

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



**FILED**  
03/30/26  
04:59 PM  
**C2603034**

Robert Howe and Thuy Howe,

Complainants,

vs.

San Diego Gas and Electric Company (U902E),

Defendant.

**(ECP)**

Expedited Complaint  
(Rule 4.6)

COMPLAINANTS	DEFENDANT
Robert Howe and Thuy Howe 14180 Woodcreek Road Poway CA 92064 T: 858-926-9415 E-mail: <a href="mailto:theteamhowe5@gmail.com">theteamhowe5@gmail.com</a>	San Diego Gas and Electric Company (U902E) Attn: Greg Anderson, Regulatory Tariff Manager 8330 Century Park Court, CP32F San Diego CA 92123 T: 858-654-1717 E-mail 1: <a href="mailto:ganderson@sdge.com">ganderson@sdge.com</a> E-mail 2: <a href="mailto:SDGETariffs@sdge.com">SDGETariffs@sdge.com</a>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Robert Howe and Thuy Howe

COMPLAINANT(S)

vs.

(B) San Diego Gas & Electric Company (SDG&E)

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
Robert Howe	14180 Woodcreek Rd	858-926-9415
Thuy Howe	14180 Woodcreek Rd	858-829-2340

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
: San Diego Gas & Electric Company	: 8330 Century Park Court, San Diego, CA 92123	800-411-7343

**(F)**

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

This complaint concerns excessive and inaccurate electric True-Up charges billed by SDG&E from 2020 through May 2025.

Despite repeated customer notice and informal complaints (Nos. 694403 and 706822), SDG&E failed to investigate or test a malfunctioning meter. Billing records showed impossible usage patterns, including significant overnight consumption during periods of complete non-occupancy.

SDG&E replaced the meter on May 11, 2025.

After replacement, usage reporting normalized and Complainants received credits, confirming prior billing inaccuracies..

**(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):

Refund of overbilled True-Up charges totaling \$9,188.41

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.  
Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09): \_\_\_\_\_  
Hearing (Example: 7/1/09): \_\_\_\_\_

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

**(H)**

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

WHEREFORE, Complainants respectfully request that the Commission:

1. Find SDG&E billed inaccurate True-Up charges due to faulty metering;
2. Order reimbursement of \$9,188.41 for years 2020 - 2025;
3. Grant any further relief deemed just and proper.

**(I)**

**OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

theteamhowe5@gmail.com

**(J)**

Dated Poway, California, this 03 day of 05, 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: \_\_\_\_\_

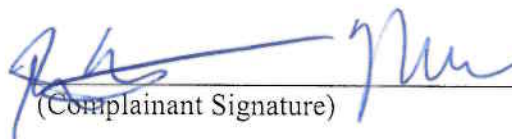
VERIFICATION  
(For Individual or Partnerships)

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 03/05/26, at Poway, 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

03/05/2026

\_\_\_\_\_  
Date

Robert Howe and Thuy Howe

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

**Complainants:** Robert Howe and Thuy Howe  
**Respondent:** San Diego Gas & Electric Company  
**Account:** 1498377773  
**Informal Complaints:** 694403, 706822  
**Amount:** \$9,188.41

**Statement:**

Complainants challenge excessive and inaccurate electric True-Up charges billed by SDG&E from 2020 through May 2025. Despite repeated customer notice and documented anomalies, SDG&E failed to investigate or test the meter and never contacted Complainants during this five-year period.

Billing showed impossible usage patterns, including significant overnight consumption during complete vacancy (12/23/24–1/3/25) with no occupants, EV charging, HVAC use, or household activity. SDG&E nevertheless attributed usage to EV charging without evidence.

SDG&E replaced the meter on May 11, 2025. Immediately thereafter, usage reporting normalized, solar and battery offsets aligned correctly, and Complainants posted a negative balance. As of January 15, 2026, the annual True-Up is \$0.00 with a \$617.53 credit, confirming prior meter malfunction.

Informal findings also relied on an incorrect service address, impairing investigation. Despite requests for rebilling submitted May 15, 2025, SDG&E provided no written explanation.

**Relief Requested:**

Reimbursement of \$9,188.41 and any further relief deemed just and proper.

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**Exhibit B – Excess True-Up Charges**

**Year True-Up Charged**

2020 \$500.00

2021 \$937.00

2022 \$1,728.97

2023 \$1,593.22

2024 \$1,891.02

2025 \$2,538.20

**Total \$9,188.41**

**Basis:**

Charges incurred during period of inaccurate metering, confirmed by immediate normalization after meter replacement on May 11, 2025.

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
FORMAL COMPLAINT (EXPEDITED – REGULAR COMPLAINT)**

Complainants: Robert Howe and Thuy Howe

Respondent: San Diego Gas & Electric Company (SDG&E)

Account Number: 1498377773

Informal Complaint Nos.: 694403 and 706822

Amount in Dispute: \$9,188.41

Summary of Complaint:

This Expedited Formal Complaint concerns excessive and inaccurate electric True-Up charges billed by SDG&E from 2020 through May 2025 due to malfunctioning metering. Following meter replacement on May 11, 2025, billing normalized and credits were issued, confirming prior inaccuracies. Complainants seek reimbursement of \$9,188.41.

*Dated: 2026-03-05*



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**Fwd: "REQUEST TO CONSIDER NEW EVIDENCE."**

1 message

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**Robert & Thuy Howe** <theteamhowe5@gmail.com>  
To: Karina.Vargas@10news.com

Wed, Feb 11, 2026 at 1:45 PM

**Subject:** Follow-up to SDG&E Meter Investigation Story

In reference to your SDG&E meter story yesterday, I wanted to share my experience, which has been ongoing since 2020.

Due to significant overcharging, I was forced to invest an additional **\$50,000** in upgrades to my existing solar system in 2022 in an effort to offset inaccurate billing. In **May 2025**, SDG&E replaced our electric meter, and immediately **all overcharging stopped**.

I provided SDG&E with documentation showing **fictitious charges**, and SDG&E later acknowledged that they had been billing us based on an **average consumption rate**, rather than calculating our actual usage and the energy we were returning to the grid. As a result, they issued a **\$733 credit**, despite the fact that we have been overcharged by **nearly \$10,000** at true-up since 2019.

We currently have an open case with the **California Public Utilities Commission (CPUC)**; however, it was prematurely closed after SDG&E incorrectly stated that they do not provide electrical service to our address. This conclusion was due to a **zip code typo**, even though our **SDG&E account number was clearly included** in the original complaint.

Any assistance would be greatly appreciated. If this matter cannot be resolved through the CPUC, my next step will be **small claims court**.

I believe this issue is alarming, as SDG&E appears to be charging customers an **average consumption rate when a meter is offline**, which could be affecting many customers who are unaware or not closely reviewing their bills.

Thank you for your time and consideration.

**Robert and Thuy Howe**

----- Forwarded message -----

From: **Robert & Thuy Howe** <theteamhowe5@gmail.com>  
Date: Wed, Feb 11, 2026 at 1:31 PM  
Subject: Re: "REQUEST TO CONSIDER NEW EVIDENCE."  
To: <Nyjel.Alexander@cpuc.ca.gov>  
Cc: <consumer-affairs@cpuc.ca.gov>

**California Public Utilities Commission**

**Consumer Affairs Branch (CAB) – Energy Utility Complaint** - Informal complaint number: **706822 - Additional information**

## Utility Company

**San Diego Gas & Electric (SDG&E)**

## Type of Utility

- Electric
  - Net Energy Metering (Solar)
- 

## Complainant Information

**Name:** Robert Howe

**Service Address:** Poway, California

**Account Holder:** Robert & Thuy Howe

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## Nature of the Complaint

**Incorrect Billing / Meter Failure / Net Energy Metering / True-Up Dispute**

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## Complaint Summary (CPUC-Style Abstract)

I am filing this complaint due to **multi-year incorrect electric billing by SDG&E caused by a malfunctioning electric meter**, resulting in **significant overbilling and inflated true-up charges** between **2019 and early 2025**.

After SDG&E replaced the failed meter in early 2025, my monthly electric bills immediately shifted from regular charges to **net credits**, confirming that prior bills were **based on estimates rather than actual consumption or production**. Despite this, SDG&E has issued only a **partial credit of \$733**, which does not reasonably reflect the scope or duration of the billing error.

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## Detailed Description of the Issue

### 1. Solar System History

- Solar system installed in **2015** (27 panels).
- System expanded in **February 2023** to **35 panels with a Sonnen battery backup**.
- From **2016–2018**, annual true-up charges were consistently **under \$200**, demonstrating accurate billing and expected system performance.

### 2. Billing Errors Begin (2019)

- Beginning in **2019**, SDG&E electric bills and true-ups increased significantly despite no corresponding increase in household consumption.
- I contacted SDG&E multiple times and was advised that billing was “accurate.”

### 3. Meter Failure and Discovery (2025)

- In **early 2025**, SDG&E replaced my electric meter after it **failed completely**.
- Following replacement:
  - Monthly bills immediately shifted from approximately **\$200 in charges** to **net credits averaging ~-\$120/month**.

- This confirmed that SDG&E had been **billing my account using estimated averages**, not actual usage.

#### 4. Financial Impact

True-up charges during the affected period include:

- **2022:** \$1,728.97
- **2023:** \$1,593.22
- **2024:** \$1,891.02
- **2025:** \$2,538.20

These charges are inconsistent with:

- Historical pre-2019 billing
- Post-meter-replacement billing
- Solar system capacity and production data

#### 5. SDG&E Resolution Offered

- SDG&E conducted a review and issued only a **\$733 credit**.
- SDG&E stated that historical meter data prior to 2022 was unavailable.
- No explanation was provided for why estimated billing continued for years without notification or correction.

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#### Why This Is Unreasonable

- A utility's failure to maintain a functioning meter **cannot be used to justify estimated billing over multiple years**, especially when it materially disadvantages the customer.
- The immediate billing correction after meter replacement is strong evidence that prior bills were inaccurate.
- The partial credit does not reasonably correlate with the financial harm incurred.

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#### Resolution Requested

I respectfully request that the CPUC require SDG&E to:

1. **Recalculate or reimburse true-up charges dating back to 2019**, or
2. Apply a **good-faith billing adjustment** based on post-meter-replacement usage trends, and
3. Provide a written explanation detailing:
  - Why estimated billing was used
  - Why the malfunctioning meter was not identified sooner
  - How the \$733 credit was calculated

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#### Supporting Documentation Available

- SDG&E billing statements
- Post-meter-replacement billing records
- Solar production reports (SunPower)
- Correspondence with SDG&E
- Timeline exhibit and executive summary

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## Certification

I certify that the information provided above is true and correct to the best of my knowledge.

Robert and Thuy Howe

14180 Woodcreek Rd

**Poway, Ca 92064**

Account info:

San Diego Gas and Electric - #1498377773

Informal complaint number:**706822**

On Fri, Jan 30, 2026 at 10:18 AM Robert & Thuy Howe <[theteamhowe5@gmail.com](mailto:theteamhowe5@gmail.com)> wrote:

Hope all is well,

Still awaiting a response that this process is set in motion.

Thank you,

Robert and Thuy Howe

14180 Woodcreek Rd

**Poway, Ca 92064**

Account info:

San Diego Gas and Electric - #1498377773

Informal complaint number:**706822**

On Mon, Jan 26, 2026 at 1:40 PM Robert & Thuy Howe <[theteamhowe5@gmail.com](mailto:theteamhowe5@gmail.com)> wrote:

Forwarding for visibility - Thank you for your time,

Robert and Thuy Howe

14180 Woodcreek Rd

Poway, Ca 92064

Account info:

San Diego Gas and Electric - #1498377773

Informal complaint number:**706822**

----- Forwarded message -----

From: **Wilson, Brittnay** <[Brittnay.Wilson@cpuc.ca.gov](mailto:Brittnay.Wilson@cpuc.ca.gov)>

Date: Mon, Jan 26, 2026 at 1:24 PM

Subject: Automatic reply: [EXTERNAL] Fwd: "REQUEST TO CONSIDER NEW EVIDENCE."

To: Robert & Thuy Howe <[theteamhowe5@gmail.com](mailto:theteamhowe5@gmail.com)>

Hello,

I am currently out of the office. If you require immediate assistance during my absence, please contact my manager Nyjel Alexander.

Sincerely,

**Brittnay Wilson**

Staff Services Analyst

----- Forwarded message -----

From: **Robert & Thuy Howe** <[theteamhowe5@gmail.com](mailto:theteamhowe5@gmail.com)>  
Date: Mon, Jan 26, 2026 at 1:22 PM  
Subject: Fwd: "REQUEST TO CONSIDER NEW EVIDENCE."  
To: <[consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov)>  
Cc: Wilson, Brittnay <[Brittnay.Wilson@cpuc.ca.gov](mailto:Brittnay.Wilson@cpuc.ca.gov)>

Good Afternoon,

Called in on 1/8/26 for an update and was told that my appeal was being processed. Called in for an update today 1/26/26 and spoke with Michael - No status available. Was instructed to resend the original email.

Respectfully,

Robert and Thuy Howe  
14180 Woodcreek Rd  
Poway, Ca 92064  
Account info:  
San Diego Gas and Electric - #1498377773  
Informal complaint number:**706822**

----- Forwarded message -----

From: **Robert & Thuy Howe** <[theteamhowe5@gmail.com](mailto:theteamhowe5@gmail.com)>  
Date: Mon, Dec 22, 2025 at 12:35 PM  
Subject: "REQUEST TO CONSIDER NEW EVIDENCE."  
To: <[consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov)>  
Cc: Wilson, Brittnay <[Brittnay.Wilson@cpuc.ca.gov](mailto:Brittnay.Wilson@cpuc.ca.gov)>

Robert and Thuy Howe  
14180 Woodcreek Rd  
Poway, Ca 92064  
Account info:  
San Diego Gas and Electric - #1498377773  
Informal complaint number:**706822**

Good Morning,

- CAB made a mistake in the facts in the case:

In regards to SDG&E's findings,

**San Diego Gas & Electric Company** conducted an investigation following the filing of your complaint and reported that SDG&E does not provide electric service for the City of Brandeis listed as the service address in the complaint.

**Please correct our home address:**

Robert and Thuy Howe  
14180 Woodcreek Rd  
**Poway, CA 92064**

**True-Up on 1-15-2026 is at \$0.00**

More evidence that we have been overcharged at TrueUp since 2020. Once the meter was replaced, our energy reporting / billing was corrected. Below are screen captures from our current bill. Our True-up in January of 2026 for the billing cycle of 2025 will be **\$0.00** with a **credit of \$617.53**. This further acknowledges the errors dating back to 2020 when we first requested assistance from SDG&E in regards to our excessive TrueUp. As you can see, it got worse and worse until they finally changed out the meter in May of 2025.



Account: 0014983777738

**Amount Due**

**\$0.00**

No Payment Due

[View Bill History](#)

[Make a Payment](#)

Current Balance: **-\$617.53**

[Enroll in Auto Pay](#)

Your account will true-up on Jan 15, 2026.

**SDG&E Net Energy Metering Summary**

Dec 17, 2025



YTD NEM Balance

**-\$161.69**

Running total of NEM charges minus applied credits and payments

Remaining Credits

**-\$27.18**

Credits that can be used to offset future charges within current true-up period

True-Up

**1 month**

Remaining time until current true-up period ends, and NEM balance is settled

Billing Version: NEM 2.0

As compared to our past TrueUps:

2020: **\$500.00**

2021: **\$937.00**

2022: **\$1728.97**

2022/2023 **Installation of Sonnen Battery Back up, 8 additional panels (Now 35 total panels)**

2023: **\$1593.22**

2024: **\$1891.02**

2025: **\$2538.20**

**Total: \$9188.41**

Thank you in advance for your assistance in this matter.

Happy Holidays,  
Robert and Thuy Howe  
14180 Woodcreek Rd  
**Poway, Ca 92064**


Account info:  
San Diego Gas and Electric - #1498377773  
Informal complaint number:**706822**

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RE: [EXT] RE: SDG& E not synching up with Sunpower - 14180 woodcreek rd Poway, CA 92064

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**From** Casey Lockwood <clockwood@bakerhomeenergy.com>  
**Date** Fri 2/4/2022 11:19 AM  
**To** Robert Howe <lawdog12571@gmail.com>  
**Cc** Robert Howe <rhowe@qualcomm.com>; Thuy Howe <thuy.howe@gmail.com>

 1 attachment (3 MB)  
Howe - PV, ESS - Baker Proposal V2.pdf;

**WARNING:** This email originated from outside of Qualcomm. Please be wary of any links or attachments, and do not enable macros.

Good morning,

Yes you can add the 6 panels!

I think you are already on a time of use rate plan for the electric cars, you won't notice much of a difference with the rate plan. But technically, there is a change from NEM 1 to NEM 2.

I added a 2<sup>nd</sup> page for the solar option into the same proposal.

**BAKER ELECTRIC**  
**HOME ENERGY**

Casey Lockwood | Internal Energy Analyst  
clockwood@bakerhomeenergy.com  
Desk: 1.760.317.5016 Mobile: 1.760.670.8541

Phone: 1.877.578.8080 | 2120 Harmony Grove Rd. | Escondido, CA 92029 | [www.bakerhomeenergy.com](http://www.bakerhomeenergy.com)

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**From:** Robert Howe <lawdog12571@gmail.com>  
**Sent:** Wednesday, February 2, 2022 9:24 PM  
**To:** Casey Lockwood <clockwood@bakerhomeenergy.com>  
**Cc:** Robert Howe <rhowe@qualcomm.com>; Thuy Howe <thuy.howe@gmail.com>  
**Subject:** Re: [EXT] RE: SDG& E not synching up with Sunpower - 14180 woodcreek rd Poway, CA 92064

**[External Email]**

Please report any suspicious attachments, links, or requests for sensitive information.

We moved the pool solar to the north side of the house. Can we add 6 panels?

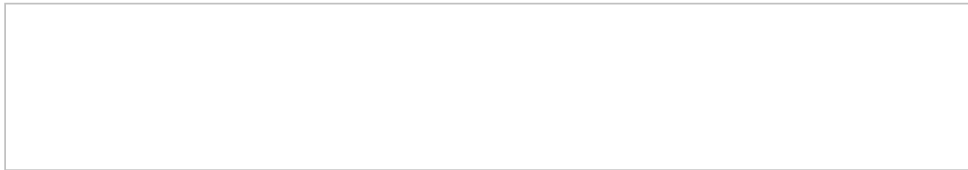
Robert

On Tue, Feb 1, 2022, 8:26 PM Casey Lockwood <[clockwood@bakerhomeenergy.com](mailto:clockwood@bakerhomeenergy.com)> wrote:

Hi Robert,

Sorry I didn't reply earlier today. I thought I sent this over to you last week,  
Attached is a proposal for a couple of solar panels like we spoke about and then your Tesla Powerwall options.

And sorry you didn't get my email from a couple days ago, this didn't go through?



We're solidly committed to safe and responsible business. Learn more: <https://www.bakerhomeenergy.com/covid-19>



Casey Lockwood | Internal Energy Analyst  
[clockwood@bakerhomeenergy.com](mailto:clockwood@bakerhomeenergy.com)  
Desk: 1.760.317.5016 Mobile: 1.760.670.8541

Phone: 1.877.578.8080 | 2120 Harmony Grove Rd. | Escondido, CA 92029 | [www.bakerhomeenergy.com](http://www.bakerhomeenergy.com)

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**From:** Robert Howe <[rhowe@qualcomm.com](mailto:rhowe@qualcomm.com)>  
**Sent:** Monday, January 24, 2022 2:49 PM  
**To:** Amanda Bailey <[abailey@bakerhomeenergy.com](mailto:abailey@bakerhomeenergy.com)>; Casey Lockwood <[clockwood@bakerhomeenergy.com](mailto:clockwood@bakerhomeenergy.com)>  
**Cc:** Robert Howe <[lawdog12571@gmail.com](mailto:lawdog12571@gmail.com)>; Thuy Howe <[thuy.howe@gmail.com](mailto:thuy.howe@gmail.com)>  
**Subject:** [EXT] RE: SDG& E not syncing up with Sunpower - 14180 woodcreek rd Poway, CA 92064

**[External Email]**

Please report any suspicious attachments, links, or requests for sensitive information.

+ Casey Lockwood [clockwood@bakerhomeenergy.com](mailto:clockwood@bakerhomeenergy.com)

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**From:** Robert Howe  
**Sent:** Monday, January 24, 2022 2:34 PM  
**To:** Amanda Bailey <[abailey@bakerhomeenergy.com](mailto:abailey@bakerhomeenergy.com)>  
**Cc:** Robert Howe <[lawdog12571@gmail.com](mailto:lawdog12571@gmail.com)>  
**Subject:** SDG& E not syncing up with Sunpower - 14180 woodcreek rd Poway, CA 92064

Good Afternoon,

I am not happy with SDG&E and hoping you can help. They are not providing accurate Power Generation #'s for our system @ 14180 woodcreek rd – Poway Ca 92064. I was hoping you guys can help us out.

This capture below is very black and white. But I have also attach our 2021 SDG&E CVS file. Its not adding up?


Month	Start Time	Duration	Consumption	SDG/E Generation	Net	SPWR Gen
<b>Jan Total</b>			924.26	<b>588.205</b>	336.055	<b>632.1</b>
<b>Feb Total</b>			804.675	<b>762.715</b>	41.96	<b>917.5</b>
<b>Mar Total</b>			1102	<b>830.095</b>	271.905	<b>1122.3</b>
<b>Apr Total</b>			933.275	<b>909.875</b>	23.4	<b>1191.45</b>
<b>May Total</b>			879.01	<b>811.11</b>	67.9	<b>1196.5</b>
<b>Jun Total</b>			855.085	<b>843.26</b>	11.825	<b>1254.7</b>
<b>Jul Total</b>			1254.39	<b>817.71</b>	436.68	<b>1274.6</b>

<b>Aug Total</b>	1395.56	<b>771.77</b>	623.79	<b>1165.7</b>
<b>Sept Total</b>	1211.46	<b>655.215</b>	556.245	<b>1091.3</b>
<b>Oct Total</b>	1050.22	<b>602.58</b>	447.64	<b>968.3</b>
<b>Nov Total</b>	947.375	<b>574.22</b>	373.155	<b>855.2</b>
<b>Dec Total</b>	1155.165	<b>357.605</b>	797.56	<b>617.3</b>
<b>Grand Total</b>	12512.475	<b>8524.36</b>	3988.115	<b>12502.24</b>

They are saying that we only produced 8524.36 kwh when we generated 12505.24 kwh? How can we get this fixed with SDG & E. Our average has been well over 12K kwh a year since 2015. They are saying that we are wrong – Not producing what Sunpower says we are?

Thank you,

Robert Howe

email-sign\_OneIT\_DarkBlue

# SUMMARY: INFORMAL APPEAL

1 message

**Robert & Thuy Howe** <theteamhowe5@gmail.com>  
To: christine.toledo@cpuc.ca.gov

Mon, Sep 29, 2025 at 11:11 PM

## INFORMAL APPEAL

Informal complaint number; 694403

Good evening,

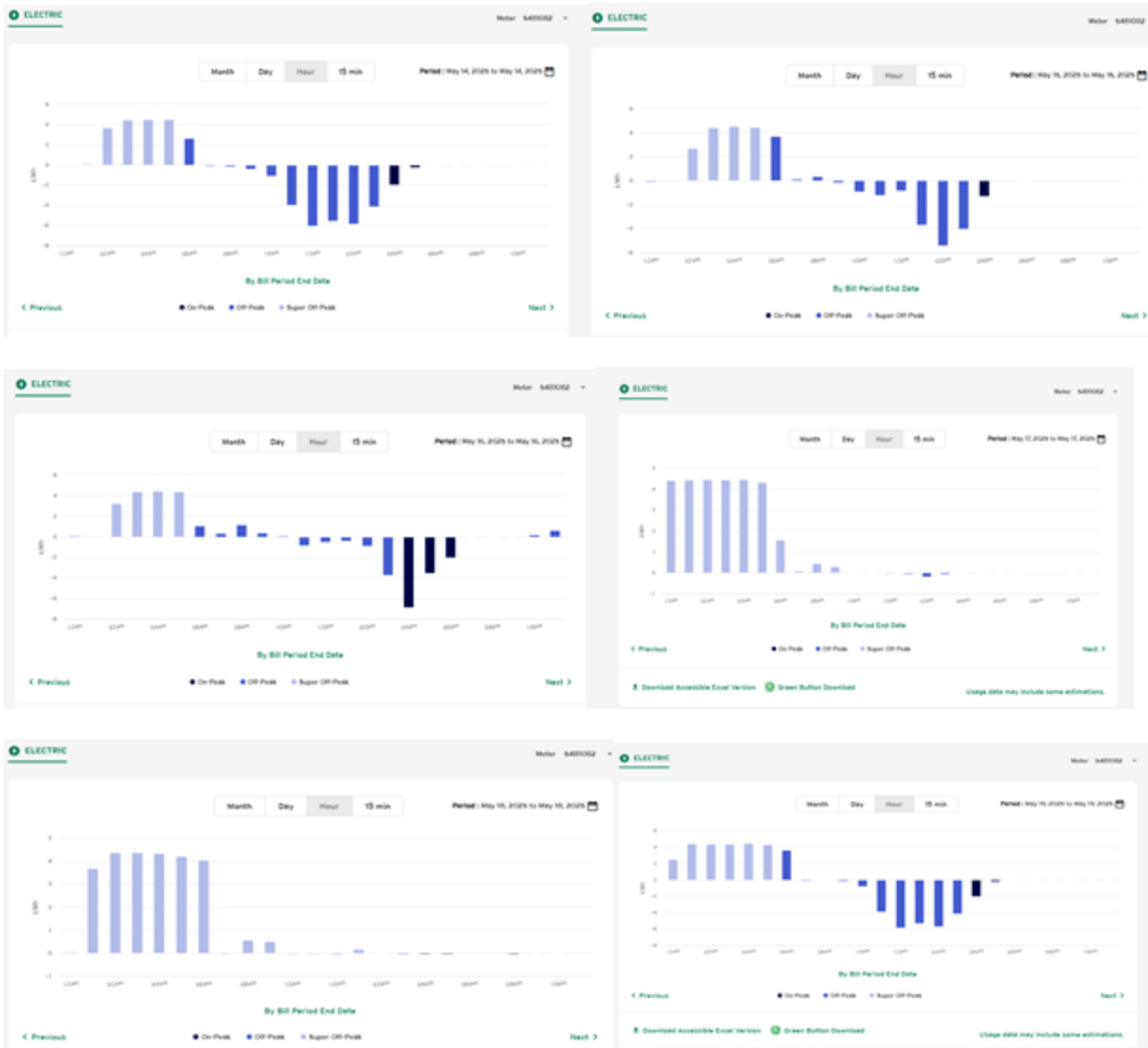
First and foremost, not once were we ever contacted by SDG&E during this entire 5 year process. We called in for updates and questions. Not once did anyone from SDG&E ever suggest taking a look at the meter? Why is that, if they are actively sending us a bill that is from another time when the meter was in good working condition? They are acknowledging a problem by sending us a fictitious bill! Below are snap shots of what I had been concerned about since 2020 that potentially got worse when we added 8 more panels and a battery backup to combat the steadily climbing True Ups. I was able to articulate the billing errors when we were out of town from December 23rd 2024 to January 3rd 2025. There was nobody home. We did not have house sitters, and our EV was not plugged in! There is excessive usage that was previously explained to us that HAD to be our EV charging. We started charging our car in January of 2023 at 12am to help combat that report. However, If we are not home and the car is not plugged in from 12/23/24 to 1/03/2025? Explain this activity? There is nothing running, No Heater, No AC, No EV. We have automated outdoor LED lights that turn on from 7pm to 11pm. They use little to no power. Please focus on the usage billing from 5pm to 6am daily?





Compare to the first week after the meter was changed. The meter was changed on May 11th of 2025. Look at the data and specifically the usage between 6pm and 8am.





Since the meter was replaced on 5/11/2025, there are little to no charges as the battery backup, power production and consumption reporting from the meter are now accurate. We had posted a negative balance of -160.00 through June 2025. Those fees add up over the course of a year and 100% explain the insane True-up Fees. we had to pay in 2020, 2021, 2022, 2023, 2024 and 2025. We had to ask for a rebilling / reimbursement of our Trueups on 5/15/2025, We had to wait 90days before any agent was assigned to it, then we had to ask for an expedited rebilling. I had to call again in August for and update and was informed that the rebilling was complete. Never received a phone call or letter from SDG&E explaining their findings.

The time I have spent doing SDG&E's job has been exhausting. But the problem is resolved. The issue was a malfunctioning meter the SDG&E knew was not reporting properly and let it go. So frustrating as I called month after month after month. We just want our TRUEUPS reimbursed:

2020: \$500.00  
 2021: \$937.00  
 2022: \$1728.97  
 2023: \$1593.22  
 2024: \$1891.02  
 2025: \$2538.00  
 Total: **\$9187.81**

Thank you for your time,

Robert and Thuy Howe



Re: [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

From Casey Lockwood <clockwood@bakerhomeenergy.com>  
Date Wed 6/25/2025 8:43 AM  
To Robert Howe <rhowe@qualcomm.com>

**WARNING:** This email originated from outside of Qualcomm. Please be wary of any links or attachments, and do not enable macros.

Wow

Bitter sweet.  
I like your persistence and perseverance.

From my understandings with SDGE's mistakes, they are pretty good at refunds for incorrect billing.

It's very rare there is a meter failure, but with your experience, I think I'll be able to help identify it sooner if I see it again.

Thanks, and I got my fingers crossed for a good looking SDGE bill in the months to come.



**Casey Lockwood**  
Inside Sales Representative

2120 Harmony Grove Rd. | Escondido, CA | 92029  
p: [1760.317.5016](tel:17603175016) | m: [1760.670.8541](tel:17606708541)  
[clockwood@bakerhomeenergy.com](mailto:clockwood@bakerhomeenergy.com) | [www.bakerhomeenergy.com](http://www.bakerhomeenergy.com)  
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**From:** Robert Howe <rhowe@qualcomm.com>  
**Sent:** Tuesday, June 24, 2025 2:23 PM  
**To:** Casey Lockwood <clockwood@bakerhomeenergy.com>; c.anderson@sonnen-batterie.com <c.anderson@sonnen-batterie.com>  
**Cc:** Thuy Howe <thuy.howe@gmail.com>; Robert & Thuy Howe <theteamhowe5@gmail.com>; Robert Howe <rhowe@qualcomm.com>; Andy Gallagher <agallagher@bakerhomeenergy.com>; kfinely@bakerhomeenergy.com <kfinely@bakerhomeenergy.com>  
**Subject:** Re: [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

**CAUTION:** EXTERNAL EMAIL: Know Before You Click.

Some good news and some questions,

**First and foremost, Special Thank You to Chris Watson and Eddie Castro** for their time, patience and professionalism. Throughout this process they listened, stuck with it and ultimately were able to resolve the Battery Offline during power outage issue. Now we have a functioning back up battery when we do lose power! This was a **secondary** finding that we only recently became aware of during an SDG&E planned power outage.

**Priority 1 - Skeptical SDG&E billing must noticeably between 9pm and 2am.** As documented in emails and phone calls over the past 5 years, our outrageous true-up billing was simply not accurate. The first contact we made was to SDG&E requesting an explanation of why our bill went from a \$185.00 annual true-up in 2019, to \$500.00 in 2020, then to \$937.00 in 2021? They true-ups progressively got worse (True- up date January 23rd):

2022 - \$1728.97  
2022/2023 Installation of Sonnen Battery Back up, 8 additional panels (Now 35 total panels) and EV Charger  
2023 - \$1593.22  
**2024 - \$1891.02**  
**2025 - \$2538.20**

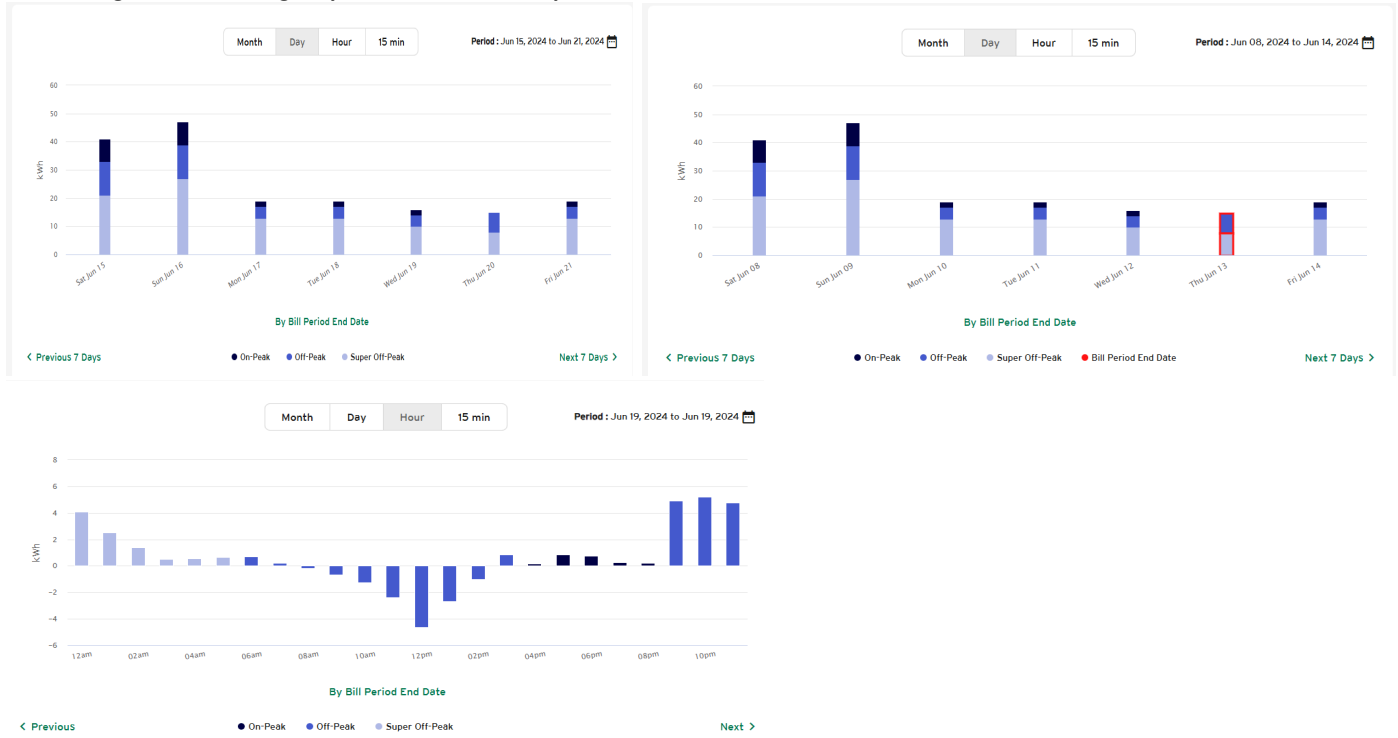
In 2019, SDG&E's explanation was that our net metering plan had changed, and we need to look at ways to be more energy conscious. In 2020 and 2021 we are told it was COVID-19. Working from home was the culprit for our higher true-up costs. Fed up with all the excuses and blame, we reached out to Casey / Baker Electric for a better solution. We were in the market for an EV so we decided to go with a Battery Backup, EV Charger and Extra 8 extra solar panels (Another \$50,000.00 after financing). The upgraded system went online in January of 2023 and we opted into the Sonnen VPP program. As you can see above, there was no change in our true-ups moving forward. In fact, it got worse. 2024 and 2025 were the highest to date. I reached out again to SDG&E and was directed to contact Baker Electric for possible issues with EV charging or Sonnen Battery backup issues. Reached out to Casey again but the general consensus was that it was our EV Charging ultimately causing the problem. Getting closer to the 2025 true-up, I had another look at our SDG&E bill between 12/23/24 and 12/31/24. We were out of town and our car was not plugged in. Nobody was home, minimal power use. However, the usage / charges between 9pm and 2am were the same and our power consumed during all hours of the day did not look right.

#### The Fix

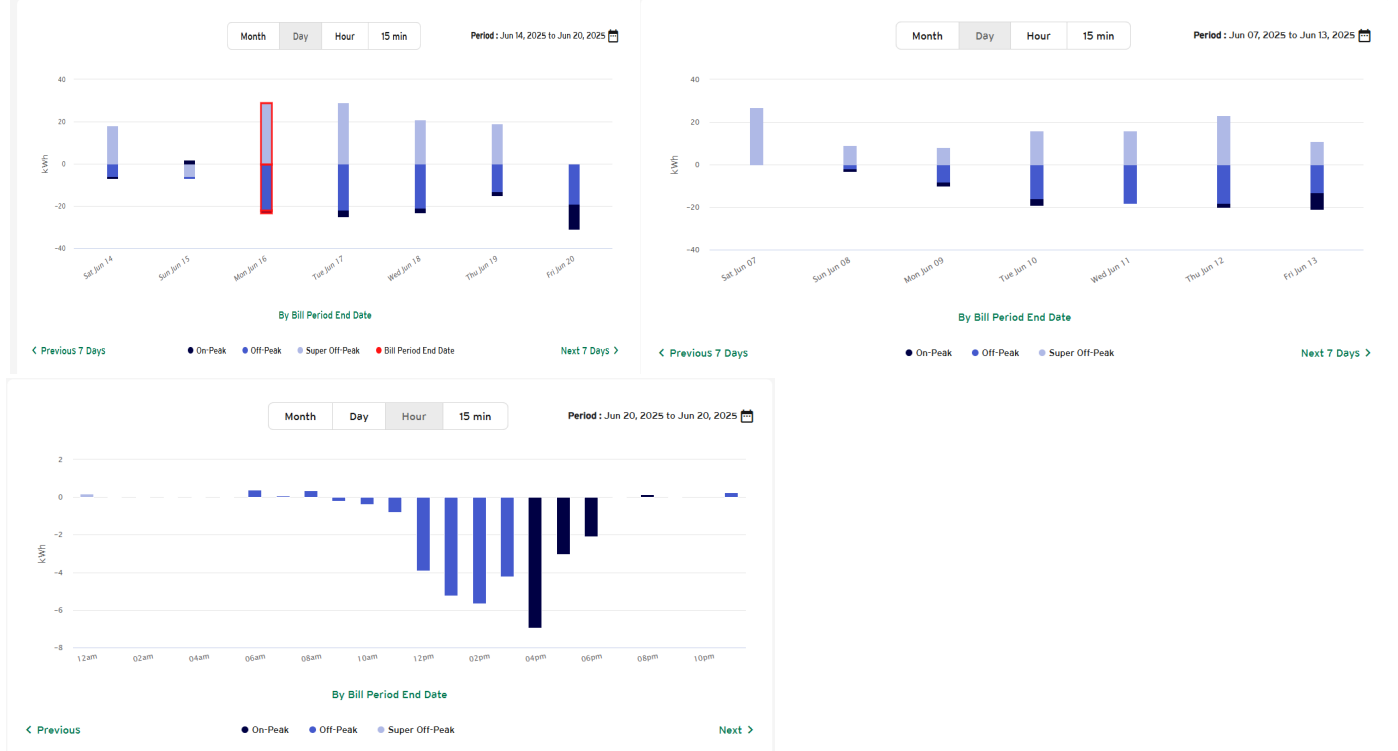
Ironically, our Sonnen Battery Backup did not come online during a planned power outage in April. Ultimately, we could not get all the power in our home back on after SDG&E restored power. I found the main breaker in the new Enphase box had tripped at some point during the planned outage. I was able to restore our power. In the meantime,

Baker scheduled a prioritized technician visit for the next day (THANK YOU!). As mentioned in the opening, Chris and Eddie were awesome. When preparing for their visit, I took a look at the SDG&E meter..... To my surprise, the meter was completely DEAD! Called SDG&E immediately and reported it. They actually tested remotely to tell me that it would need to be replaced 😞 The meter was replaced on May 4th. Below are snapshot comparisons before and after the meter replacement. Used similar weeks for June 2024 (Before) and June 2025 (After).

**2024 Billing statement usage report BEFORE meter replacement**



**2025 Billing statement usage report AFTER meter replacement**



Our projected bill for 2026 true-up is now going backwards. Our current true-up for JAN / 2026 was \$778.00. 5 weeks after the meter change, it is \$699.42 and descending. Already - \$59.48 for the next statement. SDG&E is in the process of re-billing us back to Jan 2022. It will be another 4 to 6 weeks before we see what that looks like. In closing, the reason for the outrageous billing / usage report that did not match our Sonnen App Data is that SDG&E will bill you an average rate from a pre-determined billing year when the meter is malfunctioning.

Questions:

How was the meter overlooked all this time?

What can be done to help prevent this from happening to another homeowner in San Diego?

Moving forward, There has to be a large number of homeowners that are experiencing this same issue. Please feel free to use our experience to help quickly resolve usage / billing discrepancies for homeowners with suspicious true-up concerns.

Thank you for your time - Respectfully,

Robert and Thuy Howe

---

**From:** Casey Lockwood <clockwood@bakerhomeenergy.com>  
**Sent:** Wednesday, April 30, 2025 11:18 AM  
**To:** Robert Howe <rhowe@qualcomm.com>; c.anderson@sonnen-batterie.com <c.anderson@sonnen-batterie.com>  
**Cc:** Thuy Howe <thuy.howe@gmail.com>  
**Subject:** Re: [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

**WARNING:** This email originated from outside of Qualcomm. Please be wary of any links or attachments, and do not enable macros.  
Totally understandable.

I have created a service ticket, you should be calling you to schedule a time to chat with a service coordinator.  
If they don't get a hold of you, you can try to reach our team at 877.578.8080

**BAKER**  
HOME ENERGY.

**Casey Lockwood**  
Inside Sales Representative

2120 Harmony Grove Rd. | Escondido, CA | 92029  
p: [1.760.317.5016](tel:17603175016) | m: [1.760.670.8541](tel:17606708541)  
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**From:** Robert Howe  
**Sent:** Wednesday, April 30, 2025 11:01 AM  
**To:** Casey Lockwood; c.anderson@sonnen-batterie.com  
**Cc:** Thuy Howe  
**Subject:** RE: [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

**CAUTION:** EXTERNAL EMAIL: Know Before You Click.

The issue is between 9pm and 12am,

The Sonnen Battery is charging from the grid @ over .40 cents a KWh. Then stops at midnight. I need that to change. I don't want the battery pulling power from the grid in the evening at all.

Robert and Thuy Howe

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**From:** Robert Howe <rhowe@qualcomm.com>  
**Sent:** Tuesday, April 29, 2025 9:18 PM  
**To:** Casey Lockwood <clockwood@bakerhomeenergy.com>; c.anderson@sonnen-batterie.com  
**Cc:** Thuy Howe <thuy.howe@gmail.com>  
**Subject:** Re: [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

Yes - EV TOU 5

Get [Outlook for iOS](#)

---

**From:** Casey Lockwood <clockwood@bakerhomeenergy.com>  
**Sent:** Tuesday, April 29, 2025 9:12 AM  
**To:** Robert Howe <rhowe@qualcomm.com>; c.anderson@sonnen-batterie.com <c.anderson@sonnen-batterie.com>  
**Cc:** Thuy Howe <thuy.howe@gmail.com>  
**Subject:** Re: [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

**WARNING:** This email originated from outside of Qualcomm. Please be wary of any links or attachments, and do not enable macros.  
Good morning,

Sorry it's been a bumpy ride here.

Let me speak with my team about the battery settings.

One thing on your end.... Are you on the EV TOU 5 rate plan with SDGE?  
This will give you much cheaper rates to charge overnight with.  
I can't get that applied for you, but certainly worth a call to SDGE.



**Casey Lockwood**  
Inside Sales Representative

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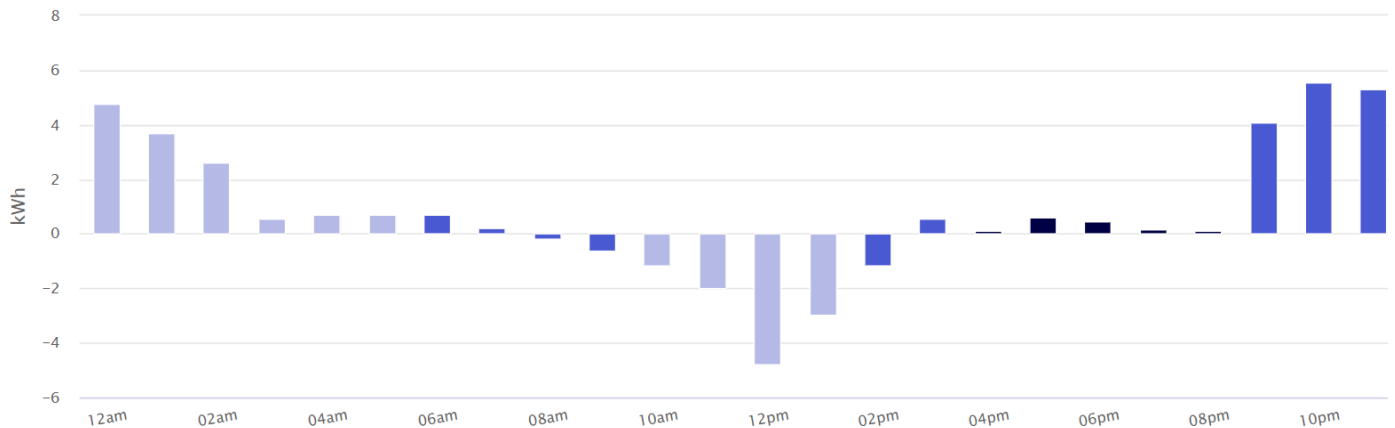
**From:** Robert Howe <[rhowe@qualcomm.com](mailto:rhowe@qualcomm.com)>  
**Sent:** Monday, April 28, 2025 3:21 PM  
**To:** [c.anderson@sonnen-batterie.com](mailto:c.anderson@sonnen-batterie.com) <[c.anderson@sonnen-batterie.com](mailto:c.anderson@sonnen-batterie.com)>  
**Cc:** Casey Lockwood <[clockwood@bakerhomeenergy.com](mailto:clockwood@bakerhomeenergy.com)>; Thuy Howe <[thuy.howe@gmail.com](mailto:thuy.howe@gmail.com)>  
**Subject:** [EXT] Sonnen Back up Battery pulling from the Grid 9pm to 2am - We need to turn this feature off!!

**CAUTION:** EXTERNAL EMAIL: Know Before You Click.

Good Afternoon,

I hope this email finds you all well. It's been a long 24-month journey trouble shooting why our SDG&E True-Up for the last 3 years has been close too 2K (2023/\$1593.22), 2024/\$1,891.63 and 2025/\$2,538.20). For the last 24 months, the Sonnen Battery has been pulling from the grid between 9pm and 2am every night. We do not start our EV Charge until 12am. We reached out to Casey at Baker Electric last spring and were redirected to the Sonnen Battery management [Find my sonnenBatterie](#). However, all efforts to turn off the Grid Charging from 9pm to 2am have failed. **PLEASE HELP.** We are charged 42 cents a KWh between 9pm and 12am from SDG&E. At the current .42 cents a KWh, this comes out to approximately \$2295.00 additional cost a year. Ironically, this cost is almost exactly what our true-up was for 2025 / \$2,538.20. The sonnen battery came online in March of 2023. We started the Vitual Power Plant program weeks after the battery backup came online.

1. Please help correct this with the Sonnen backup battery pulling from the grid between 9pm and 2am. We need to turn this feature off.
2. How do we get the \$4,429.83 back? The sole premise of adding 8 more panels (32 total) and a battery back up was to reduce our true-up close to \$0.00. The True-Up has almost doubled since the install in 2023.



Thank you and please help,



## PUBLIC UTILITIES COMMISSION

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



December 22, 2025

Robert Howe  
14180 Woodcreek Rd  
Brandeis CA 93064

**Subject: Commission File No: 706822 for Complaint with San Diego Gas & Electric Company**

Dear Robert Howe:

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

In your complaint to the CPUC you stated that SDG&E billed you for unusually high and unexplained usage for several years, even when no one was home and no appliances were running. You believe the meter was malfunctioning and say SDG&E failed to contact you or properly investigate despite your repeated calls. You report that after the meter was replaced in May 2025, your usage dropped to normal levels, which you believe confirms the issue, and you are requesting reimbursement of the True-Up charges you paid from 2020 through 2025.

**San Diego Gas & Electric Company** conducted an investigation following the filing of your complaint and reported that SDG&E does not provide electric service for the City of Brandeis listed as the service address in the complaint.

Based on the review of this information, CAB has determined that **San Diego Gas & Electric Company** is not in violation of the rules or regulations of the CPUC. 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](http://www.cpuc.ca.gov)

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE  
SAN FRANCISCO, CA 94102



February 20, 2026

Robert Howe  
14180 Woodcreek Rd  
Poway CA 92064

**Subject: Commission File No: 706822 for Complaint with San Diego Gas & Electric Company**

Dear Robert Howe:

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

CAB received your complaint advising SDG&E billed excessive and unexplained usage for years, including when the home was unoccupied. You believe the meter was malfunctioning and state SDG&E failed to investigate despite repeated calls. After the meter was replaced in May 2025, usage returned to normal, which you believe confirms the issue. You are requesting reimbursement of True-Up charges paid from 2020 through 2025.

According to SDG&E's records, it was confirmed you were granted the Permission to Operate (PTO) a backup battery on January 23, 2023, initiating Schedule Net Energy Metering (NEM) 2.0.

Further research determined the electric meter stopped recording on December 14, 2023. Per Rule 17, the account was billed based on estimated net usage until the meter was replaced on May 12, 2025. After replacement, estimates were reconciled with actual historical usage and the account was rebilled resulting in a total credit of \$1,297.34, with \$882.82 carried forward. Complete NEM summaries were previously submitted in response to case 694403. As such, no further adjustments are warranted under Rules 17 or 18.

Should you have any further questions or concerns, please contact SDG&E directly. If you wish to pursue this matter further, you have the option to file Formal and present your case before an Administrative Law Judge here at the CPUC. Formal Complaint Procedures are attached for your review.

Sincerely,

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

Enclosure: Formal Complaint Procedures