

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



**FILED**  
03/13/26  
04:59 PM  
**C2603029**

Bing Zhou,  <p align="center">vs.</p> Wave Energy LLC and Pacific Gas and Electric Company (U39E),  <p align="center">Defendants.</p>	<p align="center">Complainant,  <b>(ECP)</b></p>
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Expedited Complaint  
(Rule 4.6)

COMPLAINANT	DEFENDANTS
<p align="center">Bing Zhou 4556 Theresa Avenue Fremont CA 94538 T: 650-474-9155 E-mail: <a href="mailto:bzhou74@gmail.com">bzhou74@gmail.com</a></p>	<p align="center">Wave Energy LLC 377 Valley Road Suite 2520 Clifton NJ 07013 T:1-866-802-9283 E-mail: <a href="mailto:cs@waveenergyservices.com">cs@waveenergyservices.com</a></p> <p align="center"><b><u>AND</u></b></p> <p align="center">Pacific Gas and Electric Company (U39E) Attn: Cliff Gleicher, Managing Counsel 300 Lakeside Drive Oakland CA 94612 T1: 415-971-2678 E-mail 1: <a href="mailto:Cliff.Gleicher@pge.com">Cliff.Gleicher@pge.com</a> E-mail 2: <a href="mailto:pgetariffs@pge.com">pgetariffs@pge.com</a> E-mail 3: <a href="mailto:LegalPapersMailbox@pge.com">LegalPapersMailbox@pge.com</a></p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Bing Zhou

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COMPLAINANT(S)

vs.

(B) Wave Energy LLC  
PG&E

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DEFENDANT(S)

(Include Utility "U-Number," if known)

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(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
Bing Zhou	4556 THERESA AVE FREMONT CA 94538	650-474-9155

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 CLIFTON NJ 07013	866-802-9283
PG&E	300 Lakeside Dr, Oakland, CA 94612	1-877-660-6789

**(F)**

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

Account No: 9839857422-2

I am filing a complaint regarding deceptive enrollment by a salesperson from Wave Energy LLC.

On November 5, 2025, a representative came to my home claiming he was from PG&E and said switching to Wave Energy would save money. He asked to check my PG&E account on my phone. During this process, he used my phone to enroll my gas service with Wave Energy LLC without clearly informing me. I entered a verification code believing it was for checking my account, but it actually authorized the switch.

Although the service was later canceled, my PG&E bills included two unauthorized monthly service fees of \$79.99 each (\$159.98 total). Both Wave Energy LLC and PG&E refuse to refund the charges and continue referring me to each other.

I request that the CPUC remove these unauthorized charges and investigate this deceptive sales practice.

Account No: 9839857422-2

**(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):

I request that CPUC fully resolve this matter:

1. I demand the removal of the two unauthorized monthly service fees (totaling \$159.98, \$79.99 × 2) from my next billing statement. I have not paid this amount; all other charges have already been paid.
2. If necessary, I am willing to pay the charges after receiving a reimbursement check directly from PG&E or Wave Energy LLC, as I have never missed or delayed any payments in the past.

(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): 4/20/2026

Hearing (Example: 7/1/09): 5/20/2026

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)

1. I demand the removal of the two unauthorized monthly service fees (totaling \$159.98, \$79.99 x 2) from my next billing statement. I have not paid this amount; all other charges have already been paid.  
2. If necessary, I am willing to pay the charges after receiving a reimbursement check directly from PG&E or Wave Energy LLC

**(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:

BZHOU74@gmail.com

**(J)**

Dated Fremont, California, this 6 day of March, 2026  
(City) (date) (month) (year)

BING ZHOU

\_\_\_\_\_  
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 Mar 6, at Fremont, California  
(date) (City)

BING ZHOU

\_\_\_\_\_  
(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.

BING ZHOU

\_\_\_\_\_  
Signature

3/6/2026

\_\_\_\_\_  
Date

Bing Zhou

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

# Formal Complaint Statement

## Dear CPUC

I would like to file a formal complaint regarding an incident involving a salesperson from a company called Wave Energy LLC.

On November 5, 2025, in the afternoon around 15:30, a sales representative came to my home and claimed that he was from Pacific Gas and Electric Company (PG&E). He stated that he could switch my account to Wave Energy LLC, which would supposedly save me money and provide free gas services. He asked me to use my phone to log into my original PG&E account so he could review my past bills. However, I was unable to access them. He then asked to try it himself. Without my knowledge or consent, he used my phone to log into his company's website, which was actually a transfer/enrollment process to change my provider.

My phone received a text message with a verification code. Believing this was part of checking my account, I entered the code. In reality, this served as authorization to switch my gas service to his company.

I later discovered that my utility provider had been changed without my informed consent. I immediately contacted PG&E and sent an email the same day. PG&E replied, said they would contact me within 2 business days, but no action was taken. I sent another email requesting cancellation of the authorization on November 16, 2025, but again nothing happened. Finally, on December 24, 2025, PG&E informed me that they would cancel the authorization. Please see **ATTACHED #1** for the email thread. I also called Wave Energy LLC to cancel the change, and they assured me that nothing negative would happen and that I would only receive cheaper bills.

However, when I received my bill for the period of November 27, 2025 to December 29, 2025, **PG&E BILL STATEMENT ATTACHED**, there were no savings at all. Instead, an additional fixed monthly service fee of \$79.99 had been added, which I had never agreed to. I then called Wave Energy LLC again to cancel the account, return my service to the original provider, and request a refund of the monthly service fee. They told me they could not process the refund because billing still goes through PG&E, and any financial arrangements between the two companies were not their responsibility.

When I contacted PG&E, they told me they could not refund the fee either because it was collected on behalf of Wave Energy LLC. Both companies kept referring me to each other, leaving me stuck in the middle with no resolution.

I then contacted the California Public Utilities Commission (CPUC) on January 28, 2026, to file a complaint. After their intervention, I was told that the third-party account had been canceled and

my service had been returned to my original provider. However, I subsequently received another bill for the period of December 30, 2025 to January 29, 2026 that still included the same monthly service fee (two months in total, \$79.99 each), which is completely unreasonable. **PG&E BILL STATEMENT ATTACHED,**

On February 10, 2026, I called Wave Energy LLC again, and they repeated that they could not refund the charges and told me to contact PG&E. When I asked for the contact information of the salesperson who came to my home, they refused to provide it. The representative was very rude and abruptly hung up on me.

I then contacted PG&E again, and they gave the same response, stating that the charge was for the third-party supplier and they could not reverse it. As a result, I remain trapped between the two companies.

This is now my second formal complaint. I request that CPUC fully resolve this matter:

1. I demand the removal of the two unauthorized monthly service fees (totaling \$159.98,  $\$79.99 \times 2$ ) from my next billing statement. I have not paid this amount; all other charges have already been paid.
2. If necessary, I am willing to pay the charges after receiving a reimbursement check directly from PG&E or Wave Energy LLC, as I have never missed or delayed any payments in the past.
3. I also request compensation of an additional \$600 for the time spent, emotional distress, and all other inconvenience caused.

If this issue cannot be resolved, I am prepared to pursue legal action. My online research shows that this company has numerous complaints for deceptive practices, misleading consumers without their knowledge, and using tactics that pressure consumers into paying unauthorized charges. It appears they rely on the assumption that most people will not pursue the matter further (see attached evidence). Please see **ATTACHED #2**.

I insist that this situation be thoroughly investigated. I ask CPUC to examine why this company continues to operate despite the large number of complaints and to take appropriate enforcement action to protect consumers.

Thank you for your attention to this matter.

BingZhou  
2/21/2026



Bing Z &lt;bzhou74@gmail.com&gt;

## Share My Data - New Authorization

**Bing Z** <bzhou74@gmail.com>

To: PG&E Share My Data <sharemydata@pge.com>

Wed, Nov 5, 2025 at 4:55 PM

Hi PG&E

Please cancel this following authorization, thank you!

### Wave Energy Services

<u>Created Via</u>	<u>Date Created</u>
Guest Access	11-05-2025

Subscription ID  
17487836

On Wed, Nov 5, 2025 at 16:24 PG&E Share My Data <sharemydata@pge.com> wrote:

#### **AUTHORIZATION CONFIRMATION**

This email is to confirm that you have authorized Wave Energy Services access to your data using PG&E's Share My Data platform.

You may make updates to this authorization or cancel it at any time by logging in to [Share My Data](#).

If you do not recognize this authorization, please contact us immediately and reference this authorization using the following Subscription ID: 17487836

#### **CONSIDERING ROOFTOP SOLAR?**

Know your rights before getting started. Review the [California Solar Consumer Protection Guide](#) for advice on:

- False Claims to Watch Out For
- Your Rights
- Questions to Ask a Solar Provider *Before* Signing a Contract
- Solar Financing Options

Please Note: The California Public Utilities Commission requires solar contractors to obtain a signed copy of the above guide confirming receipt and understanding prior to solar installation.

Additional solar getting started resources and available low-income solar programs:

- [Home](#)
- [Business](#)
- [Low-Income Home Owner incentives \(SASH\)](#)
- [Low-Income Housing Multifamily Housing Incentives \(SOMAH\)](#)

Thanks,  
Share My Data Team,  
Pacific Gas and Electric Company  
300 Lakeside Drive Oakland, CA 94612-3534

Contact Us: [sharemydata@pge.com](mailto:sharemydata@pge.com)

PG&E is committed to protecting our customers' privacy. To learn more, please visit: [Privacy](#)

You are receiving this email because you have registered to use PG&E's Share My Data platform. Please do not reply to this message as the response will not be delivered to the originator.  
SMD-013

You can read about PG&E's data privacy practices at [PGE.com/privacy](https://pge.com/privacy).



Bing Z <bzhou74@gmail.com>

**RE:Re: Share My Data - New Authorization**  
**[ref:00Do000000Kxd9.a04Us000002wXP3:ref]**

**Bing Z** <bzhou74@gmail.com>  
To: Share My Data <sharemydata@pge.com>

Sun, Nov 16, 2025 at 5:20 PM

Hi PG&E  
Please cancel this following authorization, thank you!

Wave Energy Services  
Created Via  
Guest Access  
Date Created  
11-05-2025  
Subscription ID  
17487836

On Wed, Nov 5, 2025 at 16:56 Share My Data <sharemydata@pge.com> wrote:  
Hello,

Thank you for your email. We have received your request and will be in contact with you within 2 business days. Please only respond to this email for any replies or subsequent emails related to this request to ensure the proper tracking ID is attached to your request.

Best Regards,  
Share My Data Team

-----  
!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the REPORT PHISH BUTTON.

Hi PG&E  
Please cancel this following authorization, thank you!

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<<https://sharemydata.pge.com/myAuthorization>>

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- \* False Claims to Watch Out For
- \* Your Rights
- \* Questions to Ask a Solar Provider Before Signing a Contract
- \* Solar Financing Options

Please Note: The California Public Utilities Commission requires solar contractors to obtain a signed copy of the above guide confirming receipt and understanding prior to solar installation.

Additional solar getting started resources and available low-income solar programs:

- \* Home<[https://www.pge.com/en\\_US/residential/solar-and-vehicles/options/option-overview/how-to-get-started/how-to-get-started.page](https://www.pge.com/en_US/residential/solar-and-vehicles/options/option-overview/how-to-get-started/how-to-get-started.page)>
- \* Business<[https://www.pge.com/en\\_US/small-medium-business/energy-alternatives/private-solar/solar-choice-rates/solar-choice/solar-programs.page](https://www.pge.com/en_US/small-medium-business/energy-alternatives/private-solar/solar-choice-rates/solar-choice/solar-programs.page)>
- \* Low-Income Home Owner incentives (SASH)<<https://gridalternatives.org/what-we-do/program-administration/sash>>
- \* Low-Income Housing Multifamily Housing Incentives (SOMAH)<<https://www.calsomah.org/>>

Thanks,

Share My Data Team,

Pacific Gas and Electric Company

300 Lakeside Drive Oakland, CA 94612-3534<<https://www.google.com/maps/search/300+Lakeside+Drive+Oakland,+CA+94612%E2%80%933534?entry=gmail&source=g>>

Contact Us: [sharemydata@pge.com](mailto:sharemydata@pge.com)<<mailto:sharemydata@pge.com>>

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PG&E is committed to protecting our customers' privacy. To learn more, please visit: Privacy<<http://www.pge.com/about/company/privacy/customer/>>

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SMD-013

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Bing Z <bzhou74@gmail.com>

**RE: Share My Data - New Authorization**  
**[ref:00Do000000Kxd9.a04Us000002wXP3:ref]**

ShareMyDataMB <ShareMyDataMB@pge.com>

Wed, Dec 24, 2025 at 12:16 PM

To: Bing Z <bzhou74@gmail.com>, ShareMyDataMB <ShareMyDataMB@pge.com>

Classification: Public

Happy Holidays!

Thank you for reaching out to PG&E's Share My Data program and your patience waiting for our reply.

We will cancel your data sharing authorization. PG&E will not send any of your data to Wave Energy Services.

Our system will send you an automated email when we cancel data sharing authorization.

**IMPORTANT: THIS IS TO CANCEL DATA SHARING ONLY.**

Please call PG&E Customer Service team, 1-800-743-5000 for any billing questions or concerns, as Share My Data team cannot confirm account or billing changes.

Or contact [Wave Energy Services](#) at 866-802-WAVE (9283) or email [cs@waveenergyservices.com](mailto:cs@waveenergyservices.com)

Please let us know if you have any questions.

Thank you.

Anne

## Share My Data

Customer Energy Solutions | Data & Energy Management Products

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**From:** Bing Z <bzhou74@gmail.com>  
**Sent:** Wednesday, November 5, 2025 4:56 PM  
**To:** SharemydataPROD <sharemydata@pge.com>  
**Subject:** Re: Share My Data - New Authorization

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the **REPORT PHISH BUTTON**.

Hi PG&E

Please cancel this following authorization, thank you!

## Wave Energy Services

Created Via

Guest Access

Date Created

11-05-2025

Subscription ID

17487836

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- Questions to Ask a Solar Provider *Before* Signing a Contract
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Please Note: The California Public Utilities Commission requires solar contractors to obtain a signed copy of the above guide confirming receipt and understanding prior to solar installation.

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- [Home](#)
- [Business](#)
- [Low-Income Home Owner incentives \(SASH\)](#)
- [Low-Income Housing Multifamily Housing Incentives \(SOMAH\)](#)

Thanks,  
Share My Data Team,  
Pacific Gas and Electric Company  
[300 Lakeside Drive Oakland, CA 94612-3534](#)

Contact Us: [sharemydata@pge.com](mailto:sharemydata@pge.com)

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Please do not reply to this message as the response will not be delivered to the originator.  
SMD-013

You can read about PG&E's data privacy practices at [PGE.com/privacy](https://www.pge.com/privacy).





# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2  
Statement Date: 01/06/2026  
Due Date: 01/27/2026

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Tier 1/Baseline allowance:** Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

**Wildfire Hardening Charge:** PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity. For details visit: [www.pge.com/tariffs/assets/pdf/tariffbook/ELEC\\_PRELIM\\_JF.pdf](http://www.pge.com/tariffs/assets/pdf/tariffbook/ELEC_PRELIM_JF.pdf).

**Recovery Bond Charge/Credit:** Your bill for electric service includes a charge that has been approved by the CPUC to repay bonds issued for certain costs related to catastrophic wildfires. The Recovery Bond Charge (RBC) rate is currently \$0.00778 per kWh. PG&E has also contributed certain amounts to a trust fund which is used to provide a customer credit equal to \$0.00778 per kWh (Recovery Bond Credit). The right to recover the RBC has been transferred to one or more Special Purpose Entities that issued the bonds and does not belong to PG&E. PG&E is collecting that portion of the RBC on behalf of the Special Purpose Entities.

**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

**See the table reflecting "Your Electric Charges Breakdown" on the last page**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2026 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

**Account Number: 9839857422-2**

Change my mailing address to: \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

\_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2

Statement Date: 01/06/2026

Due Date: 01/27/2026

## Details of PG&E Electric Delivery Charges

11/26/2025 to 12/28/2025 (33 billing days)

Service For: 4556 THERESA AVE

Service Agreement ID: 9834210764

Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)

Enrolled Programs: CARE (Renew by 10/26/2029)

### 11/26/2025 to 12/28/2025

Baseline Allowance	320.10 kWh	(33 days x 9.7 kWh/day)	
Energy Charges			
Peak	106.469470 kWh	@ \$0.48974	\$52.14
Off Peak	138.131430 kWh	@ \$0.45974	63.50
Baseline Credit	244.600900 kWh	@ -\$0.10084	-24.67
CARE Discount			-35.37
Generation Credit			-36.43
Power Charge Indifference Adjustment			1.64
Franchise Fee Surcharge			0.26

**Total PG&E Electric Delivery Charges \$21.07**

2018 Vintaged Power Charge Indifference Adjustment

## Rate Identification Number



USCA-PGXX-0102-0000

www.pge.com/rin

To program your smart device, scan the QR code or enter the RIN code above and follow the on-screen instructions.

## Service Information

Meter #	1004286104
Total Usage	244.600900 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	G
Rotating Outage Block	50

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

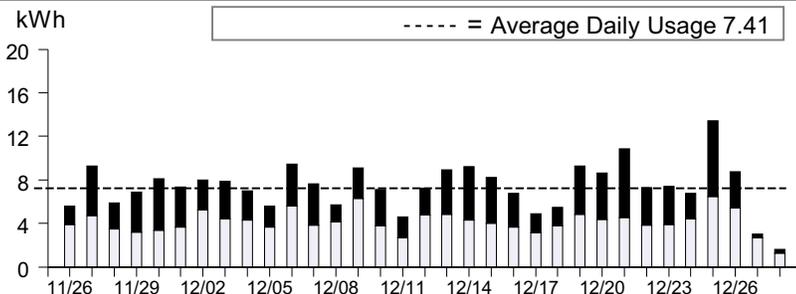
### 11/26/2025 - 12/28/2025

Peak	0.30393
Off Peak	0.28443
Baseline Credit	-0.06555

## Additional Messages

Starting in March 2026, your electric bill will separate some fixed service costs from the price per kWh. CARE customers will see a Base Services Charge of approximately \$6 per month and the cost of electricity will be lowered. Visit [pge.com/baseservicescharge](http://pge.com/baseservicescharge).

## Electric Usage This Period: 244.600900 kWh, 33 billing days



	Usage	Energy Charges
■ Peak <sup>1</sup>	43.52%	\$52.14
□ Off Peak <sup>2</sup>	56.48%	\$63.50

<sup>1</sup>Peak: 4:00pm-9:00pm, Every Day;

<sup>2</sup>Off Peak: All Other Hours



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2

Statement Date: 01/06/2026

Due Date: 01/27/2026

## Details of Ava Community Energy Electric Generation Charges

11/26/2025 to 12/28/2025 (33 billing days)

Service For: 4556 THERESA AVE

Service Agreement ID: 9838332561 ESP Customer Number: 9834210764

11/26/2025 to 12/28/2025

### Rate Schedule: ETOUC-Bright Choice

Off-Peak Winter	138.131400 kWh @ \$0.13730	\$18.97
Peak Winter	106.469500 kWh @ \$0.16398	17.46
Power Charge Indifference Adjustment Credit		-1.64
Franchise Fee Surcharge Credit		-0.26
Bright Choice		-1.82

Net Charges 32.71

Energy Commission Tax 0.07

Bright Choice is priced below PG&E rates.

Renewable 100 is priced above PG&E rates.

Learn more about your service plan options at [AvaEnergy.org/service](http://AvaEnergy.org/service)

Ava respects your privacy. Please see Ava's confidentiality policy at [AvaEnergy.org/confidentiality](http://AvaEnergy.org/confidentiality)

## Total Ava Community Energy Electric Generation Charges

**\$32.78**

### Rate Identification Number



USCA-XXEB-CYKB-0000

[www.pge.com/rin](http://www.pge.com/rin)

To program your smart device, scan the QR code or enter the RIN code above and follow the on-screen instructions.

### Service Information

Total Usage 244.600900 kWh

For questions regarding charges on this page, please contact:

AVA COMMUNITY ENERGY  
1-833-699-3223  
[www.avaenergy.org](http://www.avaenergy.org)

### Additional Messages

**Ava Community Energy (Ava)** is your public not-for-profit electricity provider, serving a growing list of communities in Alameda County and the Valley, including Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, Tracy, Union City, unincorporated Alameda County, and in 2025, the cities of Stockton and Lathrop.

At Ava, we're committed to creating a brighter future in our communities and beyond. We do that by procuring clean electricity on your behalf and investing locally through programs and incentives that enhance well-being, lower costs, and increase resilience for everyone.

Explore available programs and find local, state, and federal incentives at [AvaEnergy.org/go-electric](http://AvaEnergy.org/go-electric).

On this bill, you'll see charges from both Ava and PG&E. That's because Ava procures electricity on your behalf (generation), and PG&E delivers that electricity through their physical infrastructure (delivery). You can learn more at [AvaEnergy.org](http://AvaEnergy.org), or call 833-699-3223.



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2

Statement Date: 01/06/2026

Due Date: 01/27/2026

## Details of PG&E Gas Delivery Charges

11/27/2025 to 12/29/2025 (33 billing days)

Service For: 4556 THERESA AVE  
Service Agreement ID: 9838126265  
Rate Schedule: G1 XB Residential Service  
Enrolled Programs: CARE (Renew by 10/26/2029)

11/27/2025 to 11/30/2025 Your Tier Usage  1  2

Tier 1 Allowance	5.92 Therms (4 days x 1.48 Therms/day)	
Tier 1 Usage	3.878788 Therms @ \$2.63904	\$10.24
CARE Discount		-2.04
Gas Procurement Credit <sup>1</sup>		-2.06
CSI Solar Thermal Exemption		-0.01
Franchise Fee Surcharge		0.01
Gas PPP Surcharge (\$0.08425 /Therm)		0.33

12/01/2025 to 12/29/2025 Your Tier Usage  1  2

Tier 1 Allowance	58.00 Therms (29 days x 2.00 Therms/day)	
Tier 1 Usage	28.121212 Therms @ \$2.82657	\$79.49
CARE Discount		-15.88
Gas Procurement Credit <sup>1</sup>		-20.24
CSI Solar Thermal Exemption		-0.11
Franchise Fee Surcharge		0.12
Gas PPP Surcharge (\$0.08425 /Therm)		2.37

**Total PG&E Gas Delivery Charges \$52.22**

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

## Service Information

Meter #	62423226
Current Meter Reading	1,502
Prior Meter Reading	1,472
Difference	30
Multiplier	1.068695
Total Usage	32.000000 Therms
Baseline Territory	X
Serial	G

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

### 11/27/2025 - 11/30/2025

Tier 1	2.10819
Tier 2	2.51928

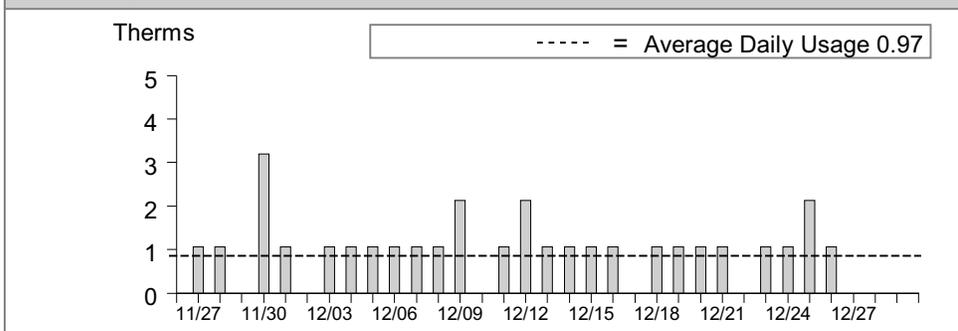
### 12/01/2025 - 12/29/2025

Tier 1	2.25822
Tier 2	2.66930

## Gas Procurement Costs (\$/Therm)

11/27/2025 - 11/30/2025	\$0.53206
12/01/2025 - 12/29/2025	\$0.71959

## Gas Usage This Period: 32.000000 Therms, 33 billing days





# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2

Statement Date: 01/06/2026

Due Date: 01/27/2026

## Details of Wave Energy LLC Gas Procurement Charges

11/27/2025 to 12/29/2025 (33 billing days)

Service For: 4556 THERESA AVE

Service Agreement ID: 9832132576 ESP Customer Number: 318449

11/27/2025 to 12/29/2025

Monthly Charge	1.000000 days @ \$79.99000	\$79.99
	Net Charges	79.99
Utility Users Tax		0.00

**Total Wave Energy LLC Gas Procurement Charges** **\$79.99**

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

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.



## Proposition 65 WARNING



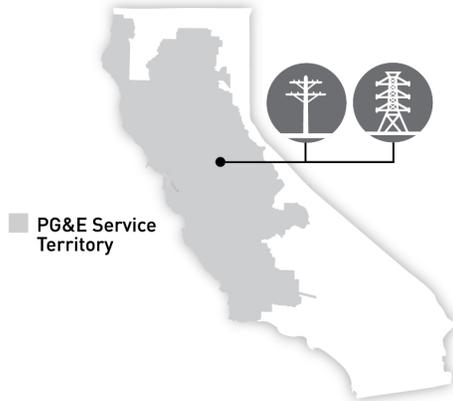
The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the Governor to publish a list of chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. It also requires California businesses to warn the public quarterly of potential exposures to these chemicals that result from their operations.

Pacific Gas and Electric Company (PG&E) uses chemicals in our operations that are known to the State of California to cause cancer, birth defects or other reproductive harm.

For example, PG&E delivers natural gas to our customers and uses natural gas and petroleum products in our operations. Natural gas and petroleum products contain benzene, a known carcinogen. PG&E also uses lead-based paint on some of our towers or other facilities at locations throughout PG&E's service territory and uses wooden utility poles treated with wood preservatives. Lead-based paint and wood preservatives contain chemicals known to cause cancer, birth defects or other reproductive harm.

For more information, go to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov).

### PG&E Service Territory map



For additional information on this Proposition 65 warning, write to:

Pacific Gas and Electric Company  
Enterprise Health and Safety Department - Prop 65  
111 Stony Circle, Room 192F  
Santa Rosa, CA 95401

Para más detalles, llame al 1-800-660-6789

詳情請致電 1-800-893-9555

For TTY call 711

CCC-1024-4690



# ENERGY STATEMENT

[www.pge.com/MyEnergy](http://www.pge.com/MyEnergy)

Account No: 9839857422-2

Statement Date: 01/06/2026

**Due Date: 01/27/2026**

## Important Messages (continued from page 1)

**Energy Savings Assistance Program:** provides free home improvements to help keep your home more energy efficient, safe and comfortable. Apply by answering a few simple questions at [www.pge.com/energysavings](http://www.pge.com/energysavings) or call **1-800-933-9555**.

**Programa Energy Savings Assistance:** proporciona mejoras al hogar sin costo para ayudar a que este sea más eficiente en el consumo de energía, más seguro y más cómodo. Solicite respondiendo a unas pocas preguntas simples en [www.pge.com/ahorreenergia](http://www.pge.com/ahorreenergia) o llamando al **1-800-933-9555**.

**Find Ways to Save.** The combination of colder weather, more time indoors and fewer daylight hours can increase your energy costs. For energy savings tips, visit [www.pge.com/saveenergymoney](http://www.pge.com/saveenergymoney).

## Your Electric Charges Breakdown (from page 2)

Conservation Incentive	-\$22.78
Transmission	9.63
Distribution	29.22
Electric Public Purpose Programs	3.34
Nuclear Decommissioning	-0.06
Competition Transition Charges (CTC)	-0.18
PCIA	1.64
Taxes and Other	0.26
<b>Total Electric Charges</b>	<b>\$21.07</b>



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2  
Statement Date: 02/05/2026  
Due Date: 02/26/2026

## Service For:

Bing Zhou  
4556 THERESA AVE  
FREMONT, CA 94538

## Your Account Summary

Amount Due on Previous Statement	\$186.06
Payment(s) Received Since Last Statement	-106.07
Previous Unpaid Balance	\$79.99
Current PG&E Electric Delivery Charges	\$28.81
Ava Community Energy Electric Generation Charges	28.55
Current PG&E Gas Delivery Charges	62.34
Wave Energy LLC Gas Procurement Charges	79.99

## 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

## Ways To Pay

www.pge.com/waystopay

## Your Enrolled Programs

CARE Discount

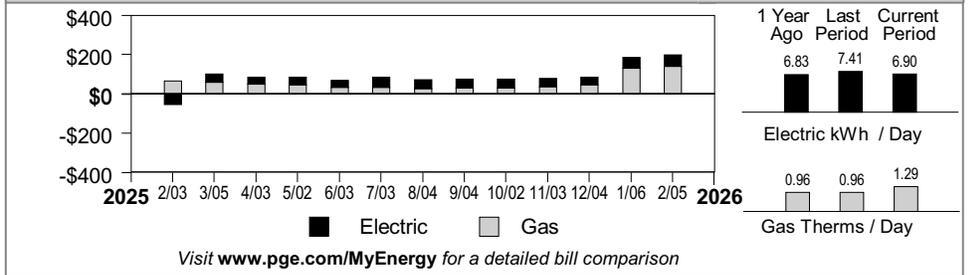
**Total Amount Due by 02/26/2026 \$279.68**



Current charges include a discount of \$51.02 for CARE.

## Monthly Billing History

Daily Usage Comparison



## Important Messages

Your account has an unpaid balance from a prior bill. To avoid missing a future payment, you may wish to sign up for our recurring payment service. Please visit [www.pge.com/waystopay](http://www.pge.com/waystopay) for all your payment options.

**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](http://www.csd.ca.gov/energybills), or call the help line at 1-866-675-6623.

Continued on page 8

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

99909839857422200000199690000027968



Account Number: **9839857422-2** Due Date: **02/26/2026** Total Amount Due: **\$279.68**

Amount Enclosed:  
\$

BING ZHOU  
4556 THERESA AVE  
FREMONT, CA 94538-3312

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2  
Statement Date: 02/05/2026  
Due Date: 02/26/2026

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Tier 1/Baseline allowance:** Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

**Wildfire Hardening Charge:** PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity. For details visit: [www.pge.com/tariffs/assets/pdf/tariffbook/ELEC\\_PRELIM\\_JF.pdf](http://www.pge.com/tariffs/assets/pdf/tariffbook/ELEC_PRELIM_JF.pdf).

**Recovery Bond Charge/Credit:** Your bill for electric service includes a charge that has been approved by the CPUC to repay bonds issued for certain costs related to catastrophic wildfires. The Recovery Bond Charge (RBC) rate is currently \$0.00778 per kWh. PG&E has also contributed certain amounts to a trust fund which is used to provide a customer credit equal to \$0.00778 per kWh (Recovery Bond Credit). The right to recover the RBC has been transferred to one or more Special Purpose Entities that issued the bonds and does not belong to PG&E. PG&E is collecting that portion of the RBC on behalf of the Special Purpose Entities.

**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

**See the table reflecting "Your Electric Charges Breakdown" on the last page**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2026 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

**Account Number: 9839857422-2**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2  
Statement Date: 02/05/2026  
Due Date: 02/26/2026

## Details of PG&E Electric Delivery Charges

12/29/2025 to 01/28/2026 (31 billing days)

Service For: 4556 THERESA AVE  
Service Agreement ID: 9834210764  
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)  
Enrolled Programs: CARE (Renew by 10/26/2029)

### 12/29/2025 to 12/31/2025

Baseline Allowance	29.10	kWh	(3 days x 9.7 kWh/day)	
Energy Charges				
Peak	8.375500	kWh	@ \$0.48974	\$4.10
Off Peak	7.993200	kWh	@ \$0.45974	3.67
Baseline Credit	16.368700	kWh	@ -\$0.10084	-1.65
CARE Discount				-2.38
Generation Credit				-2.47
Power Charge Indifference Adjustment				0.11
Franchise Fee Surcharge				0.02

### 01/01/2026 to 01/28/2026

Baseline Allowance	271.60	kWh	(28 days x 9.7 kWh/day)	
Energy Charges				
Peak	80.389600	kWh	@ \$0.46460	\$37.35
Off Peak	117.243400	kWh	@ \$0.43460	50.95
Baseline Credit	197.633000	kWh	@ -\$0.09566	-18.91
CARE Discount				-27.40
Generation Credit				-21.97
Power Charge Indifference Adjustment				7.27
Franchise Fee Surcharge				0.12

**Total PG&E Electric Delivery Charges \$28.81**

2018 Vintaged Power Charge Indifference Adjustment

## Rate Identification Number



USCA-PGXX-0102-0000

www.pge.com/rin

To program your smart device, scan the QR code or enter the RIN code above and follow the on-screen instructions.

## Service Information

Meter #	1004286104
Total Usage	214.001700 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	G
Rotating Outage Block	50

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

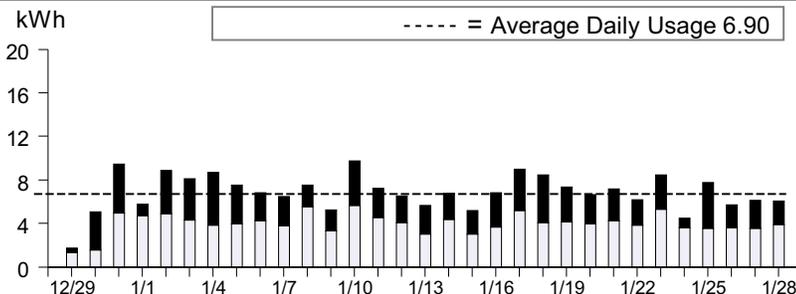
### 12/29/2025 - 12/31/2025

Peak	0.30393
Off Peak	0.28443
Baseline Credit	-0.06555

### 01/01/2026 - 01/28/2026

Peak	0.28627
Off Peak	0.26677
Baseline Credit	-0.06218

## Electric Usage This Period: 214.001700 kWh, 31 billing days



	Usage	Energy Charges
■ Peak <sup>1</sup>	41.47%	\$41.45
□ Off Peak <sup>2</sup>	58.53%	\$54.62

<sup>1</sup>Peak: 4:00pm-9:00pm, Every Day;

<sup>2</sup>Off Peak: All Other Hours



# ENERGY STATEMENT

[www.pge.com/MyEnergy](http://www.pge.com/MyEnergy)

Account No: 9839857422-2

Statement Date: 02/05/2026

**Due Date: 02/26/2026**

## Additional Messages

Starting in March 2026, your electric bill will separate some fixed service costs from the price per kWh. CARE customers will see a Base Services Charge of approximately \$6 per month and the cost of electricity will be lowered. Visit [pge.com/baseservicescharge](http://pge.com/baseservicescharge).



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2  
Statement Date: 02/05/2026  
Due Date: 02/26/2026

## Details of Ava Community Energy Electric Generation Charges

12/29/2025 to 01/28/2026 (31 billing days)

Service For: 4556 THERESA AVE  
Service Agreement ID: 9838332561 ESP Customer Number: 9834210764

12/29/2025 to 01/28/2026

<b>Rate Schedule:</b>	<b>ETOUC-Bright Choice</b>		
Off-Peak Winter	125.236600 kWh	@ \$0.13730	\$17.19
Peak Winter	88.765100 kWh	@ \$0.16398	14.56
Power Charge Indifference Adjustment Credit			-1.43
Franchise Fee Surcharge Credit			-0.24
Bright Choice			-1.59
	<b>Net Charges</b>	<b>28.49</b>	
Energy Commission Tax			0.06

Bright Choice is priced below PG&E rates.  
Renewable 100 is priced above PG&E rates.  
Learn more about your service plan options at [AvaEnergy.org/service](http://AvaEnergy.org/service)  
Ava respects your privacy. Please see Ava's confidentiality policy at [AvaEnergy.org/confidentiality](http://AvaEnergy.org/confidentiality)

**Total Ava Community Energy Electric Generation Charges** **\$28.55**

### Rate Identification Number



USCA-XXEB-CYKB-0000

[www.pge.com/rin](http://www.pge.com/rin)

To program your smart device, scan the QR code or enter the RIN code above and follow the on-screen instructions.

### Service Information

Total Usage 214.001700 kWh

For questions regarding charges on this page, please contact:

AVA COMMUNITY ENERGY  
1-833-699-3223  
[www.avaenergy.org](http://www.avaenergy.org)

### Additional Messages

**Ava Community Energy (Ava)** is your public not-for-profit electricity provider, serving a growing list of communities in Alameda County and the Valley, including Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, Tracy, Union City, unincorporated Alameda County, and in 2025, the cities of Stockton and Lathrop.

At Ava, we're committed to creating a brighter future in our communities and beyond. We do that by procuring clean electricity on your behalf and investing locally through programs and incentives that enhance well-being, lower costs, and increase resilience for everyone.

Explore available programs and find local, state, and federal incentives at [AvaEnergy.org/go-electric](http://AvaEnergy.org/go-electric).

On this bill, you'll see charges from both Ava and PG&E. That's because Ava procures electricity on your behalf (generation), and PG&E delivers that electricity through their physical infrastructure (delivery). You can learn more at [AvaEnergy.org](http://AvaEnergy.org), or call 833-699-3223.



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2

Statement Date: 02/05/2026

Due Date: 02/26/2026

## Details of PG&E Gas Delivery Charges

12/30/2025 to 01/29/2026 (31 billing days)

Service For: 4556 THERESA AVE

Service Agreement ID: 9838126265

Rate Schedule: G1 XB Residential Service

Enrolled Programs: CARE (Renew by 10/26/2029)

12/30/2025 to 12/31/2025 Your Tier Usage  1  2

Tier 1 Allowance	4.00 Therms (2 days x 2.00 Therms/day)	
Tier 1 Usage	2.580645 Therms @ \$2.82657	\$7.29
CARE Discount		-1.46
Gas Procurement Credit <sup>1</sup>		-1.86
CSI Solar Thermal Exemption		-0.01
Franchise Fee Surcharge		0.01
Gas PPP Surcharge (\$0.08425 /Therm)		0.22

01/01/2026 to 01/29/2026 Your Tier Usage  1  2

Tier 1 Allowance	58.00 Therms (29 days x 2.00 Therms/day)	
Tier 1 Usage	37.419355 Therms @ \$2.64310	\$98.90
CARE Discount		-19.78
Gas Procurement Credit <sup>1</sup>		-23.89
CSI Solar Thermal Exemption		-0.03
Franchise Fee Surcharge		0.13
Gas PPP Surcharge (\$0.07522 /Therm)		2.82

**Total PG&E Gas Delivery Charges \$62.34**

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

## Service Information

Meter #	62423226
Current Meter Reading	1,539
Prior Meter Reading	1,502
Difference	37
Multiplier	1.075044
Total Usage	40.000000 Therms
Baseline Territory	X
Serial	G

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

### 12/30/2025 - 12/31/2025

Tier 1	2.25822
Tier 2	2.66930

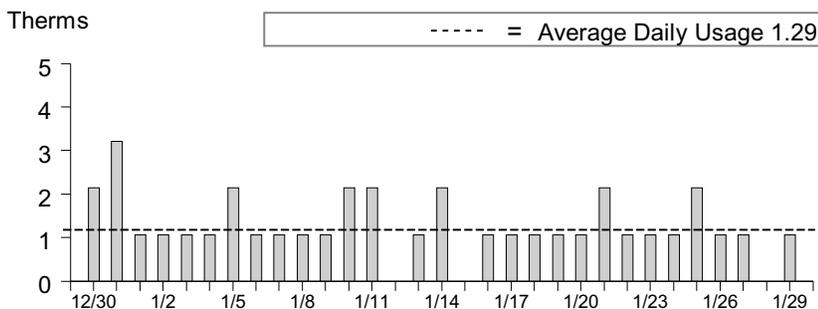
### 01/01/2026 - 01/29/2026

Tier 1	2.11387
Tier 2	2.51494

## Gas Procurement Costs (\$/Therm)

12/30/2025 - 12/31/2025	\$0.71959
01/01/2026 - 01/29/2026	\$0.63850

## Gas Usage This Period: 40.000000 Therms, 31 billing days





# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 9839857422-2

Statement Date: 02/05/2026

Due Date: 02/26/2026

## Details of Wave Energy LLC Gas Procurement Charges

12/30/2025 to 01/29/2026 (31 billing days)

Service For: 4556 THERESA AVE

Service Agreement ID: 9832132576 ESP Customer Number: 318449

12/30/2025 to 01/29/2026

Monthly Charge	1.000000 days @ \$79.99000	\$79.99
	Net Charges	79.99
Utility Users Tax		0.00

**Total Wave Energy LLC Gas Procurement Charges** **\$79.99**

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

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](http://www.pge.com/MyEnergy)

Account No: 9839857422-2

Statement Date: 02/05/2026

**Due Date: 02/26/2026**

## Important Messages (continued from page 1)

**Electric power line safety** PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, keep yourself and others away. Call **9-1-1**.

## Your Electric Charges Breakdown (from page 2)

Conservation Incentive	-\$17.77
Transmission	10.46
Distribution	25.69
Electric Public Purpose Programs	2.87
Competition Transition Charges (CTC)	0.04
PCIA	7.38
Taxes and Other	0.14
<b>Total Electric Charges</b>	<b>\$28.81</b>



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## BUSINESS PROFILE

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Energy

**Wave Energy**

This business is **NOT BBB Accredited**. Find BBB Accredited Businesses in [Energy](#).

[MAIN](#) [REVIEWS](#) [COMPLAINTS](#)

## Complaints

### Customer Complaints Summary

13 total complaints in the last 3 years.

5 complaints closed in the last 12 months.

If you've experienced an issue

[Submit a Complaint](#)

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

**Initial Complaint**

**Date:** 11/22/2025

**Type:**  Service or Repair Issues

**Status:**  [Unanswered](#)

I signed up to get gas from this company because they claimed I wouldn't be charged for gas delivery charges. That was a **lie**. That was the only reason I signed up with them. I called them about it and they didn't explain why they **misrepresented** that information. I called them to cancel on 10/09/2025, before the end of a billing cycle. They said my next bill would be prorated. Now, I got my bill and the charges for 10/15-11/13 are still the full price and not prorated. At this point, I should not be charged anything for 10/15-11/13 because that was the billing cycle after the cancellation.

## Initial Complaint

**Date:** 10/28/2025

**Type:**  Service or Repair Issues

**Status:**  [Unanswered](#)

In August a door sales man by the name of REMOVED came to my door. He told me that PG&E was going out of business and the new provider for gas services is named **Wave Energy**, he then told me he could assist me with transferring my services if I logged into my online account. **He logged in** and updated some things. He then tells me to follow the steps that were texted to my phone and left. This month (October) I received a bill from PG&E with **an additional charge of 79.99\$** for a service from **Wave Energy** on top of the 59.00\$ PG&E was charging. I called Wave and cancelled the service based on fraudulent and deceptive sales tactics. They cancelled my account and told me they will still be charging my account the additional fees for last month and for the next 30 days. I asked to speak with a manager by the name of REMOVED who then told me they have a recording of me stating I acknowledge the agreement. I explained to him I would never agree to this service if I wasn't told PG&E was going out of business. I let the manager REMOVED know I would be submitting a complaint with BBB because this was **fraud**. I work for the REMOVED and deal with these situations all the time. Please help me resolve this issue in times like this this is the last thing families need is to be placed in a hardship such as this. Thank you for taking the time to look into this matter.

## Initial Complaint

**Date:** 08/04/2025

**Type:**  Service or Repair Issues

**Status:** ✂ [Unanswered](#)

On 12-07-2024 @ 03:34:21 pm, I was duped into signing a contract with **Wave Energy LLC**. They claim to work with PG&E to save me money. After having a chance to review the contract I realized that this was not such a good deal after all. On 12-09-2024 at 11:09, I cancelled the contract with Donna. I was assured that it would be cancelled. On 12-23-2024, I contacted Wave, because I received a notice from PG&E informing me that they received a request to change my service. I told them again then that I had cancelled and that nothing would happen. I even had my cancellation notice confirmation on 12-10-2024@6:04am confirming that. Well here it is, end of July, and I decided to finally look at my bill to see why it was so high. Assuming because of the **hikes** they've been mentioning is the reason why. But imagine my shock when I see Wave, and somebody named Ava on my bill. I was so upset, I couldn't see straight, and they agitated my MS. I have called, and they are trying to say this is my fault. How, when I cancelled. I'm being doubled billed for PG&E, thru no fault of my own. And now this person Shaun, that I spoke to today, is saying they supplied me a service. He failed to realize I didn't want their service.

## Initial Complaint

**Date:** 02/06/2025

**Type:** ✂ Service or Repair Issues

**Status:** ✂ [Unanswered](#)

When the guy came to present the information it seem very legit and I was going to save money on my bill. Instead, they charged me \$65 for a flat rate **WHICH HE DIDN'T SAY**. He said everything but the charge of the \$65.

## Initial Complaint

**Date:** 01/28/2025

**Type:** ✂ Service or Repair Issues

**Status:** ✂ [Unanswered](#)

My mother who resides at REMOVED REMOVED#REMOVED, REMOVED in a Retirement community. Advised me her pG&e bill showed she owed \$580 for gas procurement to **Wave Energy**. I called and spoke to PG&E and they advised my mother signed up for this third party service through Wave Energy and said I would have to call them.

Later called them and they advised my mother signed up for the service on March 25

Later called them and they advised my mother signed up for the service on March 29, 2024. My mother denied signing up. She indicated someone did show up and looked at her bill, which shouldn't have happened since solicitors are not allowed. She did not sign anything.

I asked to them to send me a copy of the contract that my mother signed and what email she allegedly provided, the email they gave was fake and the contract signed was clearly not my mother's signature.

## Initial Complaint

**Date:** 12/14/2024

**Type:**  Sales and Advertising Issues

**Status:**  [Unanswered](#)

I am writing to file a formal complaint against **Wave Energy LLC** regarding their **misleading** sales practices and **lack of transparency**, which have resulted in financial harm and frustration. Below are the details of my concerns:

- Misleading Sales Claims:** **Wave Energys** representative assured me that switching to their service would save me money on my natural gas bills. However, my costs have significantly increased since switching. For example: Under PG&E, my December 2023 bill for 16 therms was \$35.33. After switching to Wave Energy in December 2024, my bill for 46 therms skyrocketed to \$159.97, including \$64.86 in procurement charges and \$95.11 in PG&E delivery fees.
- Aggressive Sales Tactics:** The salesperson pressured me into making an immediate decision without providing sufficient time to review the terms and conditions of the agreement. Key details, such as the potential for higher costs and variable rates after the first year, were not disclosed during the sales process.
- Lack of Transparency:** Wave Energys pricing structure is unclear and fails to adequately explain how additional charges from PG&E would impact my overall bill. This omission has led to unexpected and inflated costs.
- Failure to Honor Cancellation Rights:** Despite attempting to cancel within the allowable period, I encountered delays and unhelpful responses from Wave Energys customer service team, further exacerbating my frustration. I believe these practices violate consumer protection standards and constitute false advertising. I request that the BBB investigate Wave Energy LLCs business practices and assist in resolving this issue by ensuring they provide transparent pricing and honor cancellation requests without penalty.

## Initial Complaint

**Date:** 07/02/2024

**Type:**  Product Issues

**Status:**  [Unanswered](#)

Two months ago I noticed a random charge of 81.25 and again on my utility bill the following month. I contacted the company and they informed me that I signed up for their service in November 2023 . I asked them why they would randomly attach themselves to my bill five months later it didn't make sense. I told them I didn't want or need their gas services, especially during the summer. They were unwilling to refund my money back which they charged me more than what they are claiming signed up for.



### Wave Energy is NOT a BBB Accredited Business.

To become accredited, a business must agree to [BBB Standards for Trust](#) and pass BBB's vetting process.

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 [Why choose a BBB Accredited Business?](#)

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When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB Business Profiles generally cover a three-year reporting period, except for customer reviews. Customer reviews posted prior to July 5, 2024, will no longer be published when they reach three years from their submission date. Customer reviews posted on/after July 5, 2024, will be published indefinitely unless otherwise voluntarily retracted by the user who submitted the content, or BBB no longer believes the review is authentic. BBB Business Profiles are subject to change at any time. If you choose to do business with this company, please let them know that you checked their record with BBB.

As a matter of policy, BBB does not endorse any product, service or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation. BBB charges a fee for BBB Accreditation. This fee supports BBB's efforts to fulfill its mission of advancing marketplace trust.

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Educational-Site-823

## Wave Energy = Scam

Got approached at my door saying that they service the area's gas lines. I asked if this is a mandatory sign up I hadn't received yet and the seller (who at the time I thought to be pge) said yes this is a requirement for everyone in the neighborhood.

Got swindled embarrassingly. Looking at reddit people have been saying that these people simply are offshoots of pge and cost the same if not more.

I called to cancel and was on hold for 30 min. I then ended and called and chose the option to sign up, I got patched through after about 2 minutes. **HUGE SCAM.** Currently on hold to get this cancelled, I've heard others have been able too. Hoping to be so lucky.

Anybody else experience this? I'm in Carmichael, CA.

Also for anyone wanting to cancel here is their info:

<https://waveenergyservices.com/contact-us/>

## Address

377 Valley Road Suite 2520 Clifton NJ 07013

## Phone





Discuss w...

Ask

Open App

[← Return to Search Results](#)**thankyoushade** · 1y ago

I also fell for it, opened the door and signed up. Closed the door and immediately knew how stupid it was. Did research and only confirmed it. That happened this past Friday just before 5pm; their customer service is M-F 9-5, and you can bet I called Monday at 9:01am.

My experience: my first call I used the option to cancel the account, don't bother. I was immediately on hold for over 15 minutes before I hung up and called again and used the option to sign up. I was on hold for just over 5 minutes before speaking to a person. The person helping me took my information and read things back to me incorrectly four different times, including the incredibly long number on the very last line of the contract they sent me. After I clearly confirmed the correction, she tried to tell me I would have to wait 3-5 days to cancel but I told her the contract says I have 3 business days to cancel before service begins. She didn't even try to argue or acknowledge the **lie** she just moved on to the next part of the process. She asked me why I was cancelling, and when I said I had done research and decided not to utilize them, she started rapidly listing numbers and dollars per watt to say how much benefit I would get, and that I all of a sudden qualified for a hundred dollar gift card. I had to tell her two more times that I am calling to cancel and I have already decided. She then told me that there is a cancellation fee applied to my PG&E bill, but when I flat out told her the contract doesn't say that so it's a lie, she said it doesn't matter because she'll waive it for me anyway. She



Discuss w...

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r/fresno • 8mo ago

**WAVE ENERGY SCAM**

86 35



r/Sacramento • 1y ago

**Wave Energy scam!!!**

92 34



r/sustainability • 5y ago

**Wave energy has massive potential**

869 53



r/SanJose • 6mo ago

**STATEWISE ENERGY SCAM**

137 48



r/Scams • 5mo ago

**WAVE ENERGY SCAM- from an ex employee**

7 9



r/AudioPlugins • 5mo ago

**Why do they say buying from Waves is a scam?**

22 69



r/Sacramento • 6mo ago

**WAVE SCAM**

66 35



r/GMail • 4y ago



### New posts



**Teresa Bailey**

Mar 1, 2025 · 🌐

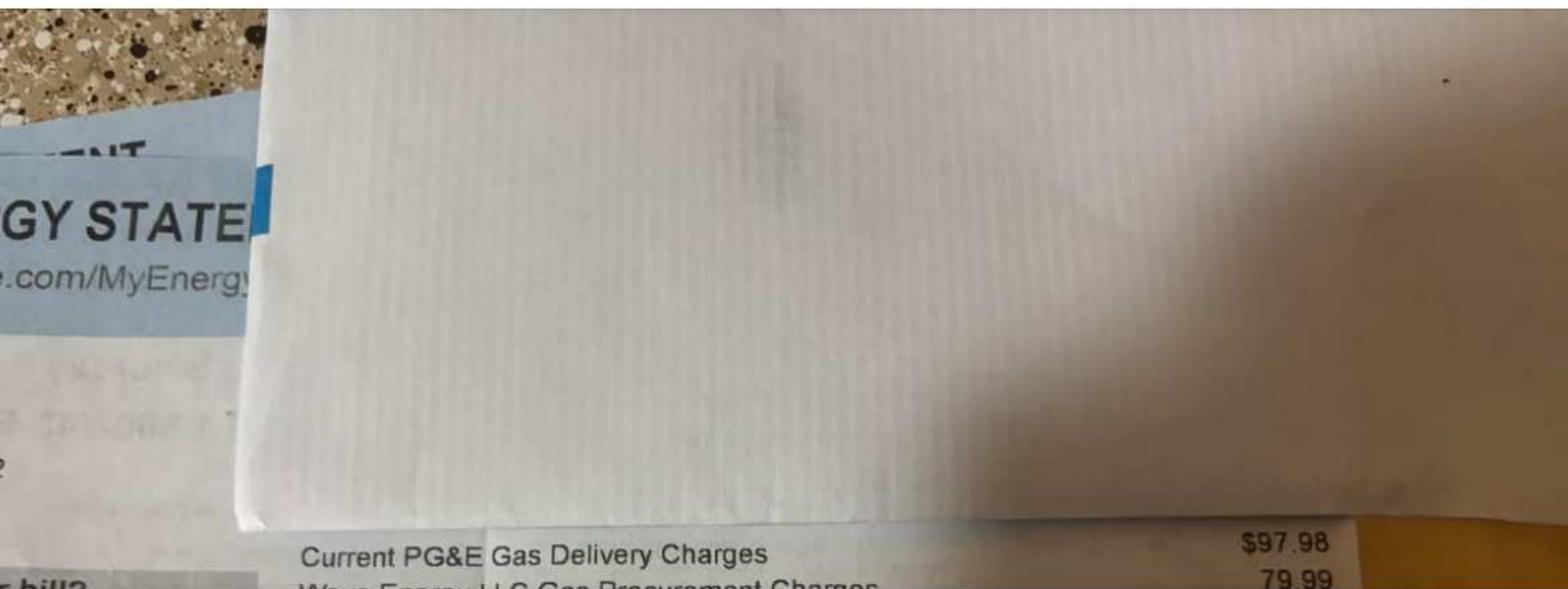


Does anyone know what (Wave energy LLC gas procurement charges) is? The last 2 PGE bills it's suddenly on my bill- charging me almost as much as my entire pge gas bill. I live in a little apartment and this is ONLY gas.

I get electric through Gridley Miniciple. Usually my gas bill with pge is around \$100 (during winter months) suddenly it's almost doubled becuae of the (Wave energy LLC gas procurement charges) ?? Help please any info welcome

I called pge they wouldn't give me any info just continied to tell me I'd have to call wave energy. Which is closed.

Nobody has come to my door called me on the phone -nothing in the mail. The only thing I've signed up for at all related to pge is care program they offer.



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Reels



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Notifications



Profile

## Filter and sort by

### Initial Complaint

**Date:** 11/22/2025

**Type:**  Service or Repair Issues

**Status:**  Unanswered

I signed up to get gas from this company because they claimed I wouldn't be charged for gas delivery charges. That was **a lie**. That was the only reason I signed up with them. I called them about it and they didn't explain why they misrepresented that information. I called them to cancel on 10/09/2025, before the end of a billing cycle. They said my next bill would be prorated. Now, I got my bill and the charges for 10/15-11/13 are still the full price and not prorated. At this point, I should not be charged anything for 10/15-11/13 because that was the billing cycle after the cancellation.

### Initial Complaint

**Date:** 10/28/2025

**Type:**  Service or Repair Issues

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## Initial Complaint

**Date:** 10/28/2025

**Type:**  Service or Repair Issues

**Status:**  [Unanswered](#)

In August a door sales man by the name of [REDACTED] came to my door. He told me that PG&E was going out of business and the new provider for gas services is named Wave Energy, he then told me he could assist me with transferring my services if I logged into my online account. He logged in and updated somethings. He then tells me to follow the steps that were texted to my phone and left. This month ( October) I received a bill from PG&E with an additional charge of 79.99\$ for a service from Wave Energy on top of the 59.00\$ PG&E was charging. I called Wave and cancelled the service based on fraudulent and deceptive sales tactics. They cancelled my account and told me they will still be charging my account the additional fees for last month and for the next 30 days. I asked to speak with a manager by the name of [REDACTED] who then told me they have a recording of me stating I acknowledge the agreement. I explained to him I would of never agreed to this service if I wasn't told PG&E was going out of business. I let the manager [REDACTED] know I would be submitting a complaint with BBB because this was fraud. I work for the [REDACTED] and deal with these situations all the time. Please help

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## Initial Complaint

**Date:** 08/04/2025

**Type:**  Service or Repair Issues

**Status:**  Unanswered

On 12-07-2024 @ 03:34:21 pm, I was duped into signing a contract with **Wave Energy LLC**. They claim to work with PG&E to save me money. After having a chance to review the contract I realized that this was not such a good deal after all. On 12-09-2024 at 11:09, I cancelled the contract with Donna. I was assured that it would be cancelled. On 12-23-2024, I contacted Wave, because I received a notice from PG&E informing me that they received a request to change my service. I told them again then that I had cancelled and that nothing would happen. I even had my cancellation notice confirmation on 12-10-2024@6:04am confirming that. Well here it is, end of July, and I decided to finally look at my bill to see why it was so high. Assuming because of the hikes they've been mentioning is the reason why. But imagine my shock when I see Wave, and somebody named Ava on my bill. I was so upset, I couldn't see straight, and they agitated my MS. I have called, and they are trying to say this is my fault. How, when I cancelled. I'm being doubled billed for PG&E, thru no fault of my own. And now this person Shaun, that I spoke to today is saying they cancelled me a

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