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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Karine Markarian, Complainant, vs. Southern California Edison Company (U338E) Defendant.	Complaint 26-04-007

ADMINISTRATIVE LAW JUDGE'S RULING CONVERTING EXPEDITED COMPLAINT TO A REGULAR COMPLAINT

Pursuant to Rule 4.6(g) Complaint (C.) 26-04-007 is hereby converted from an Expedited Complaint Proceeding to a Regular Complaint Proceeding. This ruling also directs Southern California Edison Company to halt any and all collections activity on the account at issue in the instant complaint and sets a prehearing conference for July 9, 2026.

1. Background

On April 8, 2026, Karine Markarian (Complainant) filed an expedited complaint (ECP) alleging that Southern California Edison (SCE) improperly withdrew $42,300.78 twice from her account, and $1,251.80 once, resulting in overdraft fees and financial hardship. Complainant alleges that SCE made these charges without offering reasonable or affordable payment plans. Complainant

requests that SCE verify the amount of the outstanding balance on their utility bill through production of records, remediate overdraft fees incurred with SCE's withdrawal attempts, and provide a workable payment plan.

As directed, on May 18, 2026, SCE filed its Answer to the complaint. On June 15, 2026, Complainant notified the service list that her representative at the hearing would be Naira Ambartsumyan, designated with power of attorney. A remote ECP hearing was held on June 18, 2026.

2. Conversion to Regular Complaint

At the hearing, parties agreed that the amount in controversy is $42,300.78. Pursuant to California Public Utilities Commission's (Commission) Rules of Practice and Procedure (Rule) Rule 4.6(a), an ECP applies to complaints against electric utilities where the amount of money claimed does not exceed the jurisdiction limit of small claims court. Through incorporation of the California Code of Civil Procedure Section 116.221, the amount is not to exceed $12,500. The amount in controversy in the instant proceeding far exceeds the jurisdictional limit of a small claims court. Therefore, per Rule 4.6(g), it is in the public's interest to convert this matter to a regular complaint.

The Commission's regular complaint procedure follows the formal rules for proceedings, uses a court reporter to create a comprehensive written record, permits the consideration of a wide range of possible remedies, and provides for the participation of attorneys. Parties should familiarize themselves with the Commission Rules and adhere to formal filing requirements. The Commission offers assistance to self-represented litigants through the Public Advisor's Office.

3. Halt Collections Activity

During the pendency of this complaint, SCE shall not send the account, which is the subject of this proceeding, to collections.

4. Setting of Prehearing Conference

This Ruling sets a prehearing conference (PHC) for July 9, 2026, commencing at 11:00 a.m., via the Webex platform.

The PHC shall be held virtually via Webex. Parties shall be prepared to have video feed for the PHC. If a party is unable to access video for the PHC, they must request permission from the assigned Administrative Law Judge in advance of the PHC to appear otherwise.

Access to the Webex platform is as follows:

Webex link: https://cpuc.webex.com/cpuc/j.php?MTID=m51d85bda438a60ed88a4224bdef18752

Telephone numbers for backup audio, if necessary: 1-855-282-6330 (toll free), or 1-415-655-0002.

It is the Commission's understanding that the Complainant will continue to be represented by Naira Ambartsumyan. The representative shall provide the Commission with her email contact so that she can be placed on the service list for this proceeding.

5. Direction to Prepare for the PHC

At the PHC, the parties shall be prepared to discuss the circumstances of the Complainant's moveout in May 2026 and at whose insistence the service was disconnected.

Furthermore, the Defendant shall be prepared to (a) provide the Complainant's bills from 2023-2026, along with schedules of rate changes to review for potential discrepancies; and discuss (b) the outstanding balance of the account from each year that it was opened until it finally closed; (c) the circumstances of the Arrearage Management Plan payments and correspondence with the Complainant regarding that program; (d) the Complainant's enrollment in the automatic payment program and how it was intended to work; and (e) the

Complainant's California Alternate Rates for Energy documentation for each year that they were enrolled.

IT IS RULED that:

1. Complaint (C.)26-04-007 is hereby converted from an ECP to a regular complaint.

2. The Commission's Docket Office shall recalender (C.)26-04-007 as a regular complaint.

3. SCE shall halt all collections activity on the account at issue is this proceeding until this matter is adjudicated.

4. The Commission has set a remote prehearing conference in the above captioned matter for July 9, 2026, commencing at 11:00 a.m.

5. Parties shall be prepared to discuss and provide the information described in Section 5 of this ruling.

6. Within five days of this ruling, Complainant or Complainant's representative shall provide representative's email address to the Commission for placement on the service list.

Dated June 25, 2026, at San Francisco, California.

/s/ CAMILLE WATTS-ZAGHA
Camille Watts-Zagha
Administrative Law Judge