



FILED

05/14/26

04:59 PM

C2605013

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

Sessions Salon

Complainant,

(ECP)

vs.

Liberty Utilities (CalPeco Electric) LLC d/b/a
CalPeco Electric (UE)

Case (C.) _____

Defendant.

**Expedited Complaint
(Rule 4.6)**

COMPLAINANT	DEFENDANT
Session Salon Attn: Kelly Escobedo, Owner 1085 Lodi Avenue South Lake Tahoe CA 96150 T: 530-307-0482 E-mail: tsessionswithkelly@gmail.com	Liberty Utilities (CalPeco Electric) LLC d/b/a CalPeco Electric (U933E) ATTN: Daniel Marsh, Manager, Rates and Regulatory Affairs 933 Eloise Avenue South Lake Tahoe CA 96150 T: 562-299-5104 E-mail 1: dan.marsh@libertyutilites.com E-mail 2: bob.dodds@liberty-energy.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Sessions Salon

COMPLAINANT(S)

vs.

(B) Liberty Utilities (CalPeco Electric) LLC d/b/a
CalPeco Electric (UE)

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
Sessions Salon	3320 Sandy Way, South Lake Tahoe, CA 96150	530-541-2722

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
Liberty Utilities (CalPeco Electric)	933 Eloise Avenue, South Lake Tahoe, CA 96150	562-299-5104
LLC d/b/a CalPeco Electric (UE)		

(F)

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

I am filing a formal complaint following informal complaint #/12268

Please see attached for details of events.

(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):

Summary of Issues:

- Billed for a meter confirmed not to belong to my business.
- Contradictory statements regarding meter ownership.
- Malfunctioning meter causing overbilling.
- Multiple service shutoffs causing business loss.
- Confirmed receipt of claims - later denied.
- Case closed without resolution demanding payment.

(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): 05/16/2026

Hearing (Example: 7/1/09): 06/01/2026

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

I just want to ensure that electrical service will not be interrupted while the process is ongoing.

(H)

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

I respectfully request that the CPUC require Liberty Utilities to:
1. Reimburse all charges related to the non-associated meter
2. Correct billing related to the malfunctioning meter.
3. Compensate for documented service interruptions.
4. Reopen and properly resolve this complaint before any collection actions.

(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:

tsessionswithkelly@gmail.com

(J)

Dated South Lake Tahoe, California, this 10 day of April, 2026
(City) (date) (month) (year)

Kelly Escobedo

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 04/10/26, at South Lake Tahoe, California
(date) (City)

Kelly Escobedo
(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 04/10/26, at South Lake Tahoe, California
(date) (City)

Kelly Escobedo
Signature of Officer

owner- Sessions Salon
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.

Kelly Escobedo

Signature

04/10/26

Date

Kelly Escobedo

Print your name

Timeline Summary – Liberty Utilities Billing Dispute and Service Interruptions

August 2024

- Liberty Utilities assigns an additional meter to my account, claiming it reflects usage tied to my business.
- I dispute this, stating my business only has two meters.

September 2024 – Service Interruptions Begin

- September 11: Power shut off (~2 hours) → \$250 business loss
- September 22: Power shut off → \$250 loss
- Multiple technician visits occur, often interrupting business operations.

October 2024

- October 20:
 - Power shut off → \$350 loss
 - Liberty determines that the third meter (Meter 4 / “Suite 4”) does NOT belong to my business
 - Confirms it is not connected to my service
- Liberty continues prior billing approach despite this determination.

November 19, 2024

- I make a payment of \$619.35 in good faith to:
 - Bring account current
 - Avoid further service interruption
- Charges are backdated to lease start (October 27, 2024)

December 2024

- December 15:
 - Power shut off → \$750 business loss
 - I submit reimbursement claim forms
- December 17 & December 30:
 - Two additional payments of \$26.74 each (total \$53.48)
- Liberty had also previously stated they intended to add a third meter, which I continued to dispute.

Ongoing (Aug 2024 – March 2025)

- 6 hours and 51 minutes spent on phone calls with Liberty
- Spoke with:
 - Multiple customer service representatives
 - Nine supervisors total
- Issue remained unresolved despite repeated escalation
- Confirmed multiple times that:
 - All calls were recorded

Claim Form Issues

- Submitted reimbursement claims for outages
- Received multiple confirmations from supervisors that claims were received
- Later told by another supervisor:
 - No claim forms were ever received

March 12, 2025

- Technician informs me:
 - One of my actual meters had been malfunctioning
 - It required repairs over prior months
- No full billing correction has been issued

March 24, 2025

- Liberty confirms in writing:
 - Meter 4 / "Suite 4" does NOT belong to my business
 - It is not connected to my service

March 27, 2025 (Within Days of Above Confirmation)

- Liberty reverses position
 - Now claims the meter IS associated with my account
- Issues only a \$21.18 credit
- Transfers remaining disputed balance to another meter

Most Recent Communication

- Liberty states:
 - "Billing review is resolved"
- Demands payment on account
- This occurs despite:
 - Active dispute
 - Confirmed meter ownership contradiction
 - Unresolved reimbursement claims
 - Malfunctioning meter issue

Financial Impact

- \$619.35 – Disputed meter charges paid
- \$53.48 – Additional payments
- \$250 – September 11 outage
- \$250 – September 22 outage
- \$350 – October 20 outage
- \$750 – December 15 outage

Total Documented Loss: \$2,272.83

(Excludes additional business disruption and time spent)

Summary of Issues

- Billed for a meter confirmed not to belong to my business
- Contradictory statements regarding meter ownership
- Malfunctioning meter causing overbilling
- Multiple service shutoffs causing business losses
- Confirmed receipt of claims → later denied
- Case closed without resolution while demanding payment

Request

I respectfully request that the CPUC require Liberty Utilities to:

1. Reimburse all charges related to the non-associated meter
2. Correct billing related to the malfunctioning meter
3. Compensate for documented service interruptions
4. Reopen and properly resolve this complaint before any collection actions