



**FILED**

06/24/26

04:59 PM

**C2606023**

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

Boys & Girls Club of the Hi-Desert

Complainant,

vs.

Southern California Edison Company (U338E),

Defendant.

Case (C.) \_\_\_\_\_

**Complaint**

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
<p>Boys &amp; Girls Club of the Hi-Desert Attn: Shakira Michaels, CEO P.O. Box 402 Yucca Valley CA 92286</p> <p>T1: 760-365-5437</p> <p>T2: 760-678-8768 E-mail 1: shakira@bgchd.org</p> <p>E-mail 2: julia.salstrom@yahoo.com</p>	<p>Southern California Edison Company (U338E) Attn: Anna Valdborg, Director &amp; Managing Attorney</p> <p>2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008</p> <p>E-mail 1: Anna.Valdborg@sce.com Email 2: case.admin@sce.com Email 3: AdviceTariffManager@sce.com</p>

(Internal Use Only)

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

**(A)** Boys & Girls Club of the Hi-Desert

COMPLAINANT(S)

vs.

**(B)** Southern California Edison Company U338E

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
Boys & Girls Club of the Hi-Desert	PO Box 402 Yucca Valley ,CA 92286	760-365-5437
Julia Salstrom, Board Secretary	PO Box 402 Yucca Valley, CA 92286	760-676-6229
Shakira Michaels, CEO	PO Box 402 Yucca Valley, CA 92286	760-678-8768

respectfully shows that:

**(E)**

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

Name of Defendant(s)	Address	Daytime Phone Number
Southern California Edison Company	PO Box 600, Rosemead, CA 91771-0001	800-655-4555

(F)

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

This formal complaint arises from Southern California Edison Company's (SCE) improper handling of a billing adjustment, including the issuance and later reversal of a refund totaling \$16,010.41, followed by a retroactive rebill of \$16,004.54 without sufficient notice, due process, or a formal opportunity to dispute the charges. In October 2024, SCE issued a refund of \$16,010.41 to Complainant, following a utility review that confirmed past overcharges related to estimated billing. The refund was explained at the time by an SCE representative as a result of completed actual meter readings. In March 2025, SCE reversed the refund without prior written notice and rebilled the Complainant for \$16,004.54. This rebill came without any opportunity to contest the recalculated balance or explanation of its derivation. SCE later admitted that the refund was issued due to internal representative error and escalated the incident for staff coaching. Under pressure to avoid service disconnection, Complainant entered into a 43-month payment plan, though the charges remained disputed. Complainant filed an Informal Complaint (CPUC File No. 686452), and later an Informal Appeal (CPUC File No. 708224), both which were denied by the CPUC's Consumer Affairs Branch. Despite CPUC's informal process outcomes, the Complainant maintains that due process was denied and that the charges remain unjustified, both in timing and in substance.

(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):

SCE improperly reversed a previously issued refund and imposed retroactive charges totaling approximately \$16,004.54 without adequate notice, due process, or opportunity to dispute charges. The complaint also concerns the removal of CARE benefits, disputed billing practices, and the threat of service disconnection against the Boys & Girls Club of the Hi-Desert.

(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): 7/1/2026

Hearing (Example: 7/1/09): 8/1/2026

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

Complainant does not propose a schedule different from the Commission's standard guidelines.

(H)

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

Complainant respectfully requests that the CPUC:  
1. Declare the approximately \$16,004.54 rebill invalid due to SCE's procedural legal failures.  
2. Order Southern California Edison to suspend and disconnection activity during the pendency of the proceeding.  
3. Direct SCE to remove or appropriately reduce the disputed balance from Complainant's account.  
4. Impose any appropriate corrective measures related to the procedural violations alleged herein.

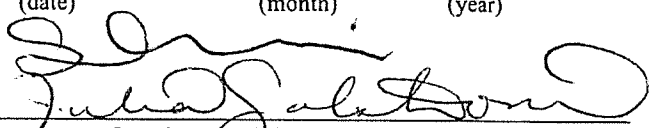
(I)

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:

shakira@bachd.org (Shakirs Michaels CEO) & julia.salstrom@yahoo.com (Julia Salstrom Board Secretary)

(J)

Dated Yucca Valley, California, this 10 day of June, 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: Shakira Michaels, Chief Executive Officer

Address: PO BOX 402 Yucca Valley, CA 92286

Telephone Number: 760-365-5437 or 760-678-8768

E-mail: shakira@bgchd.org

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 6-10-26, at Yucca Valley, 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 6-10-26, at Yucca Valley, California  
(date) (City)

  
\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Chief Executive 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.

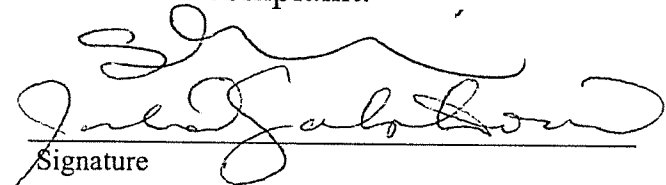
(O) Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office  
505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

**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.

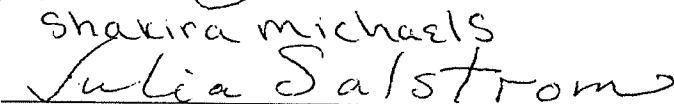
**Please Note:** Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a **public record** and may be posted on the CPUC’s website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your 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

6-10-2026

Date

Shakira Michaels  
  
Print your name