. We asked for more details but SCE denied us saying “you are not the account owner”. We contacted our HOA about it. **This implies that SCE did have a billing record for the meter with the wrong party, which is proof that SCE made a billing error. Please keep this in mind as we continue.**

Attachment #11: an email we sent to our HOA asking about our electric bill/meter after getting SCE’s recommendation to contact our HOA because allegedly they are the account owner and were paying the bill.

In September, 2025, we contacted SCE again, this time, their Korean desk. They asked us for all the details and to wait. A while later, we suddenly received a bill from SCE for the last 3 years with total amount \$4,597.95

Attachment #10: The bill that we are disputing in this formal complaint.

We contacted sceols@sce.com and explained the situation to them and let them know that according to Rule 17, “in the case of an undercharge, not exceeding three months for residential service to a SCE-metered Single-Family Dwelling...” that we should only be charged for the last 3 months of service, not for the last 3 years, but the response that was returned told us that rule 17 did not apply to our case with no explanation as to why.

We did research on what to do. We found CPUC on the back of the bill to contact for any dispute with utility companies. We checked CPUC website and filed an Informal Complaint File No.708004 asking them to ask So Cal Edison to bill us only for the last 3 months as per their Rule 17. We received reply from CPUC CAB that

SCE rejected our request because “did not qualify for Rule 17 because SCE had no prior notice of occupancy”.

1st response: Rule 17 does not require any notice of occupancy to be in effect. It simply is not required in the Rule. I have attached Rule 17 downloaded from the SCE website to this complaint.

Attachment #9: Rule 17 downloaded from the SCE website on 2/15/2026

2nd response: Even if we assume that a notice of occupancy was required, we have proof that SCE did have prior notice of occupancy. Please see the attachments cited below.

Attachment #1: Our escrow required us to transfer all utility billing immediately under our names.

Attachment #2: My memo at that time shows I did all utility name transfer between 9/1-9/4, for Southern California Gas Company, Golden State Water Company, Valley Vista Service for trash, Southern California Edison. All together. I have had no issues with all other utility companies beside SCE.

Attachment #3: Our online communication copy showing SCE Confirmation Number 32729362020919. This document clearly shows that a service request change was processed with SCE and SCE cannot claim at this time that they had “no prior notice of occupancy.”

Attachment #4: An email from Valley Vista Services letting us know that the trash bills are included in our water bills. Attached here as an example of having contacted other utilities during the same time period.

Attachment #5: A billing and payment history for the Golden State Water company has been included to show that we changed all utilities under our name after our escrow closed. Attached here as an example of having contacted other utilities during the same time period.

Attachment #6: A billing and payment history for the SoCalGas company has been included to show that we changed all utilities under our name after our escrow closed. Attached here as an example of having contacted other utilities during the same time period.

We are sure that SCE knows the mistake and billing error they made when they checked their files but they are not admitting it and are making up a reason why we should be billed back more than 3 months, even though their own rule states it clearly.

SCE should be absolutely thankful that we discovered this situation and let SCE know about the fact that we were not being billed for our services. Who knows how long this situation would have continued had we not let SCE know about it, out of our own will. This billing error could have continued for years and years had we not notified SCE!

While talking with SCE, so far, we have a feeling that SCE charged the meter to somebody we don't know for the full or part time of period and are potentially just looking to make double their money on this energy usage. i.e. If SCE had truly not been receiving any payment for the meter, why would they supply electricity without interruption? If they were not receiving payment, SCE would/should have shut off the meter as a matter of common sense.

The Action we would like CPUC to take:

We request that CPUC find SCE in violation of their own Tariff Rule 17 and make them limit our liability for undercharges to the most recent three (3) months of usage.

That will be \$340.26 (85.09 + 133.77 + 121.40) according to their back dated bills.

Other attachments to this complaint as supporting evidence:

Attachment #7: The first response to our informal complaint to the CPUC. Letter dated Jan 12, 2026

Attachment #8: The second response to our informal complaint to the CPUC. Letter dated Jan 23, 2026. This letter lets us know that the next course of action is to submit a formal complaint.



William Lyon Homes, Inc.

UTILITYACKNOWLEDGEMENT/ TERMINATION REQUEST

As a convenience to our homebuyers, William Lyon Homes, Inc. may have activated the gas, electric and water utilities at their new home.

The undersigned purchaser(s) has/have been informed that, once escrow has closed on the property described below, it is his/her/their responsibility to transfer or establish utility services to his/her/their name.

William Lyon Homes, Inc. is notifying all utility companies to remove the William Lyon Homes, Inc. name from any account established for this property as of the close of escrow date ("C.O.E." date) indicated below.

The undersigned purchaser has been notified that each utility company maintains the right to disconnect services upon notification and is beyond the control of William Lyon Homes, Inc. Transferring the account name immediately will avoid the inconvenience of having service's interrupted and from incurring additional start-up or re-connect fees.

By signing below, the purchaser acknowledges his/her/their understanding and agreement to transfer all utilities to his/her/their name no later than the close of escrow date.

Tract#: 18092 Project: Ovation at Flora Park Lot: 235 Phase: 15

Address: 10836 Flora Park way City: Cypress State: California Zip: 90720

Purchaser: Chung Sup Song Co-Purchaser: _____
Print Name Print Name

Purchaser: _____ Co-Purchaser: _____
(signature) (signature)

Move-In Date 9/4/19 Phone#: _____

C.O.E. Date:
FOR OFFICE USE ONLY

Transfer Service Utility List for Ovation @ Flora Park

#1 Water- Golden State Water (800) 999.4033

568 65
8/30/19
IYMA

Electric- Southern California Edison (800) 655.4555

same

SCE.com Mammank 787
Wingsung

Gas- So. Cal. Gas Company (800) 427.2200

Downey

www.socalgas.com

Johnatan

Mammank 787 Wingsung 1/0

Telephone & Internet - AT&T- 949.299.7435-William League

Spectrum-888.406.7063

22307 800 213 7080

Trash- Valley Vista Services (800) 442.6454

22521

Trash Day is on Mondays

Please request for Small/Medium Trash Cans for easier fit

\$35.- (3 months) Grace

*****Important Numbers*****

Los Alamitos Medical- (562) 598.1311

Cypress Police- (714) 229.6600 Non-Emergency

Fire- Orange County Fire Authority (714) 573.6000

Post Office-Los Alamitos-(562) 594-0286

10650 Reagan Street. Los Alamitos, Ca. 90720

HOA-Prime Associates- 951.335.8563- Toni Burns

toniburns@theprimeas.com

10836 Flora Park Way 90720

562 441 5957



ESPAÑOL 한국어 中文 TIẾNG VIỆT

Search

Log In / Register

Confirmation

Progress

Print

Thank You!

We're currently processing your service request and will be sending you an email confirmation shortly. Your order details are below, please be sure to print this page and save it for your records.



Further Actions Required to Complete Transaction:

- We need hard copy identification information:
We need to verify your identification through hard copy documentaion. Please contact SCE at 1-800-655-4555.
Two forms of identification are needed to process you request. Please check your confirmation email for additional instructions.
- Your are almost finished:
Inorder to complete your enrollment, you must click on the link "Complete Your Registration" email within 3 days.

Transaction Details

Confirmation Number: 32729362020919

9/3/19 called 800 talked to A

flourish



Turn On

10836 FLORA PARK WAY
CYPRESS, CA 90720

Requestor Information | Account Holder Information

chungsmailbox@yahoo.com

Details ▼

Previous Service | Customer Identity

9906 POMERINE RD

Details ▼

Residence Information | Meter Access Information

10836 Flora Park Way

Details ▼

Requested Turn On Date

9/3/19 Tuesday

Details ▼

Mailing Address

soonysoony@yahoo.com

Details ▼



Paperless Billing

Enrollment Information

soonysoony@yahoo.com

Details ▼

Electric Service Connection Safety:

On the day we turn on your service, be sure all appliances and other electric devices at this location are turned off or unplugged. **Get additional safety tips, or call us at 1-800-655-4555.**



I have read and understand the above statement

You might be able to get a discounted Rates

Southern California Edison's income-Qualifying Rate Programs can provide discounts to those whose income qualify [Learn More](#)

RE: Valley Vista Services "Inquiry from CHUNG SUP SONG"

From: Residential Services (residentialservices@zerepmanagement.com)

To: chungmailbox@yahoo.com; residentialservices@zerepmanagement.com

Date: Wednesday, February 11, 2026 at 01:17 PM PST

Hi Chung,

For Cypress residents the Trash service is billed with the water. Please contact Golden State Water Company for the statement.

Thank You.

John P.
Customer Service Representative
Valley Vista Services, Inc.

Office: (800) 442-6454

Fax: (626) 581-3297

ValleyVistaServices.com



"Working together for a GREENER tomorrow!"

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

From:
CHUNG SUP SONG
chungmailbox@yahoo.com

Message Body:

10836 FLORA PARK WAY
CYPRESS
2135094945

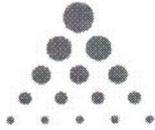
Topic:
residentialservices@myvvs.com

Additional Info:

We need a billing and payment history for the above address from the end of 2019 to present. Just the date and total amount will be fine. We need it to show our present here for the time.

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This e-mail was sent from a contact form on Valley Vista Services



Golden State
Water Company
A Subsidiary of American States Water Company

Account Billing History

Account ID: 0826689248

Service at: 10836 Flora Park Way, Cypress, CA, 90720

Date	Financial Transaction	Amount	Balance
01-22-2026	Bill Segment	\$120.78	\$120.78
01-13-2026	Pay Segment	(\$104.19)	\$0.00
12-23-2025	Bill Segment	\$104.19	\$104.19
12-15-2025	Pay Segment	(\$110.51)	\$0.00
11-24-2025	Bill Segment	\$110.51	\$110.51
11-14-2025	Pay Segment	(\$104.19)	\$0.00
10-24-2025	Bill Segment	\$104.19	\$104.19
10-15-2025	Pay Segment	(\$116.87)	\$0.00
09-24-2025	Bill Segment	\$116.87	\$116.87
09-12-2025	Pay Segment	(\$123.19)	\$0.00
08-22-2025	Bill Segment	\$123.19	\$123.19
08-04-2025	Pay Segment	(\$110.22)	\$0.00
07-22-2025	Bill Segment	\$110.22	\$110.22
07-02-2025	Pay Segment	(\$109.55)	\$0.00
06-20-2025	Bill Segment	\$109.55	\$109.55
06-12-2025	Pay Segment	(\$103.30)	\$0.00
05-22-2025	Bill Segment	\$103.30	\$103.30
05-13-2025	Pay Segment	(\$109.85)	\$0.00
04-22-2025	Bill Segment	\$109.85	\$109.85

04-15-2025	Pay Segment	(\$102.99)	\$0.00
03-25-2025	Bill Segment	\$103.48	\$102.99
03-14-2025	Prop 68 Grant Credit	(\$0.49)	(\$0.49)
03-04-2025	Pay Segment	(\$96.97)	\$0.00
02-25-2025	Bill Segment	\$97.46	\$96.97
02-04-2025	Pay Segment	(\$101.23)	(\$0.49)
02-03-2025	Prop 68 Grant Credit	(\$0.49)	\$100.74
01-27-2025	Bill Segment	\$101.23	\$101.23
01-06-2025	Pay Segment	(\$91.78)	\$0.00
12-26-2024	Bill Segment	\$91.78	\$91.78
12-03-2024	Pay Segment	(\$105.70)	\$0.00
11-25-2024	Bill Segment	\$105.70	\$105.70
11-01-2024	Pay Segment	(\$98.73)	\$0.00
10-23-2024	Bill Segment	\$98.73	\$98.73
10-02-2024	Pay Segment	(\$101.23)	\$0.00
09-25-2024	Bill Segment	\$101.23	\$101.23
09-04-2024	Pay Segment	(\$91.89)	\$0.00
08-23-2024	Bill Segment	\$91.89	\$91.89
08-14-2024	Pay Segment	(\$91.88)	\$0.00
07-24-2024	Bill Segment	\$91.88	\$91.88
07-12-2024	Pay Segment	(\$91.00)	\$0.00
06-21-2024	Bill Segment	\$91.00	\$91.00
06-05-2024	Pay Segment	(\$83.40)	\$0.00
05-23-2024	Bill Segment	\$83.40	\$83.40

05-07-2024	Pay Segment	(\$95.10)	\$0.00
04-24-2024	Bill Segment	\$95.10	\$95.10
04-12-2024	Pay Segment	(\$88.56)	\$0.00
03-22-2024	Bill Segment	\$88.56	\$88.56
03-18-2024	Pay Segment	(\$95.10)	\$0.00
02-26-2024	Bill Segment	\$95.10	\$95.10
02-13-2024	Pay Segment	(\$125.24)	\$0.00
01-23-2024	Bill Segment	\$125.24	\$125.24
12-29-2023	Pay Segment	(\$72.29)	\$0.00
12-22-2023	Bill Segment	\$72.29	\$72.29
12-13-2023	Pay Segment	(\$96.05)	\$0.00
11-22-2023	Bill Segment	\$96.05	\$96.05
10-25-2023	Pay Segment	(\$83.31)	\$0.00
10-20-2023	Bill Segment	\$83.31	\$83.31
09-27-2023	Pay Segment	(\$82.85)	\$0.00
09-22-2023	Bill Segment	\$82.85	\$82.85
09-06-2023	Pay Segment	(\$77.48)	\$0.00
08-22-2023	Bill Segment	\$77.48	\$77.48
08-04-2023	Pay Segment	(\$84.34)	\$0.00
07-26-2023	Bill Segment	\$84.34	\$84.34
07-07-2023	Pay Segment	(\$117.11)	\$0.00
06-23-2023	Bill Segment	\$108.37	\$117.11
06-23-2023	City Adjustment - CYPRESS/TRASH	\$35.94	\$8.74
06-23-2023	Bill Segment Cancellation	(\$27.20)	(\$27.20)

06-07-2023	Pay Segment	(\$70.16)	\$0.00
05-23-2023	Bill Segment	\$70.16	\$70.16
05-04-2023	Pay Segment	(\$70.16)	\$0.00
04-25-2023	Bill Segment	\$70.16	\$70.16
04-04-2023	Pay Segment	(\$75.18)	\$0.00
03-28-2023	Bill Segment	\$75.18	\$75.18
03-20-2023	Pay Segment	(\$65.13)	\$0.00
02-27-2023	Bill Segment	\$65.13	\$65.13
02-17-2023	Pay Segment	(\$82.98)	\$0.00
01-30-2023	Pay Segment	(\$61.33)	\$82.98
01-27-2023	Bill Segment	\$82.98	\$144.31
01-08-2023	Bill Segment	\$61.33	\$61.33
12-21-2022	Pay Segment	(\$29.34)	\$0.00
12-06-2022	Pay Segment	(\$150.99)	\$29.34
11-30-2022	Bill Segment	\$29.34	\$180.33
11-15-2022	Bill Segment	\$150.99	\$150.99
09-26-2022	Pay Segment	(\$156.05)	\$0.00
09-15-2022	Bill Segment	\$156.05	\$156.05
08-05-2022	Pay Segment	(\$148.72)	\$0.00
07-15-2022	Bill Segment	\$148.72	\$148.72
06-03-2022	Pay Segment	(\$143.04)	\$0.00
05-13-2022	Bill Segment	\$143.04	\$143.04
04-04-2022	Pay Segment	(\$143.70)	\$0.00
03-14-2022	Bill Segment	\$143.70	\$143.70

02-04-2022	Pay Segment	(\$168.35)	\$0.00
01-14-2022	Bill Segment	\$168.35	\$168.35
12-06-2021	Pay Segment	(\$148.27)	\$0.00
11-15-2021	Bill Segment	\$148.27	\$148.27
10-06-2021	Pay Segment	(\$152.82)	\$0.00
09-15-2021	Bill Segment	\$152.82	\$152.82
08-05-2021	Pay Segment	(\$156.92)	\$0.00
07-15-2021	Bill Segment	\$156.92	\$156.92
06-15-2021	Pay Segment	(\$148.92)	\$0.00
05-13-2021	Bill Segment	\$148.92	\$148.92
03-17-2021	Pay Segment	(\$152.75)	\$0.00
03-12-2021	Bill Segment	\$152.75	\$152.75
02-25-2021	Pay Segment	(\$152.29)	\$0.00
01-13-2021	Bill Segment	\$152.29	\$152.29
11-30-2020	Pay Segment	(\$156.82)	\$0.00
11-13-2020	Bill Segment	\$156.82	\$156.82
09-22-2020	Pay Segment	(\$156.76)	\$0.00
09-14-2020	Bill Segment	\$156.76	\$156.76
07-22-2020	Pay Segment	(\$149.33)	\$0.00
07-14-2020	Bill Segment	\$149.33	\$149.33
05-28-2020	Pay Segment	(\$153.74)	\$0.00
05-13-2020	Bill Segment	\$153.74	\$153.74
03-26-2020	Pay Segment	(\$147.26)	\$0.00
03-13-2020	Bill Segment	\$147.26	\$147.26

01-29-2020	Pay Segment	(\$165.01)	\$0.00
01-14-2020	Bill Segment	\$165.01	\$165.01
11-27-2019	Pay Segment	(\$134.84)	\$0.00
11-13-2019	Bill Segment	\$134.84	\$134.84
09-30-2019	Pay Segment	(\$21.01)	\$0.00
09-13-2019	Bill Segment	\$21.01	\$21.01

If you have any other questions, please feel free to call our 24-hour Customer Service Center at 800-999-4033 and one of our customer service associates will be happy to assist you.

Sincerely,
Ruth
Golden State Water Company



STATEMENT OF ACCOUNT FOR: 1758637719 8
SERV. ADDR.: 10836 FLORA PARK WAY CYPRESS CA 90720-3885
FROM 08/31/19 TO 01/14/26

PROCESS DATE	TRANSACTION DESCRIPTION	BILLING DATE	TRANSACTION AMOUNT	ACCOUNT BALANCE
01/12/26	PAYMENT		19.25CR	
12/22/25	BILL GAS	12/19/25	19.25	19.25
12/11/25	PAYMENT	12/19/25	23.94CR	
11/21/25	BILL GAS	11/20/25	23.94	23.94
11/10/25	PAYMENT	11/20/25	21.65CR	
10/22/25	BILL GAS	10/21/25	21.65	21.65
10/08/25	PAYMENT	10/21/25	18.34CR	
09/22/25	BILL GAS	09/19/25	18.34	18.34
09/08/25	PAYMENT	09/19/25	16.69CR	
08/21/25	BILL GAS	08/20/25	16.69	16.69
08/07/25	PAYMENT	08/20/25	1.79CR	
07/22/25	BILL GAS	07/21/25	20.18	1.79
06/20/25	BILL GAS	06/19/25	20.98	18.39CR
05/21/25	BILL GAS	05/20/25	20.64	39.37CR
04/22/25	BILL GAS	04/21/25	60.01CR	60.01CR
04/09/25	PAYMENT	04/21/25	33.88CR	
03/24/25	BILL GAS	03/21/25	33.88	33.88
03/10/25	PAYMENT	03/21/25	44.27CR	
02/21/25	BILL GAS	02/20/25	44.27	44.27
02/07/25	PAYMENT	02/20/25	46.74CR	
01/22/25	BILL GAS	01/21/25	46.74	46.74
01/10/25	PAYMENT	01/21/25	39.10CR	
12/20/24	BILL GAS	12/19/24	39.10	39.10
12/11/24	PAYMENT	12/19/24	22.47CR	
11/21/24	BILL GAS	11/20/24	22.47	22.47
11/08/24	PAYMENT	11/20/24	19.29CR	
10/22/24	BILL GAS	10/21/24	19.29	19.29
10/07/24	PAYMENT	10/21/24	15.96CR	
09/20/24	BILL GAS	09/19/24	15.96	15.96
09/06/24	PAYMENT	09/19/24	16.12CR	
08/20/24	BILL GAS	08/19/24	16.12	16.12
08/05/24	PAYMENT	08/19/24	1.43CR	
07/19/24	BILL GAS	07/18/24	15.63	1.43
06/19/24	BILL GAS	06/18/24	20.90	14.20CR
05/20/24	BILL GAS	05/17/24	13.94	35.10CR
04/19/24	BILL GAS	04/18/24	49.04CR	49.04CR
04/08/24	PAYMENT	04/18/24	26.42CR	
03/21/24	BILL GAS	03/20/24	26.42	26.42
03/08/24	PAYMENT	03/20/24	40.35CR	
02/21/24	BILL GAS	02/20/24	40.35	40.35
02/07/24	PAYMENT	02/20/24	37.74CR	
01/22/24	BILL GAS	01/19/24	37.74	37.74
01/11/24	PAYMENT	01/19/24	26.89CR	
12/20/23	BILL GAS	12/19/23	26.89	26.89
12/11/23	PAYMENT	12/19/23	23.86CR	
11/21/23	BILL GAS	11/20/23	23.86	23.86
11/06/23	PAYMENT	11/20/23	17.57CR	
10/20/23	BILL GAS	10/19/23	17.57	17.57
10/09/23	PAYMENT	10/19/23	18.85CR	
09/21/23	BILL GAS	09/19/23	18.85	18.85
09/07/23	PAYMENT	09/19/23	16.95CR	

DATE MAILED JANUARY 14, 2026
15-3724-528

063002.1 1.1.2712 1 Oz.
CHUNGSUP SONG
10836 FLORA PARK WAY
CYPRESS, CA 90720





STATEMENT OF ACCOUNT FOR: 1758637719 8
SERV. ADDR.: 10836 FLORA PARK WAY CYPRESS CA 90720-3885
FROM 08/31/19 TO 01/14/26

PROCESS DATE	TRANSACTION DESCRIPTION	BILLING DATE	TRANSACTION AMOUNT	ACCOUNT BALANCE
08/21/23	BILL GAS	08/18/23	16.95	16.95
08/07/23	PAYMENT	08/18/23	19.21CR	
07/21/23	BILL GAS	07/20/23	19.21	19.21
07/10/23	PAYMENT	07/20/23	20.37CR	
06/21/23	BILL GAS	06/20/23	20.37	20.37
06/08/23	PAYMENT	06/20/23	19.92CR	
05/22/23	BILL GAS	05/19/23	19.92	19.92
05/08/23	PAYMENT	05/19/23	35.47CR	
04/21/23	BILL GAS	04/20/23	35.47	35.47
04/10/23	PAYMENT	04/20/23	53.86CR	
03/23/23	BILL GAS	03/22/23	58.21	53.86
03/21/23	TRANSFER	03/22/23	4.35CR	
03/10/23	PAYMENT	03/22/23	17.75CR	
02/22/23	BILL GAS	02/21/23	17.75	17.75
02/08/23	PAYMENT	02/21/23	88.18CR	
01/23/23	BILL GAS	01/21/23	88.18	88.18
01/12/23	PAYMENT	01/21/23	30.47CR	
12/21/22	BILL GAS	12/20/22	30.47	30.47
12/12/22	PAYMENT	12/20/22	23.96CR	
11/22/22	BILL GAS	11/21/22	23.96	23.96
11/09/22	PAYMENT	11/21/22	18.05CR	
10/21/22	BILL GAS	10/20/22	18.05	18.05
10/10/22	PAYMENT	10/20/22	21.83CR	
09/22/22	BILL GAS	09/21/22	21.83	21.83
09/09/22	PAYMENT	09/21/22	21.48CR	
08/23/22	BILL GAS	08/22/22	21.48	21.48
08/10/22	PAYMENT	08/22/22	20.59CR	
07/25/22	BILL GAS	07/22/22	20.59	20.59
07/11/22	PAYMENT	07/22/22	23.30CR	
06/23/22	BILL GAS	06/22/22	23.58	23.30
05/24/22	BILL GAS	05/23/22	22.80	0.28CR
04/25/22	BILL GAS	04/22/22	23.08CR	23.08CR
04/11/22	PAYMENT	04/22/22	31.31CR	
03/25/22	BILL GAS	03/24/22	31.31	31.31
03/14/22	PAYMENT	03/24/22	37.84CR	
02/24/22	BILL GAS	02/23/22	37.84	37.84
02/10/22	PAYMENT	02/23/22	50.67CR	
01/25/22	BILL GAS	01/24/22	50.67	50.67
01/10/22	PAYMENT	01/24/22	27.32CR	
12/23/21	BILL GAS	12/22/21	27.32	27.32
12/13/21	PAYMENT	12/22/21	22.80CR	
11/23/21	BILL GAS	11/22/21	22.80	22.80
11/10/21	PAYMENT	11/22/21	18.99CR	
10/22/21	BILL GAS	10/21/21	18.99	18.99
10/08/21	PAYMENT	10/21/21	18.53CR	
09/22/21	BILL GAS	09/20/21	18.53	18.53
09/08/21	PAYMENT	09/20/21	15.34CR	
08/20/21	BILL GAS	08/19/21	15.34	15.34
08/09/21	PAYMENT	08/19/21	20.51CR	
07/22/21	BILL GAS	07/21/21	20.51	20.51
07/09/21	PAYMENT	07/21/21	17.90CR	

DATE MAILED JANUARY 14, 2026
15-3724-528

063002.1 1.1.2713 1 Oz.



CHUNGSUP SONG
10836 FLORA PARK WAY
CYPRESS, CA 90720





STATEMENT OF ACCOUNT FOR: 1758637719 8
SERV. ADDR.: 10836 FLORA PARK WAY CYPRESS CA 90720-3885
FROM 08/31/19 TO 01/14/26

PROCESS DATE	TRANSACTION DESCRIPTION	BILLING DATE	TRANSACTION AMOUNT	ACCOUNT BALANCE
06/22/21	BILL GAS	06/21/21	17.90	17.90
06/09/21	PAYMENT	06/21/21	17.90CR	
05/21/21	BILL GAS	05/20/21	19.54	17.90
04/22/21	BILL GAS	04/21/21	1.64CR	1.64CR
04/09/21	PAYMENT	04/21/21	28.89CR	
03/24/21	BILL GAS	03/23/21	28.89	28.89
03/11/21	PAYMENT	03/23/21	42.28CR	
02/23/21	BILL GAS	02/22/21	42.28	42.28
02/08/21	PAYMENT	02/22/21	33.39CR	
01/22/21	BILL GAS	01/21/21	33.39	33.39
01/11/21	PAYMENT	01/21/21	26.59CR	
12/22/20	BILL GAS	12/21/20	26.59	26.59
12/10/20	PAYMENT	12/21/20	19.60CR	
11/20/20	BILL GAS	11/19/20	19.60	19.60
11/05/20	PAYMENT	11/19/20	17.88CR	
10/20/20	BILL GAS	10/19/20	17.88	17.88
10/05/20	PAYMENT	10/19/20	17.50CR	
09/18/20	BILL GAS	09/17/20	17.50	17.50
09/08/20	PAYMENT	09/17/20	16.91CR	
08/19/20	BILL GAS	08/18/20	17.41	16.91
08/06/20	PAYMENT	08/18/20	16.81CR	
07/30/20	TRANSFER	08/18/20	0.50CR	
07/21/20	BILL GAS	07/20/20	16.81	16.81
07/06/20	PAYMENT	07/20/20	16.45CR	
06/19/20	BILL GAS	06/18/20	16.45	16.45
06/08/20	PAYMENT	06/18/20	14.32CR	
05/20/20	BILL GAS	05/19/20	18.40	14.32
04/21/20	BILL GAS	04/20/20	4.08CR	4.08CR
04/08/20	PAYMENT	04/20/20	23.33CR	
03/23/20	BILL GAS	03/20/20	23.33	23.33
03/09/20	PAYMENT	03/20/20	34.28CR	
02/21/20	BILL GAS	02/20/20	34.28	34.28
02/07/20	PAYMENT	02/20/20	47.09CR	
01/22/20	BILL GAS	01/21/20	47.09	47.09
01/10/20	PAYMENT	01/21/20	30.55CR	
12/20/19	BILL GAS	12/19/19	30.55	30.55
12/09/19	PAYMENT	12/19/19	16.90CR	
11/20/19	BILL GAS	11/19/19	16.90	16.90
10/25/19	PAYMENT	11/19/19	10.05CR	
10/21/19	BILL GAS	10/18/19	10.05	10.05
09/27/19	PAYMENT	10/18/19	28.12CR	
09/20/19	BILL GAS	09/19/19	3.12	28.12
09/20/19	SEC	09/19/19	25.00	

AS OF 01/14/26 TOTAL AMOUNT DUE IS \$0.00.

IF TRANSACTIONS HAVE OCCURRED SINCE 01/14/26 ACCOUNT BALANCE MAY HAVE CHANGED.

THE GAS COMPANY - GLAD TO BE OF SERVICE

DATE MAILED JANUARY 14, 2026
15-3724-528

063002.1 1.1.2714 1 Oz.



CHUNGSUP SONG
10836 FLORA PARK WAY
CYPRESS, CA 90720



PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



January 12, 2026

Soon Hee Song
10836 Flora Park Way
Cypress, CA 90720

Subject: Commission File No: 708004 for Complaint with Southern California Edison Company

Dear Soon Hee Song:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **Southern California Edison Company**. As part of the review, CAB considered the information that you provided, the information that **Southern California Edison Company** provided to us about your account and applicable codes, orders and tariffs.

The consumer claims that months ago, around July, you found that you did not receive electricity bills for years and asked Southern California Edison (SCE) what happened. SCE told you your HOA paid for it. You asked for more details, but SCE refused, saying you were not the account owner.

Later, SCE sent you a back dated bill for 3 years, from November 1, 2022, to October 21, 2025, totaling \$4,597.95. You told SCE that the back dated bill should be limited to 3 months only according to Rule 17.1 but they refused you just saying, "does not meet the criteria for Rule 17". SCE sent a 2nd bill on November 4, 2025, for \$4597.95 + \$155.85. The consumer paid \$155.85 only and requested help with this matter.

On December 4, 2025, Yvette Sarmiento, Review Manager from SCE, received a CPUC complaint from you disputing charges more than three years old related to service at 10836 Flora Park Way, Cypress. Review showed you contacted SCE on September 29, 2025, requesting a backdated move-in and advising you had lived at the property since July 8, 2021; SCE then issued the first bill on November 7, 2025, and billed accurately. On January 7, 2026, Yvette spoke with you and your husband and explained that the \$4,597.95 balance was a valid three-year back bill (covering November 1, 2022, through October 21, 2025, and did not qualify for Rule 17 because SCE had no prior notice of occupancy. Yvette clarified that SCE only billed back three years and that no billing occurred from July 8, 2021, through October 31, 2022. You disagreed and stated you would await the CPUC's response; Yvette placed a payment extension until February 6, 2026, and provided bill support resources.

If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570
www.cpuc.ca.gov

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



File No: 708004

January 23, 2026

Soon Hee Song
10836 Flora Park Way
Cypress, CA 90720

Dear Soon Hee Song:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:708004**. 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



Southern California Edison
Rosemead, California (U 338-E)

Cancelling Revised Cal. P.U.C. Sheet No. 19616-E*
Revised Cal. P.U.C. Sheet No. 23011-E*

Rule 17
ADJUSTMENT OF BILLS AND METER TESTS

Sheet 1

A. General.

Estimated Usage: When regular, accurate meter readings are not available or the electric usage has not been accurately measured, SCE may estimate the customer's energy usage for billing purposes on the basis of information including, but not limited to, the physical condition of the metering equipment, available meter readings, records of historical use, and the general characteristics of the customer's load and operation.

B. Meter Tests.

1. Prior to Installation. Every meter will be tested at or prior to the time of installation, and no meter will be placed in service if found to register more than 1% fast or 1% slow.
2. On Customer Request. A customer may, on notice of not less than one week, require SCE to test the meter for his service.

No charge will be made for such a test, but, should a customer demand a test within six months after installation or more often than once in six months, he will be required to deposit \$2.00 to pay, in part, the cost of the test. This deposit will be returned if the meter is found to register more than 2% fast or 2% slow.

A customer shall have the right to require SCE to conduct the test in his presence or in the presence of an expert or other representative appointed by him. The results of the test will be furnished to the customer within a reasonable time after completion of the test.

C. Adjustment of Bills for Meter Error.

A Meter Error is incorrect kilowatthour, kilovarhour, or demand registration resulting from a malfunctioning or defective meter. It does not include Billing Error, Unauthorized Use, or an error in registration caused by meter tampering by an unauthorized person. It also does not include conditions such as grounds, shorts, incorrect meter readings, meter dial overs, improper load wiring (including other customers' circuits connected to the wiring), accounting errors, switched meters, improper customer wiring, blown fuse in one energized conductor, or incorrect meter sizing.

(Continued)

(To be inserted by utility)
Advice 1123-E
Decision _____

Issued By
John R. Fielder
Senior Vice President

(To be inserted by Cal. PUC)
Date Submitted Sep 28, 1995
Effective Apr 23, 1998
Resolution E-3530



Rule 17

ADJUSTMENT OF BILLS AND METER TESTS

C. Adjustment of Bills for Meter Error. (Continued)

Where, as the result of a meter test a*meter is found to be nonregistering or incorrectly registering, SCE may render an adjusted bill to the customer for the amount of the undercharge, and shall issue a refund or credit to the customer for the amount of the overcharge, computed back to the date that SCE determines the Meter Error commenced, except that the period of adjustment shall not exceed three years. Such adjusted bill shall be computed in accordance with the following:

1. Fast Meter. If a meter is found to be registering more than 2% fast, SCE will refund to the customer the amount of the overcharge based on corrected meter readings or SCE's estimate of the energy usage either for the known period of meter error or, if the period of error is not known, for the period during which the meter was in use. Refunds for fast meters cannot exceed three years. (T)
(N)
2. Slow Meter. If a meter for residential service is found to be registering more than 25% slow, or any meter for other class of service is found to be registering more than 2% slow, SCE may bill the customer for the amount of the undercharge based on corrected meter readings or SCE's estimate of the energy usage either for the known period of meter error or, if the period of meter error is not known for the period the meter was in use, not exceeding three months in the case of a residential service to a SCE-metered Single-Family Dwelling or Accommodation as defined in Rule 1, Definitions; not exceeding three months for a Small Business Customer, as defined in Rule 1 Definitions (or for a customer who certifies that it meets the California Government Code Section 14837 definition of "Micro-Business"); and not exceeding three years for all other service. (N)
|
(N)
3. Nonregistering Meters. If a meter is found to be nonregistering, SCE may bill the customer for SCE's estimate of the electric service used but not registered, not exceeding three months in the case of residential service to a SCE-metered Single-Family Dwelling or Accommodation as defined in Rule 1, Definitions; not exceeding three months for a Small Business Customer, as defined in Rule 1 Definitions (or for a customer who certifies that it meets the California Government Code Section 14837 definition of "Micro-Business"); and not exceeding three years for all other service. (N)
|
(N)

(Continued)

(To be inserted by utility)
Advice 2540-E
Decision 10-10-032, 10-11-037

Issued By
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)
Date Submitted Dec 22, 2010
Effective Dec 22, 2010
Resolution _____

Rule 17

Sheet 3

ADJUSTMENT OF BILLS AND METER TESTS

D. Adjustment of Bills for Billing Error.

A Billing Error is an error by SCE which results in incorrect billing charges to the customer. Billing Errors may include incorrect meter reads or clerical errors by an SCE representative such as applying the wrong rate, wrong billing factor, or an incorrect calculation. Billing Error shall also include failure to deliver a bill, actual or estimated, in a timely manner in accordance with Rule 9.A.2.

If estimated bills do not result from inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to SCE's facilities on the customer's Premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered "Billing Error" for the purpose below, except for customers served under Schedule ESC-OO which provides for estimated meter readings on a bi-monthly basis (i.e) every two months.

(T)
|
(T)

Billing Error does not include a Meter Error or Unauthorized Use, nor any error in billing resulting from meter dial over caused by other than SCE; switched or mismarked meters by other than SCE; improper customer wiring; blown fuse in one energized conductor; inaccessible meter; failure of the customer to notify SCE of changes in the customer's equipment or operation; or failure of the customer to take advantage of a rate or condition of service for which the customer is eligible; or failure to issue a bill in accordance with Rule 9.A.2. due to a natural or man-made disaster such as fire, earthquake, flood, or severe storms.

Where SCE overcharges or undercharges a customer as the result of a Billing Error, SCE may render an adjusted bill for the amount of the undercharge, and shall issue a refund or credit to the customer for the amount of the overcharge for the period of the Billing Error, but not exceeding three years in the case of an overcharge for all service accounts, and, in the case of an undercharge, not exceeding three months for residential service to a SCE-metered Single-Family Dwelling or Accommodation as defined in Rule 1, Definitions, not exceeding three months for a Small Business Customer, as defined in Rule 1 Definitions (or for a customer who certifies that it meets the California Government Code Section 14837 definition of "Micro-Business"); and not exceeding three years for all other service.

E. Adjustment of Bills for Unauthorized Use.

Unauthorized Use is the use of energy in noncompliance with SCE's tariffs or applicable law. It includes, but is not limited to, meter tampering, unauthorized connection or reconnection, theft, fraud, intentional or unintentional use of energy whereby SCE is denied full compensation for electric service provided.

Where SCE determines that there has been Unauthorized Use of electric service, SCE may bill the customer for SCE's estimate of such unauthorized use. However, such estimated bill shall indicate unauthorized use for the most recent three years and, separately, unauthorized use beyond the three-year period for collection as provided by law.

Nothing in this Rule shall be interpreted as limiting SCE's rights under any provisions of any applicable law.

(Continued)

(To be inserted by utility)

Advice 3462-E
Decision _____

Issued By
Caroline Choi
Senior Vice President

(To be inserted by Cal. PUC)

Date Submitted Aug 31, 2016
Effective Sep 30, 2016
Resolution _____

Rule 17
ADJUSTMENT OF BILLS AND METER TESTS

Sheet 4

E. Adjustment of Bills for Unauthorized Use. (Continued)

1. Actual Usage.

If accurate meter readings from a remote check meter are available for the unauthorized use period, they will be used for billing purposes.

2. Estimated Usage.

If the electric usage has not been accurately measured, SCE may estimate the energy usage for billing purposes. The basis for the estimate may include, without limitation, the physical condition of the metering equipment, available meter readings, records of historical use, or the general characteristics of the load and operation of the Customer or person being billed, with consideration of any appropriate seasonal adjustment.

Estimated bills for the unauthorized use period may be determined by SCE based on one or more of the following, without limitation:

- a. Accurately-metered use from a remote check meter during the unauthorized use period;
- b. The known percent error in metering attributable to the unauthorized use;
- c. Accurately-metered use prior to the onset of the unauthorized use;
- d. The equipment and hours of operation of the Customer or person being billed;
- e. Accurately-metered subsequent use of 30 days or more (if available);
- f. Annual use profile of at least five Customers with similar connected load, premises load profiles, hours or energy use, etc. (percent of annual use); or
- g. Other reasonable and supportable billing methodology when none of the aforementioned billing techniques are appropriate under the circumstances.

(Continued)

(To be inserted by utility)
 Advice 1123-E
 Decision _____

Issued By
John R. Fielder
 Senior Vice President

(To be inserted by Cal. PUC)
 Date Submitted Sep 28, 1995
 Effective Apr 23, 1998
 Resolution E-3530

Rule 17
ADJUSTMENT OF BILLS AND METER TESTS

Sheet 5

E. Adjustment of Bills for Unauthorized Use. (Continued)

3. Recovery of Associated Costs.

SCE may recover from the Customer the associated costs resulting from the unauthorized use including both investigative and equipment damage costs. Investigative costs include time and material spent for investigation, bookkeeping, film and film development, and other costs of gathering evidence. Equipment damage costs include the cost to replace the SCE-owned equipment damaged by the customer.

4. Discontinuance of Service.

In accordance with the provisions of Rule 11, where SCE determines unauthorized use is occurring, SCE may refuse or discontinue service without further notice.

If any part of the Customer's wiring or any other equipment, or the use thereof, is determined by SCE or any other authorized public agency to be unsafe or in violation of applicable laws, ordinances, rules or regulations of public authorities, or is in such condition as to endanger SCE's service facilities, SCE may discontinue service without further notice.

SCE may also discontinue service in accordance with the provisions of its tariffs, for nonpayment of a delinquent billing for unauthorized use and for associated costs, including nonpayment under an amortization agreement.

F. Limitation on Adjustment of Bills for Energy Use.

For any error in billing not defined as billing error, meter error, or unauthorized use, SCE is not required to adjust the bill. However, any billing adjustment not specifically covered in the tariffs for an undercharge or overcharge shall not exceed three years.

(To be inserted by utility)
 Advice 1123-E-A
 Decision _____

Issued By
John R. Fielder
 Senior Vice President

(To be inserted by Cal. PUC)
 Date Submitted Mar 6, 1995
 Effective Apr 23, 1998
 Resolution E-3530



Attachment #10
Go paperless at www.sce.com/ebilling. It's fast, easy and secure.

For billing and service inquiries
1-800-239-2685
www.sce.com

Your electricity bill

Customer account
701007131038

Rotating outage
Group A022

Amount due \$4,752.15

Service account
8021074391
10836 FLORA PARK WAY
CYPRESS, CA 90720

POD-ID
101760940008447826

Date bill prepared
12/23/25

PAST DUE

Your account summary

Previous Balance	\$4,753.80
Payment Received 12/03/25	-\$155.85
Past due amount	\$4,597.95
Your new charges	\$154.20
Total amount you owe	\$4,752.15

Your bill includes a past due balance.
To avoid disconnection of your utility service, please pay the past due amount of \$4,597.95 on or before 01/12/26. If you are not able to pay your bill, call SCE at 1-800-950-2356 to discuss how we can help. You may qualify for bill payment options, including a 12-month payment plan, and financial programs available to assist you such as SCE's CARE and FERA programs, that can help to reduce your bill. We can also connect you with community agencies that can provide additional assistance to you, and you may also qualify for SCE's Energy Savings Assistance (ESA) program which is an energy efficiency program for income-qualified residential customers. To pay in person, call 1-800-747-8908 for locations.

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 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 o llama al 1-800-798-5723.

Please return the payment stub below with your payment and make your check payable to Southern California Edison. If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574) Tear here

Tear here



Customer account 701007131038
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Past due charges - pay by 01/12/26	\$4,597.95
New charges - pay by 01/12/26	\$154.20
Total amount you owe	\$4,752.15

Amount enclosed \$

1/6/25 on pay

STMT 12232025 P2 C06 T0127 020419 01 0.6360 C028
SONG, SOON HEE
10836 FLORA PARK WAY
CYPRESS CA 90720-3885

P.O. BOX 600
ROSEMEAD, CA 91771-0002

701007131038 0000961 000459795000015420000475215



← Back

🏠 Sent

⬅️ ➡️ ⬆️ ⬇️

📧 Sent

electric bill



Chung Song

To: Jerald · Tue, Jun 10, 2025 at 12:16 PM

☆ ...

Good Morning, Jerald!

This is CHUNG SUP SONG at 10836 Flora Park Way.

Recently, I found that I don't have information on my electric use.

I checked my file and found that I applied bill name transfer at the beginning of September 2019 as soon as we took over the house from the builder.

I did the same for gas, trash, water etc. No problem with them.

Today, I contacted SCE and asked them what happened and they told me my HOA pays the bill for my address. I don't understand how it happen and wish to ask you what it is.

I will see you as soon as you check the details.

Thank you.

Chung

chungsmailbox@yahoo.com

213-509-4945

Attachment 11