



FILED
04/20/26
04:59 PM
C2604012

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

Complainant,	(ECP)
vs.	Case (C.) _____
Defendant.	

**Expedited Complaint
(Rule 4.6)**

COMPLAINANT	DEFENDANT

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

COMPLAINANT(S)
vs.

(B)

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

respectfully shows that:

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

Name of Defendant(s)	Address	Daytime Phone Number

(F)

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

(G) Scoping Memo Information (Rule 4.2[a])

(1) The proposed category for the Complaint is (check one):

- adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ratesetting (check this box if your complaint challenges the reasonableness of rates pursuant to Rule 4.1(b))

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

(3) Regular Complaint Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

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

(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)

(I)

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

(J)

Dated _____, California, this _____ day of _____, _____
(City) (date) (month) (year)

/s/ Bibhudendu Mohapatra

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 _____, at _____, California
(date) (City)

/s/ Bibhudendu Mohapatra

(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.

/s/Bibhudendu Mohapatra

Signature

Date

Print your name

(F)

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

I was out of the country with my family between 11/16/2024 – 03/16/2025. I started seeing excessive and unexpected SDG&E bills from December 2024. I requested a neighbor to check in on the house to make sure we did not have anything large/small devices running. The bills continued to be excessive for the next few months. After we returned home on 03/16/2025, I called SDG&E and they said they knew something was wrong with my meter from approximately October 2024 and they sent a technician within a week and the meter was replaced. I explained to SDG&E customer care member regarding our out of country travel and they said the bills will be re-evaluated and could take 60-90 days. I could be a little wrong about 60-90 days but its more or less similar.

I got an updated bill around July 2025 and was utterly disappointed to see that the corrections were meaningless. I called SDG&E many times and pleaded to consider that we were not in the country. On one occasion, one of the agents commented that the billing department has said that they cannot corroborate with the fact that we were not in the country. Unfortunately, SDG&E never asked me for any such proof – it is easy to prove when someone is travelling outside the country. After trying multiple times with SDG&E, I could not get any help. On one occasion they said a supervisor would call me and discuss the case but it never happened. So finally requested CPUC to help me out. Complainant is prepared to provide stamped passport pages apart from flight itineraries shown as **Exhibit C** upon request or during the evidentiary phase. I am not including this because of privacy issues.

CPUC Case #697755 started around beginning of October 2025. Case #697755 was reopened after CPUC discovered my case been inadvertently closed and assigned Case #720495 (around March 2026).

With Case #720495, I provided evidence of our travel and I also provided evidence of the solar generation for November 2024-March 2025. I requested that SDG&E charge us based on our nightly usage because that is the closest approximation of energy usage when we are not in the house. SDG&E has denied the request to evaluate the bill again and says it has followed procedure correctly. I called SDG&E again during last week of March 2026 and I requested to look at my usage from November 2025 – March 2026 and perhaps use that data for estimating the bill during November/2024 – March/2025 when the meter was broken. SDG&E refused to take any further action. I further explained that using historical data from November/2023 – March/2024 is not in the best interest of the customer because I had a newborn and we had a lot of family during the winter of 2023.

SDG&E made no attempts to fix the broken meter for about 6 months. They came when I called them after we returned home. SDG&E is in violation of **PU Code § 451** for failing to maintain its equipment (Meter #5774204) in a reasonable state of repair. They sent me estimated bills for about 5-6 months and this is not a reasonable period. They did not fix the meter until I called them in March/2025. Under **General Order 165**, SDG&E has a duty to maintain its equipment. Allowing a meter to remain broken for six months despite internal knowledge of the fault (as admitted by the SDG&E agent on the phone) is a failure of that duty. I have been more than reasonable when I have requested to perhaps use my data from November 2025 – March 2026 and close this issue but they are not willing to resolve this issue and expect the customer to pay for energy the customer has not used. SDG&E's refusal to use more recent, accurate data from 2025-2026 to estimate my 2024-2025 usage violates the intent of **Electric Rule 18**, which requires adjustments for meter error to be based on 'the best available data' to ensure an equitable result for the customer.

Below is what SDG&E has done. They overcharged us and then gave a \$558 relief.

Category	Date	Original	Corrected	Adjustment	Solar (kWh)
Electric	"Sep 4, 2024 - Oct 2, 2024",	59.69	32.23	-27.46	690
Electric	"Oct 3, 2024 - Nov 1, 2024",	106.88	67.95	-38.93	638
Electric	"Nov 2, 2024 - Dec 3, 2024",	165.54	131.81	-33.73	580
Electric	"Dec 4, 2024 - Jan 3, 2025",	271.76	228.32	-43.44	483
Electric	"Jan 4, 2025 - Feb 3, 2025",	307.46	219.27	-88.19	556
Electric	"Feb 4, 2025 - Mar 5, 2025",	282.63	98.54	-184.09	560
Electric	"Mar 6, 2025 - Apr 3, 2025",	63.55	-79.4	-143	687
		1257.51	698.72	-558.84	4194

Meter Number	Date	Duration	Consumed (Bad Meter)	Meter Number	Date	Duration	Consumed (Ok Meter)
5774204	Nov 01,2024	Month	244	6997055	Nov 03,2025	Month	11
5774204	Dec 03,2024	Month	420	6997055	Dec 03,2025	Month	45
5774204	Jan 03,2025	Month	722	6997055	Jan 05,2026	Month	23
5774204	Feb 03,2025	Month	751	6997055	Feb 03,2026	Month	121
5774204	Mar 05,2025	Month	730	6997055	Mar 05,2026	Month	52

Above table shows consumption for last few months vs the SDG&E estimates during faulty meter.

Below picture shows our solar production.

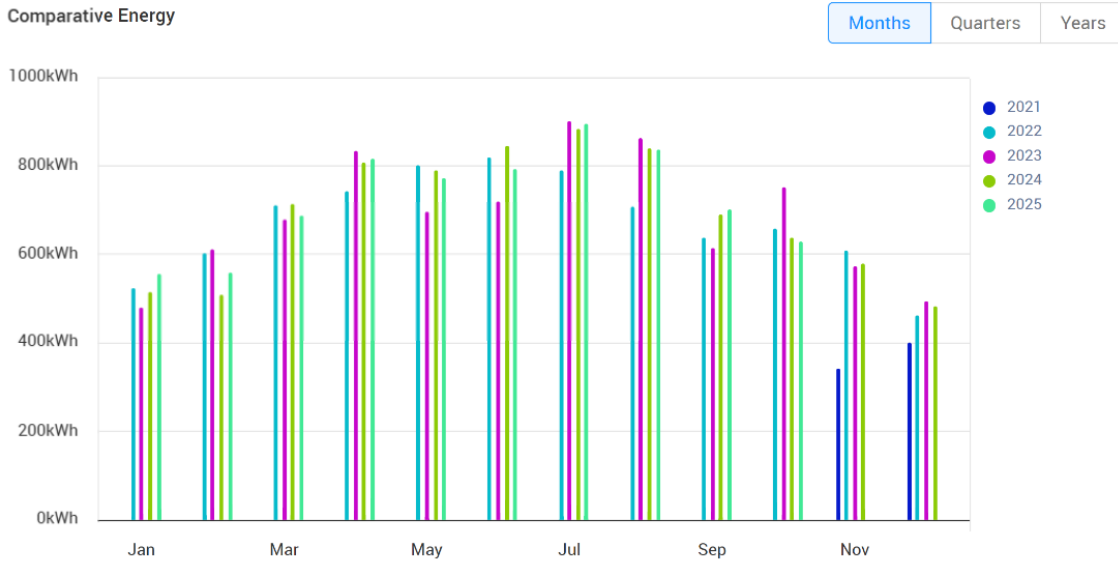


Exhibit A

Below pictures show our nighttime usage.

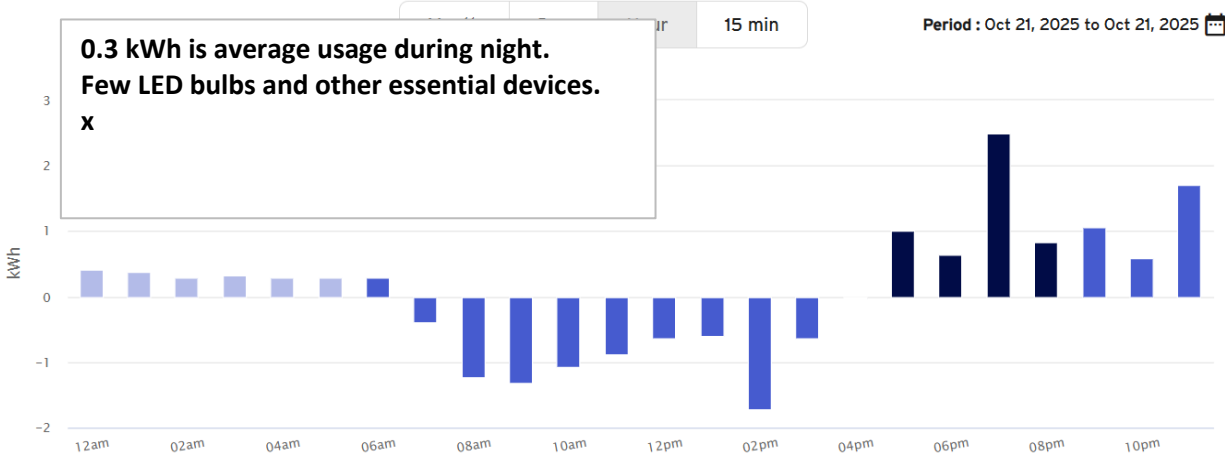
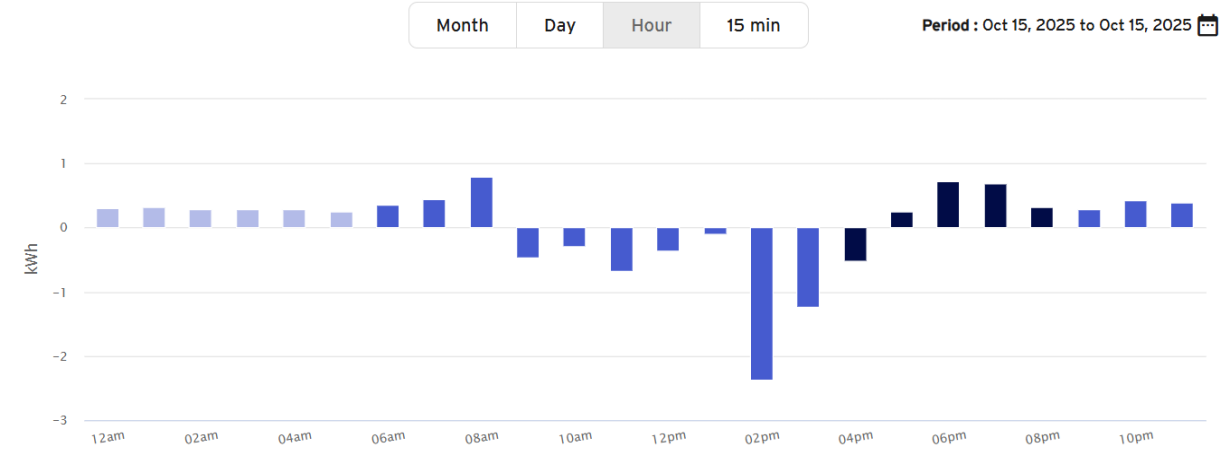



Exhibit B

Below picture shows flight itinerary for out of country travel.

San Diego to Toronto
Round-trip
Confirmation: [View all \(3\)](#)

Outbound to Toronto on Sat, Nov 16

12:55 PM - 8:45 PM	4h 50m	>
 Air Canada	Nonstop	

Return to San Diego on Sun, Mar 16

10:20 AM - 1:05 PM	5h 45m	>
<small>porter</small> Porter	Nonstop	

Travelers [>](#)

Bibhudendu

Trip total	USD \$901.92	>
Capital One Venture X Visa *3295	60,192 Miles	

Confirmation: [View all \(3\)](#) [>](#)

Exhibit C

In summary, SDG&E's reliance on historical data from a period of high occupancy (Winter 2023) to estimate usage for a period of zero occupancy (Winter 2024) is arbitrary, capricious, and results in an unjust charge for energy that was never consumed, while simultaneously ignoring the documented solar credits generated during the same period.

(G)

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

Complainant requests an order directing SDG&E to:

- **Recalculate the bills** for the period of 11/16/2024 through 03/16/2025 using a baseline of 0.3 kWh average hourly usage (approx. 216 kWh/month), as this represents the house's documented 'idle' state.
- **Apply full solar credits** generated during this period as shown in Exhibit A.
- **Issue a credit/refund** for the overbilled amount. Based on Complainant's calculations, the current 'corrected' bill of **\$698.72** should be adjusted to reflect a net-surplus of energy provided to the grid, resulting in a **\$0.00 balance** for the disputed period and the application of earned solar credits to the account.

Date	Original	Corrected	Adjustment	Solar (kWh)	Estimate Usage from grid(faulty meter)	Customer Comments
"Sep 4, 2024 - Oct 2, 2024",	59.69	32.23	-27.46	690	189	09/2024, use previous year(2023).
"Oct 3, 2024 - Nov 1, 2024",	106.88	67.95	-38.93	638	136	10/2024, Use previous year(2023). 11/2024 580kWh(solar) is enough since we were gone for half the month and in 11/2023 we used 816 kWh.
"Nov 2, 2024 - Dec 3, 2024",	165.54	131.81	-33.73	580	0	
"Dec 4, 2024 - Jan 3, 2025",	271.76	228.32	-43.44	483	-267	Using 216 kWh as monthly usage. 483-216 = 267 kWh for Dec, 556-216 = 340 kWh for Jan and 560-216 = 344 kWh for Feb was given back to the grid.
"Jan 4, 2025 - Feb 3, 2025",	307.46	219.27	-88.19	556	-340	
"Feb 4, 2025 - Mar 5, 2025",	282.63	98.54	-184.09	560	-344	
"Mar 6, 2025 - Apr 3, 2025",	63.55	-79.4	-143	687	-62	Use previous year(2023).
	1257.51	698.72	-558.84	4194	-688	

Negative values in the 'Estimated Usage' column represent net-energy returned to the grid (solar overproduction), for which Complainant should receive credit rather than being charged. We have given SDG&E 688 kWh in those 6-7 months time-frame. We do not owe SDG&E \$698.72 for the months September 2024 – March 2025 as they have stated in the corrected bill.