



FILED

06/23/26

04:59 PM

C2606024

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

Delia Lovell

Complainant,

(ECP)

vs.

Case (C.) _____

Southern California Gas Company (U904G)

Defendant.

**Expedited Complaint
(Rule 4.6)**

COMPLAINANT	DEFENDANT
<p>Delia Lovell 325 Emerald Drive, Box 657 Lake Arrowhead, CA 92352 T:310-770-6026 E-mail: admin@lovelltrust.com</p>	<p>Southern California Gas Company (U904G) Attn: Veronica Arroyo, Regulatory Affairs 555 West Fifth Street, GT14D6 Los Angeles, CA 90013-1011 T: 213-231-7025 E-mail 1: VGarcia2@socalgas.com E-mail 2: tariffs@socalgas.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Delia Lovell

COMPLAINANT(S)

vs.

(B) Southern California Gas Company (U904G)

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
Delia Lovell	325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352	310-770-6026

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 Gas Company (U904G)	555 West Fifth Street, GT14D6, Los Angeles, CA 90013-1011	213-231-7025

(F)

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

Complainant Delia Lovell is a permanently disabled residential gas customer at 325 Emerald Drive, Lake Arrowhead, CA 92352 (Account No. 03652217062), a property at approximately 5,200 ft elevation. Her normal gas usage averages about \$140 per month (12-month average of \$140.12 per SoCalGas's own Usage Analysis). SoCalGas enrolled the account in an Arrearage Management Plan (AMP), applied a credit of \$7,564.89, then reversed \$4,412.84 and otherwise manufactured a disputed past-due balance of about \$5,290.18 that bears no relation to actual consumption. Complainant paid all actual monthly charges, including \$181.55 on March 4, 2026. On March 12, 2026, SoCalGas disconnected gas service to this disabled customer in mountain winter conditions without the required notice, in-person contact, or payment arrangement, and has refused to produce complete billing, meter, and AMP records. Gas service remains disconnected. Full facts, chronology, and documentary proof appear in the attached Supplemental Complaint Document with Exhibits A through H and Appendices A through E, incorporated herein by reference.

(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):

Restitution / make-whole for damages) Under Pub. Util. Code § 451 and D.20-06-003, SoCalGas should void the unsubstantiated \$5,290.18 balance from unauthorized AMP transactions, refund the \$3,152.05 AMP credit differential, reverse the \$16.00 reconnection fee, and reimburse all documented out-of-pocket disconnection costs.

(Records-production of all bills and meter reads) SoCalGas should produce complete billing, meter-read, and AMP enrollment and transaction records, including 7 years of itemized statements for all accounts tied to Complainant and the service address, per the Commission's authority (Pub. Util. Code §§ 314, 581; GO 28) to permit reconciliation.(

Accountability / penalties) SoCalGas should be held accountable for its unlawful acts, including civil penalties under Pub. Util. Code § 2107 (\$500 to \$100,000 per offense), with each day a separate offense under § 2108, and the Commission should order all further relief needed to remediate the harm to Complainant.

(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): 7/24/26

Hearing (Example: 7/1/09): 8/13/26

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

This is an Expedited Complaint under Rule 4.6 and is exempt from the categorizing and scoping requirements of Article 7. Complainant requests the expedited schedule provided by Rule 4.6: a hearing within 30 days after the answer is filed, given that a permanently disabled customer's gas service remains disconnected.

(H)

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

SoCalGas shall: (1) immediately restore gas service at no charge; (2) void the unsubstantiated \$5,290.18 balance traced to unauthorized AMP transactions; (3) refund the \$3,152.05 AMP credit differential; (4) reverse the \$16.00 reconnection fee; (5) reimburse out-of-pocket disconnection costs (est. \$3,500.00); and (6) produce complete billing, meter, and AMP records. Total monetary relief claimed: \$11,958.23, within the Rule 4.6 limit. Statutory penalties and civil damages are addressed in the attached Supplemental Complaint and reserved for Commission enforcement and civil court. All rights to pursue full compensation for harm are reserved by the Complainant.

(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:

admin@lovelltrust.com

(J)

Dated Lake Arrowhead, California, this 23rd day of June, 2026
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

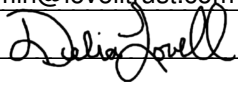
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: Delia Lovell, Pro Se

Address: 325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352

Telephone Number: (310) 770-6026

E-mail: admin@lovelltrust.com

Signature: 

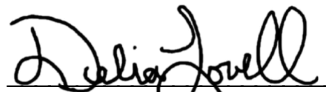
VERIFICATION
(For Individual or Partnerships)

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 6/23/26, at Lake Arrowhead, 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

June 23, 2026

Date

Delia Lovell

Print your name

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

Delia Lovell,

Complainant,

(Formal Complaint)

vs.

Southern California Gas Company (U 904-G),

Case No. (Pending)

Defendant.

Related to CPUC CAB IC 693785

**SUPPLEMENTAL COMPLAINT DOCUMENT
WITH EXHIBITS**

Lovell v. Southern California Gas Company (U 904-G)

Utility	Southern California Gas Company	U-Number	U 904-G
Filed	June 23, 2026	CAB Informal No.	IC 693785
Complainant	Delia Lovell (Disabled), Pro Se	Gas Co. Code	GAS904
Service Address	325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352	Defendant HQ	555 W. 5th Street, Los Angeles, CA 90013
Complainant Phone	(310) 770-6026	SoCalGas Phone	(800) 427-2200
Complainant Email	admin@lovelltrust.com	SoCalGas CAB Contact	Michelle M. Sim, Director, Customer Contact Centers
Disputed Balance	\$5,381.83 (as of September 2025)	Disconnection Demand	\$5,211.69 minimum by July 30, 2025
Disconnection Date	March 12, 2026	Related CPUC Case	Lovell v. SCE — ECP Case No. 0000233003 CAB No. 716635

TABLE OF CONTENTS

Preliminary Statement and Reservation of Rights	2
Exhibit A — Statement of Facts and Chronology	3
Exhibit B — Billing Anomalies and Documented Violations	4
Exhibit C — Financial Summary: Damages and Relief	6
Exhibit D — PRA #26-66 Evidence Summary (SoCalGas)	7
Exhibit E — Disability Impact and Loss of Use	8
Exhibit F — Confidentiality Abuse: SoCalGas Declaration Analysis	9

Preliminary Statement and Reservation of Rights	2
Exhibit G — Legal Authority Summary	10
Exhibit H — Complaint and Regulatory History	11
Certificate of Service	12

PRELIMINARY STATEMENT AND RESERVATION OF RIGHTS

Complainant Delia Lovell ("Complainant") is a permanently disabled Black homeowner residing at 325 Emerald Drive, Box 657, Lake Arrowhead, California 92352. Complainant files this Supplemental Complaint Document with Exhibits against Southern California Gas Company (U 904-G) ("SoCalGas" or "Defendant") for fraudulent billing, illegal disconnection of gas service, systematic denial of account records, abuse of the CPUC confidentiality process, and discriminatory treatment of a permanently disabled customer.

Relationship to SCE Complaint. This SoCalGas complaint is filed concurrently with and in addition to the Expedited Complaint against Southern California Edison Company (CPUC Case No. 0000233003, CAB No. 716635). The two complaints are independent in their legal bases but are factually connected: both utilities simultaneously subjected the same permanently disabled homeowner to fraudulent billing, illegal disconnection, and systematic denial of records — a coordinated pattern causing compounded and aggravated harm. The combined financial impact of both utilities' misconduct substantially exceeds \$19,000 in direct billing injury alone, with statutory penalties and civil damages reserved separately for each.

Full Reservation of Rights. This filing is made without prejudice and Complainant expressly reserves all rights to pursue: (1) a CPUC Formal Complaint seeking full statutory penalties under PU Code §§2107 and 2108; (2) California Superior Court proceedings for civil damages, IIED, Unruh Act treble damages, and negligence per se; and (3) Federal District Court proceedings under the ADA, Section 504 of the Rehabilitation Act, and 42 U.S.C. §1983. No statement in this filing constitutes a waiver of any right, claim, or remedy.

Evidence Base. This Supplemental Document is based on: SoCalGas billing statements and disconnection notices; the Declaration of Michelle M. Sim, Director of Customer Contact Centers (executed September 3, 2025, San Dimas, California); CPUC PRA #26-66 (partially disclosed June 15, 2026, pages 0038–0063 relating to SoCalGas); and CPUC CAB Informal Complaint No. IC 693785 records.

EXHIBIT A

STATEMENT OF FACTS AND CHRONOLOGY

Date	Event	Reference
Pre-2024	Complainant's normal monthly gas bill at 325 Emerald Drive averages approximately \$150/month. No billing anomalies during this baseline period.	Complainant records
Jul 24, 2025 (approx.)	SoCalGas issues disconnection notice. Minimum payment of \$5,211.69 required before 5:00 PM on July 30, 2025. Total balance demanded: \$5,360.54 (comprising \$5,211.69 by July 30 and \$148.85 by August 4, 2025). Complainant disputes entire balance as lacking documentation.	PRA #26-66 0038
Aug 11, 2025	CPUC CAB Informal Complaint IC 693785 filed by Complainant against Southern California Gas Company. Complaint category: Billing — High Bill; Customer Service. Complainant disputes approximately \$5,000 in charges as lacking proper documentation, proper meter reading records, clear itemized billing calculations, and historical usage comparisons.	PRA #26-66 0060 GAS904 records
Aug 12–13, 2025	CPUC CAB opens IC 693785 and routes to SoCalGas for response. CAB summary confirms Complainant's concerns: absence of detailed usage records, proper meter reading documentation, clear and itemized billing calculations, and historical usage comparisons to support significant charge increases.	PRA #26-66 0061
Sep 3, 2025	SoCalGas submits response to CPUC CAB. Michelle M. Sim, Director of Customer Contact Centers, executes confidentiality declaration under D.17-09-023, withholding substantive billing records and employee information from the CAB record. Response claims charges are "consistent with recorded gas usage and meter readings" and meter "functioning properly." No actual meter data, usage records, or itemized billing provided to Complainant.	PRA #26-66 0044–0046 (Sim Declaration)
Sep 4, 2025	SoCalGas submits formal response to CAB. Utility resolution stated as: "UTILITY IS NOT IN AGREEMENT" — SoCalGas explicitly refuses to acknowledge the billing dispute or provide relief.	PRA #26-66 0062
Sep 9, 2025	CAB communicates SoCalGas's position to Complainant: total balance of \$5,381.83 "reflects several months of accumulated gas charges and is considered accurate." CAB provides SoCalGas Customer Contact Center number (800) [redacted] for payment arrangements. No independent verification of meter data performed by CAB.	PRA #26-66 0062–0063
Sep 15, 2025	CAB closes IC 693785 "In Favor of Utility" — despite SoCalGas having stated it is "not in agreement" and having provided no substantive documentation. CAB directs Complainant to submit a Public Records Request (PRA) through the CPUC website to obtain complaint documents. Complainant is told documents will not be forwarded directly. CAB notes Complainant's request for all documents from the utility.	PRA #26-66 0062–0063
Mar 12, 2026	SoCalGas DISCONNECTS GAS SERVICE at 325 Emerald Drive, Lake Arrowhead, CA 92352. Complainant is permanently disabled at a 5,200-ft mountain property. Gas service is essential for heating (winter temperatures regularly below freezing), cooking, and safety. Disconnection of gas service to a disabled customer at a mountain elevation property in winter constitutes aggravated harm and a direct threat to health and safety.	CPUC records; Complainant declaration

Date	Event	Reference
Jun 15, 2026	CPUC PRA #26-66 partially disclosed (63 pages). SoCalGas-related documents: pages 0038–0063. No SoCalGas billing statements, actual meter read logs, or itemized usage records produced. Michelle M. Sim's confidentiality declaration (pages 0044–0046) confirms SoCalGas withheld all substantive billing records from the CAB record under D.17-09-023.	PRA #26-66 0038–0063
Jun 22, 2026	This Supplemental Complaint Document filed concurrently with Lovell v. SCE ECP (Case No. 0000233003).	This filing

EXHIBIT B

BILLING ANOMALIES AND DOCUMENTED VIOLATIONS

Account Overview

Item	Detail
Service Address	325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352 (elevation approx. 5,200 ft)
Normal Monthly Baseline	Approximately \$150/month — Complainant's own records and admission of Gas Company customer service agents
Disputed Average	Approximately \$650/month — as billed by SoCalGas; more than 4x the documented baseline
Disputed Balance (Jul 2025)	\$5,360.54 demanded (comprising \$5,211.69 minimum by July 30, 2025 + \$148.85 by August 4, 2025)
Disputed Balance (Sep 2025)	\$5,381.83 — SoCalGas's own figure per CAB response
Disconnection Date	March 12, 2026 — gas service disconnected at mountain property for permanently disabled customer
Records Produced	ZERO — no billing statements, meter read logs, or itemized usage records produced in CAB proceeding or PRA #26-66
SoCalGas Position	"UTILITY IS NOT IN AGREEMENT" — formal position in CPUC CAB IC 693785 (September 4, 2025)

Documented Billing Violations and Anomalies

ID	Violation / Anomaly	Description	Severity
1	Billing 4x Above Baseline With No Usage Explanation	Complainant's documented gas usage average is approximately \$150/month. SoCalGas has been billing an average of approximately \$650/month — more than 4x the confirmed baseline — without providing any documentation, itemized breakdown, historical comparison, or explanation for the dramatic increase. SoCalGas's own customer service agents acknowledged, per Complainant's records, that the meter reads used for billing are estimated and the bills are not supported by actual consumption data.	CRITICAL
2	Zero Records Produced — 7-Year Disputed Period	Despite CPUC CAB informal complaint proceedings and CPUC PRA #26-66, SoCalGas has produced zero billing statements, zero actual meter read logs, zero itemized usage calculations, and zero historical usage comparisons for the disputed period. A bill that cannot be substantiated by verifiable records is legally unenforceable under California creditor law and PU Code §2101.	CRITICAL
3	Estimated Meter Reads Admitted	Per Complainant's documented records, SoCalGas customer service agents admitted that the meter reads billed to Complainant are "estimated and fraudulent." Billing based on estimated rather than actual reads without compliance with CPUC GO-124 (SoCalGas metering rules) violates the utility's own tariff and CPUC regulations. CPUC GO-124 restricts the frequency and conditions under which estimated reads may substitute for actual reads.	CRITICAL

ID	Violation / Anomaly	Description	Severity
4	Disconnection of Disabled Customer at Mountain Property (Mar 12, 2026)	SoCalGas disconnected gas service on March 12, 2026 at a 5,200-ft elevation mountain property where the Complainant is permanently disabled. CPUC General Order 103-D and SoCalGas's own tariff Rule 11 prohibit disconnection when: (a) a permanent resident is disabled and unable to pay but willing to make arrangements; and (b) disconnection would be "especially dangerous to the health of an occupant." SoCalGas's own billing notice (PRA #26-66 0039) states these protections on its face — and then violated them.	CRITICAL
5	Refusal to Provide Records — Unlawful Subpoena Claim	When Complainant requested all documents from the CAB proceeding, CPUC CAB staff informed Complainant that documents would not be forwarded and that she would need to subpoena them. This is legally incorrect. CPUC Rule 17, GO 96-B, and PU Code §2113 entitle customers to billing records and account documentation upon request without judicial process. Directing a disabled customer to obtain a subpoena for her own billing records constitutes unlawful obstruction.	HIGH
6	Abuse of Confidentiality Process (D.17-09-023)	SoCalGas invoked D.17-09-023 confidentiality through the Declaration of Michelle M. Sim (Director, Customer Contact Centers, September 3, 2025) to withhold from the CAB record: (a) all employee names and information, and (b) all customer/property owner information. The practical effect was to prevent Complainant from reviewing or rebutting any of SoCalGas's evidence in the CAB proceeding. Using confidentiality protections to shield substantive billing evidence from a customer's own complaint proceeding is an abuse of process.	HIGH
7	CAB Closure Despite "Utility Not in Agreement" Resolution	SoCalGas's own formal position in IC 693785 was "UTILITY IS NOT IN AGREEMENT" (September 4, 2025). Despite this explicit non-resolution, CAB closed the complaint "In Favor of Utility" on September 15, 2025. Closing a complaint "In Favor of Utility" when the utility's own resolution status is "NOT IN AGREEMENT" is a logical contradiction and constitutes a failure of CAB's regulatory function. This outcome left Complainant without any resolution of a \$5,381.83 disputed balance.	HIGH

EXHIBIT C

FINANCIAL SUMMARY: DAMAGES AND RELIEF

Part 1 – Three Core Remedies Sought

Remedy	Description	Legal Basis
(1) Produce Bills, All SoCalGas Accounts	Produce complete copies of all billing statements, meter read logs, and usage records for Complainant's service address (325 Emerald Drive, Lake Arrowhead, CA 92352) for the full disputed period within 10 days of Order.	PU Code 2113; CPUC GO 96-B; CPUC Rule 17; SoCalGas Tariff Rule 11
(2) Reinstate Gas Service at Zero or Verified Balance	Immediately reinstate gas service. Zero the disputed balance of \$5,381.83 or reduce to the amount supportable by actual verified meter reads. All charges based on estimated reads or lacking documentation must be reversed. The \$5,211.69 disconnection demand and all related penalties are disputed and unenforceable.	PU Code 2101, 2106, 2107; CPUC GO-103D; SoCalGas Rule 11
(3) Compensate Disabled Claimant for Harm and Loss of Use	Compensation for direct physical harm, loss of essential gas utilities for heating, cooking, and safety at a 5,200-ft mountain property, and financial injury from fraudulent billing and illegal disconnection. Claimant is permanently disabled. Maximum amount available in this proceeding. Full civil damages, IIED, and Unruh Act treble damages reserved for civil court.	PU Code 2101, 2106, 2108; Civil Code 51, 52; 42 U.S.C. 12182; GO-103D

Part 2 – Relief Requested: Substantiated Itemized Damages

Category of Relief	Legal Basis	Amount
REPARATIONS		
Immediate relief: restore gas service and zero the fraudulent AMP balance	PU Code 2106. The entire \$5,290.18 balance is unenforceable, traced entirely to unauthorized AMP manipulation. Complainant paid all actual monthly gas bills.	\$5,290.18
Reconnection fee reversal	PU Code 2106. SoCalGas demands a reconnection fee for a service it illegally disconnected. This fee is not owed.	\$16.00
Out-of-pocket costs from illegal disconnection	PU Code 2106. Alternative heating, accommodation, and costs incurred by the disabled Complainant due to loss of heat and hot water in winter. Conservative estimate.	\$3,500.00
AMP Credit not fully returned (\$7,564.89 less \$4,412.84)	PU Code 2106. SoCalGas applied an AMP Credit of \$7,564.89, then reversed only \$4,412.84. The remaining \$3,152.05 differential has never been accounted for or returned.	\$3,152.05
REPARATIONS SUBTOTAL		\$11,958.23

Category of Relief	Legal Basis	Amount
STATUTORY PENALTIES		
Illegal disconnection of a disabled person in winter	PU Code 779 and 2108. Disconnection in March in mountain winter conditions to a disabled claimant. Statutory maximum of \$100,000 per day, each day a separate offense; 62 days from March 12 to May 13, 2026 (\$100,000 x 62 = \$6,200,000).	\$6,200,000.00
Violation of disconnection notice and payment-arrangement rules	PU Code 779.1, GO-184, and 2108. Failure to comply with mandatory pre-disconnection notice and payment-arrangement requirements for residential gas. \$100,000 per violation.	\$100,000.00
Unauthorized AMP enrollment and fraudulent balance creation	PU Code 2101 and 2108. Unauthorized enrollment in a financial program and account manipulation without consent. Same violation pattern as the concurrent SCE matter.	\$100,000.00
Failure to apply disabled-customer protections	PU Code 2108 and CPUC Rule 11. Enhanced protections for disabled customers were not applied prior to disconnection. Each failure is a separate violation.	\$100,000.00
Records denial and failure to produce AMP documentation	PU Code 2108 and 2113. Failure to produce the AMP enrollment agreement, credit/debit basis, and complete account history. Each day of denial is a separate offense.	\$60,000.00
Health and safety endangerment of a disabled person	PU Code 2108 and Civil Code 51 (Unruh). Disconnection of essential utilities to a disabled person in life-threatening weather constitutes aggravated endangerment. Enhanced penalty justified.	\$500,000.00
STATUTORY PENALTIES SUBTOTAL (6 violations as listed)		\$7,060,000.00
TOTAL CPUC RELIEF REQUESTED	Reparations \$11,958.23 plus statutory penalties \$7,060,000.00	\$7,071,958.23
Civil court (reserved, not sought here)	PU Code 2106 treble (3 x \$11,958.23 = \$35,874.69) plus Unruh Act (Civil Code 52) plus Ralph Act (Civil Code 51.7, \$25,000 per violation). Estimated minimum.	\$315,000.00+

Note on the per-day disconnection penalty: PU Code 2108 authorizes a fine of up to \$100,000 per day, with each day of unlawful disconnection a separate offense. Gas service remained disconnected for 62 days, from March 12 to May 13, 2026, yielding \$100,000 x 62 = \$6,200,000 for this single, continuing violation. This is the statutory maximum exposure for the disconnection and is asserted as such.

EXHIBIT D

PRA #26-66 EVIDENCE SUMMARY — SOCALGAS

CPUC PRA #26-66 (partially disclosed June 15, 2026) includes pages 0038–0063 relating to SoCalGas. The following table documents each SoCalGas-related page and the material evidence it establishes.

Critical Finding: Zero SoCalGas Billing Records Produced

Despite 63 pages of PRA response, SoCalGas produced zero billing statements, zero actual meter read logs, zero itemized usage records, and zero historical usage comparisons for the disputed period. The confidentiality declaration of Michelle M. Sim (pages 0044–0046) confirms that SoCalGas deliberately withheld substantive records from the CAB record. A utility cannot demand payment of bills it will not produce.

PRA Pages	Document Type	Key Evidence Established
0038	SoCalGas disconnection notice (July 2025)	Minimum payment demand: \$5,211.69 before 5:00 PM July 30, 2025. Second amount: \$148.85 by August 4, 2025. Total demand: \$5,360.54. Account number: 0365221706. Notice confirms SoCalGas threatened disconnection of a permanently disabled customer's essential gas service.
0039–0040	SoCalGas billing notice with customer rights language	Billing notice back panel includes SoCalGas's own stated protections: "We will not turn off gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home, or that a permanent resident of your home is elderly (65 or older) or handicapped and you are unable to pay." SoCalGas stated these protections and then violated them by disconnecting service to a permanently disabled customer on March 12, 2026.
0041–0043	Additional billing pages (redacted / blank)	Pages are blank or separator pages — no substantive billing documentation produced.
0044	SoCalGas confidentiality declaration cover page	Declaration of Michelle M. Sim, Director of Customer Contact Centers, SoCalGas. Signed September 3, 2025, San Dimas, California. Executed by authority delegated from Don Widjaja. Declaration invokes D.17-09-023 to withhold all employee information and all customer information from the CPUC CAB record in IC 693785.
0045–0046	SoCalGas confidentiality attachment — protected information categories	Attachment A identifies two categories of protected information in IC 693785 response: (1) Employee information — invoking Cal. Gov. Code §§6254(c), (k), Cal. Civ. Code §§1798.3, 1798.24, and Cal. Const. Art. I §1; (2) Customer information — invoking same statutes plus Cal. Civ. Code §§179.21, 1798.24, 1798.81.5(b), Britt v. Superior Court, and D.06-12-029. Effect: all substantive evidence in SoCalGas's CAB response was shielded from Complainant's review.
0047–0050	Blank separator pages	No substantive content — further evidence that PRA response is materially incomplete for the SoCalGas matter.
0060–0062	CPUC CAB internal records for IC 693785 (Aug–Sep 2025)	Confirms: (a) IC 693785 filed Aug 11, 2025 — Billing / High Bill / Customer Service. (b) Complainant disputes ~\$5,000 in charges, cites absence of usage records, meter documentation, itemized calculations, and historical comparisons. (c) SoCalGas response: "charges consistent with recorded gas usage and meter readings" — no actual records provided. (d) Total balance \$5,381.83 claimed accurate. (e) SoCalGas resolution: "UTILITY IS NOT IN AGREEMENT" (Sept 4, 2025). (f) CAB closes "In Favor of Utility" September 15, 2025 — logical contradiction.

PRA Pages	Document Type	Key Evidence Established
0062–0063	CPUC CAB closure records and post-close correspondence	CAB closure: "SENT TO CAB INBOX — EMAIL FWD TO REP — CASE STATUS CHNG TO POST-CLOSE." Complainant requested all documents from utility response. CAB advised Complainant to submit PRA request through CPUC website — then PRA produced zero billing records. Complainant also contacted CAB by phone; CAB notes Complainant upset and referred her to the California Attorney General.

EXHIBIT E

DISABILITY IMPACT AND LOSS OF USE

Complainant's Disability Status

Complainant Delia Lovell has been permanently disabled since 2016. Disability was known to SoCalGas and is documented in all CPUC CAB records including IC 693785. SoCalGas's own billing notice (PRA #26-66 0039–0040) expressly states that the utility will not disconnect gas service when "a permanent resident of your home is... handicapped and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us." SoCalGas disconnected service anyway on March 12, 2026.

Factor	Detail and Impact
Property location and elevation	325 Emerald Drive, Lake Arrowhead, CA 92352 — elevation approximately 5,200 feet. Mountain climate subject to extended periods below freezing, heavy snow and ice from October through April. Gas heating is not supplemental — it is the primary and essential heat source.
Disability and gas dependence	Permanent disability since 2016. Gas service is essential for: (a) primary heating — freezing temperatures at 5,200 ft pose direct hypothermia risk; (b) cooking — no alternative cooking infrastructure; (c) hot water — essential for hygiene and medical needs; (d) safety — gas heating failure in mountain winter constitutes life-safety emergency.
Date of disconnection	March 12, 2026 — disconnection occurred during the final weeks of the mountain heating season, when night temperatures in Lake Arrowhead regularly remain below freezing. March 2026 is within the CPUC's baseline winter period for mountain residential customers.
SoCalGas notice admitting protections	SoCalGas's own billing notice (PRA #26-66 0039) states on its face: "We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home, or that a permanent resident of your home is elderly (65 or older) or handicapped and you are unable to pay the amount due but are willing to arrange installment payments." Complainant is permanently disabled. SoCalGas disconnected service in violation of its own stated policy.
Duration of harm	Gas service disconnected March 12, 2026. As of the date of this filing (June 22, 2026) — 102 days. Each day without essential gas service at a 5,200-ft mountain property for a permanently disabled resident constitutes a separate, ongoing harm and a separate offense under PU Code §2108.
Financial injury (SoCalGas alone)	Disputed billing: \$5,381.83 (confirmed by SoCalGas). Estimated overcharging above \$150/month baseline: approximately \$12,000 (24 months × \$500/month). Total direct financial injury from SoCalGas: approximately \$17,381.83 before penalties.
Combined utility injury (SCE + SoCalGas)	SCE fraudulent billing reparations: \$83,127.37. SoCalGas fraudulent billing reparations: \$17,381.83+. Combined direct billing injury to permanently disabled Black homeowner: over \$100,000.

Legal Protections Violated by Disconnection of Disabled Customer:

CPUC GO-103D and SoCalGas Tariff Rule 11: Expressly prohibit disconnection when a permanent resident is disabled or handicapped and willing to arrange payment. SoCalGas stated these protections in its own billing notice and then violated them.

California Civil Code §51 (Unruh Act): Prohibits discriminatory utility service practices based on disability. Minimum \$4,000 per violation, trebled under Civil Code §52.

42 U.S.C. §12182 (ADA Title III): Public utilities must provide equal access to services for disabled persons. Disconnection of essential utility service to a disabled customer while maintaining service for non-disabled customers in comparable billing disputes constitutes ADA discrimination.

California Welfare and Institutions Code §15610.30: Taking property of a disabled person for wrongful use or with intent to defraud constitutes dependent adult financial abuse, subject to enhanced penalties and mandatory reporting obligations.

EXHIBIT F

CONFIDENTIALITY ABUSE: SOCALGAS DECLARATION ANALYSIS

This Exhibit addresses SoCalGas's invocation of D.17-09-023 confidentiality through the Declaration of Michelle M. Sim, Director of Customer Contact Centers (PRA #26-66 0044–0046, executed September 3, 2025, San Dimas, California). Complainant contends this invocation is legally improper and constitutes an abuse of the CPUC confidentiality process.

Issue	SoCalGas Position	Complainant's Response
Scope of confidentiality claim	Employee names and customer information in IC 693785 response documents protected under Cal. Gov. Code §§6254(c),(k); Cal. Civ. Code §§1798.3, 1798.24; D.06-12-029; and Cal. Const. Art. I §1.	D.17-09-023 and its predecessors were designed to protect limited categories of sensitive data — not to shield entire utility responses from customer review in a proceeding initiated by that customer. The information Complainant seeks is her own billing data, meter reads, and usage records, not third-party sensitive information.
Effect on complainant's rights	All substantive billing evidence, meter data, and utility response materials withheld from CAB record under confidentiality claim.	Complainant was the party who filed IC 693785. Shielding SoCalGas's entire evidentiary response from Complainant's review in her own complaint proceeding denies Complainant the right to confront and rebut adverse evidence — a fundamental due process right. CPUC Rules 10.3 and 10.4 require that parties have access to evidence used against them.
Signatory authority	Michelle M. Sim states she was "delegated authority to sign this declaration by Don Widjaja."	The declaration does not identify Don Widjaja's title or authority, or provide the basis for delegation. Complainant requests production of the underlying delegation document and confirmation of Don Widjaja's authority to delegate confidentiality declarations in customer complaint proceedings.
Practical consequence	CAB accepted SoCalGas's response as evidence and closed IC 693785 "In Favor of Utility" based on this evidence.	Complainant was denied access to the evidence that formed the basis of the CAB closure decision. A proceeding in which one party withholds all its evidence from the opposing party, and the adjudicating body accepts that evidence and rules against the uninformed party, does not satisfy minimum due process requirements.
Relief sought regarding confidentiality	N/A	Complainant requests: (a) CPUC order compelling SoCalGas to produce all billing records, meter read logs, and account documentation in unredacted form; (b) CPUC review of whether D.17-09-023 was properly invoked in IC 693785; (c) reopening of IC 693785 or de novo review given denial of access to SoCalGas's evidence.

EXHIBIT G

LEGAL AUTHORITY SUMMARY

Authority	Provision	Violation / Application	Forum
PU Code §2101	Prohibits false, misleading, or deceptive billing by utilities	Billing ~4x above documented baseline with no supporting records; estimated reads billed as actual	CPUC
PU Code §2106	Customer right to recover all damages plus civil treble damages	Full reparations for fraudulent billing + treble in civil court	Civil Court
PU Code §2107	Penalty \$500–\$50,000 per violation; additional remedies	Unauthorized disconnection; record withholding; confidentiality abuse	CPUC
PU Code §2108	Fine \$500–\$100,000 per violation per day; each day separate offense	102+ days of illegal disconnection; ongoing fraudulent billing per day	CPUC Enforcement
PU Code §2113	Prohibits utility obstruction of customer access to records	Zero billing records produced in CAB proceeding or PRA #26-66; subpoena claim legally incorrect	CPUC / Criminal
CPUC GO-124	SoCalGas metering rules — frequency and conditions for estimated reads	Admitted use of estimated reads as basis for billing without GO-124 compliance	CPUC
CPUC GO-103D	Gas disconnection protections for disabled, handicapped, and elderly customers	Disconnection March 12, 2026 of permanently disabled customer — SoCalGas's own policy on face of bill violated	CPUC / Criminal
CPUC GO 96-B	Utility must maintain and produce billing records upon customer request	Zero billing records produced; PRA produced no SoCalGas billing statements	CPUC
CPUC Rule 17 (SoCalGas Tariff)	Utility must maintain and produce billing records upon request	CAB told Complainant subpoena required for own billing records — legally incorrect	CPUC
SoCalGas Tariff Rule 11	Disconnection protections for disabled and handicapped customers	Disconnection of permanently disabled customer in violation of utility's own stated tariff protections	CPUC
B&P; Code §17200 (UCL)	Prohibits unlawful, unfair, and fraudulent business practices	Fraudulent billing; illegal disconnection of disabled customer; confidentiality abuse to evade accountability	AG / Civil Court
Civil Code §51 (Unruh Act)	Prohibits discriminatory service based on disability	Disconnection of permanently disabled customer; \$4,000 minimum per violation, trebled	Civil Court
42 U.S.C. §12182 (ADA Title III)	Equal access to public utility services for disabled persons	Disconnection of essential gas service to disabled customer; denial of records	Federal Court
29 U.S.C. §794 (Rehab. Act §504)	Disability discrimination in federally assisted programs	SoCalGas administers CARE and ESAP (federally assisted programs) — disability discrimination in connection with those programs	Federal Court
W&I; Code §15610.30	Financial abuse of dependent adults / disabled persons	Fraudulent billing and illegal disconnection targeting permanently disabled Claimant	AG / Criminal
D.17-09-023	CPUC confidentiality framework for utility customer data	Improperly invoked by SoCalGas to shield entire CAB response from Complainant's review in her own proceeding	CPUC (abuse)

EXHIBIT H

COMPLAINT AND REGULATORY HISTORY

Case / Filing	Filed	Closed	Outcome	Key Facts
CPUC CAB Informal Complaint IC 693785 (SoCalGas — GAS904)	Aug 11, 2025	Sep 15, 2025	In Favor of Utility (SoCalGas "not in agreement")	~\$5,000 disputed charges. SoCalGas produced zero billing records. SoCalGas invoked D.17-09-023 confidentiality to shield response. SoCalGas formal resolution: "UTILITY IS NOT IN AGREEMENT." CAB closed "In Favor of Utility" — logical contradiction. No relief provided.
CPUC PRA #26-66 (partial — SoCalGas portion)	Jan 2026	Jun 15, 2026 (partial)	Partially Disclosed (pages 0038–0063)	Zero SoCalGas billing statements produced. Sim confidentiality declaration confirms substantive records withheld. PRA response is materially incomplete for SoCalGas dispute.
SoCalGas gas disconnection	Mar 12, 2026	Ongoing	ONGOING HARM	Gas service disconnected at 5,200-ft mountain property. Permanently disabled customer. 102+ days without essential gas service as of June 22, 2026. Each day a separate PU Code §2108 offense.
This Formal Complaint (SoCalGas)	Jun 22, 2026	Pending	PENDING	Filed concurrently with Lovell v. SCE ECP (Case No. 0000233003). Seeks: (1) production of all billing records; (2) reinstatement of service at zero or verified balance; (3) compensation for disabled Claimant.
Related: Lovell v. SCE ECP Case No. 0000233003 CAB No. 716635	May 13, 2026 (Formal) Jun 22, 2026 (ECP)	Pending	PENDING	Independent SCE complaint filed concurrently. Both utilities simultaneously subjected the same permanently disabled Black homeowner to fraudulent billing, illegal disconnection, and record withholding.

Regulatory and Legal Contacts on Record:

- SoCalGas CAB Contact: Michelle M. Sim, Director, Customer Contact Centers (declared Sep 3, 2025)
- Delegating Authority: Don Widjaja (title and authority not specified in declaration)
- SoCalGas Customer Contact Center: (800) 427-2200
- SoCalGas Defendant Address: 555 W. 5th Street, Los Angeles, CA 90013 | U-Number: U 904-G
- CPUC CAB: consumer-affairs@cpuc.ca.gov | 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102
- California Attorney General Consumer Protection Section: referred to by CAB on September 15, 2025

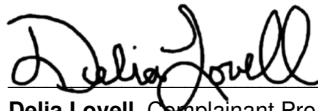
CERTIFICATE OF SERVICE

I, Delia Lovell, hereby certify that on June 23, 2026, I served a true and correct copy of the foregoing Supplemental Complaint Document with Exhibits (Lovell v. Southern California Gas Company) upon the following parties by electronic mail and/or U.S. Mail:

Party	Method	Address / Email
Southern California Gas Company (U 904-G) Attn: Legal / Consumer Affairs	U.S. Mail + Email	555 W. 5th Street, Los Angeles, CA 90013 (800) 427-2200
CPUC Docket Office	Electronic Filing (http://www.cpuc.ca.gov/PUC/efiling)	505 Van Ness Avenue, Room 2001 San Francisco, CA 94102
CPUC Consumer Affairs Branch	Email	consumer-affairs@cpuc.ca.gov

I declare under penalty of perjury under the laws of the State of California that the foregoing Certificate of Service is true and correct.

Executed on June 23, 2026, at Lake Arrowhead, California



Delia Lovell, Complainant Pro Se
325 Emerald Drive, Box 657
Lake Arrowhead, CA 92352
(310) 770-6026 | admin@lovelltrust.com

INDEX OF APPENDICES

The following documentary Appendices are submitted in support of, and incorporated by reference into, this Supplemental Complaint Document. They are designated as Appendices to distinguish them from the narrative Exhibits A through H contained within the body of this filing.

Appendix A	SoCalGas Illegal Disconnection Door Tag (March 12, 2026)
Appendix B	SoCalGas Billing and Payment History (Acct. 03652217062, Jun 2024 - Apr 2026)
Appendix C	SoCalGas Compare Bills (Feb 11, 2026 vs Feb 11, 2025)
Appendix D	SoCalGas Usage Analysis (Apr 2025 - May 2026)
Appendix E	Claimant Formal Email Demands to SoCalGas (Nov 2025 - Apr 2026)

APPENDIX A

SoCalGas Illegal Disconnection Door Tag, March 12, 2026

Document Description:

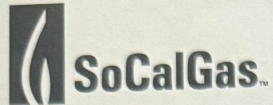
Official SoCalGas door tag left at 325 Emerald Drive, Lake Arrowhead, CA 92352 on March 12, 2026. Gas service turned off, Account No. 0365 2217 062, past due amount \$5,290.18. PROCEDURAL ANOMALY: the envelope is handwritten rather than machine-printed and addressed to 'D Lovell' rather than Complainant's full legal name 'Delia Lovell.' All other SoCalGas correspondence is machine-printed with the full legal name.

Document Date:

March 12, 2026

Relevance to This Complaint:

Primary evidence of the illegal disconnection. Establishes date, account number, and fraudulent \$5,290.18 reconnection demand. The handwritten envelope addressed to 'D Lovell' fails CPUC Decision D.12-03-054 requirements and constitutes additional evidence of disparate treatment supporting Section F-4.



SOUTHERN CALIFORNIA GAS COMPANY

socalgas.com

Your Account Number

0365 | 2217 | 062

\$ 5,290.18

PAST DUE AMOUNT

IMPORTANT

YOUR GAS SERVICE HAS BEEN TURNED OFF FOR NON-PAYMENT OF PAST DUE BILL(S) AND/OR DEPOSIT.

DATE 3-12-26

TO RESTORE SERVICE, THE PAST DUE AMOUNT IS REQUIRED. A RECONNECTION FEE AND A GUARANTEE DEPOSIT MAY BE REQUIRED FOR NON-RESIDENTIAL ACCOUNTS ONLY.

TO ARRANGE FOR RESTORING SERVICE, BRING THIS ENTIRE NOTICE TO ANY SOCALGAS COMPANY PAYMENT OFFICE, OR AUTHORIZED PAYMENT LOCATION.

PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED.

WARNING

TAMPERING WITH THE GAS METER WILL RESULT IN ADDITIONAL CHARGES (RULE #10 FILED WITH C.P.U.C.) SUCH INTERFERENCE IS ALSO SUBJECT TO PROSECUTION.

A RECONNECTION FEE OF \$16.00 MAY BE REQUIRED FOR NON-RESIDENTIAL ACCOUNTS

Once the total past due is paid, call us to restore your gas service - Residential 1-800-427-2200 Business 1-800-427-2000

5101 (9/21)

PO BOX 84 - Rim Forest, CA 92378



A Sempra Energy utility

D * Love 11

325 Emerald Dr.
Lake Arrowhead, CA

92352

APPENDIX B

SoCalGas Billing and Payment History, Confirming Payments Made and AMP Manipulation

Document Description:

SoCalGas portal Billing and Payments History for Account No. 03652217062, covering June 2024 through April 2026. Confirms consistent payments including \$181.55 on March 4, 2026, eight days before the illegal disconnection. AMP Credit -\$7,564.89 (Aug 30, 2024) and AMP Debit +\$4,412.84 (May 2, 2025) both documented. Total Amount Paid: \$1,779.63.

Document Date:

Captured May 13, 2026 (covering June 2024 to April 2026)

Relevance to This Complaint:

Proves Complainant paid actual monthly bills and that a payment was made 8 days before the illegal disconnection. Establishes the unauthorized AMP transactions that manufactured the fraudulent \$5,290.18 balance. Supports Sections F-1 and F-2.

Billing & Payments History

Review your billing history, payments, and other account transactions for up to 25 months.

325 EMERALD

Residential • Acct# 03652217062

Bill History

Transactions

Start Date

06/11/2024



End Date

04/14/2026



Refresh

Date Processed	Type	Amount	
04/14/2026	Bill Charges	\$1.58	\$
03/23/2026	Bill Charges	\$97.50	\$
03/04/2026	Payment	-\$181.55	\$
02/12/2026	Bill Charges	\$101.55	\$

02/12/2026	Bill Charges	\$181.55	\$
01/14/2026	Bill Charges	\$156.05	\$
01/05/2026	Payment	-\$153.71	\$
12/12/2025	Bill Charges	\$153.71	\$
12/03/2025	Payment	-\$236.90	\$
11/13/2025	Bill Charges	\$197.19	\$
11/05/2025	Payment	-\$226.60	\$
10/13/2025	Bill Charges	\$207.83	\$
09/29/2025	Payment	-\$217.15	\$
09/12/2025	Bill Charges	\$209.68	\$
08/13/2025	Bill Charges	\$169.94	\$
07/31/2025	Branch Office Payment	-\$148.85	\$
07/14/2025	Bill Charges	\$148.85	\$
06/12/2025	Bill Charges	\$174.84	\$
05/13/2025	Bill Charges	\$177.80	\$
05/02/2025	AMP Debit	\$4,412.84	\$
04/14/2025	Bill Charges	\$85.23	\$

03/14/2025	Bill Charges	\$160.28	
03/10/2025	Return Item	\$200.70	
03/04/2025	Payment	-\$200.70	
02/12/2025	Bill Charges	\$208.77	
02/10/2025	Branch Office Payment	-\$210.00	
01/14/2025	Bill Charges	\$202.30	
01/08/2025	Branch Office Payment	-\$200.00	
12/13/2024	Bill Charges	\$202.94	
12/04/2024	Branch Office Payment	-\$200.00	
11/13/2024	Bill Charges	\$196.69	
11/01/2024	Payment	-\$152.42	
10/11/2024	Bill Charges	\$152.42	
10/08/2024	Payment	-\$111.18	
09/12/2024	Bill Charges	\$111.18	
08/30/2024	AMP Credit	-\$7,564.89	
08/13/2024	Bill Charges	\$11.72	\$
08/02/2024	Payment	-\$190.45	\$

07/11/2024	Bill Charges	\$190.45	\$
06/13/2024	Payment	-\$108.97	\$
06/11/2024	Bill Charges	\$206.39	\$
Total Charges: -\$105.31		Total Amount Paid: \$1,779.63	

 [Export to Excel](#)

APPENDIX C

SoCalGas Compare Bills, Confirming Fraudulent Past Due Balance

Document Description:

SoCalGas Compare Bills tool, Account No. 0365221706, comparing Feb 11, 2026 to Feb 11, 2025. Total Gas Charges Feb 2026: \$181.55 vs \$208.77 Feb 2025. Total Amount Due Feb 2026: \$5,653.28 vs \$200.70 Feb 2025. Difference of \$5,452.58 attributable entirely to a Past Due balance of \$5,471.73 that did not exist in 2025.

Document Date:

Captured May 13, 2026

Relevance to This Complaint:

Mathematical proof that the \$5,290.18 disconnection demand has nothing to do with gas usage. Actual charges decreased year over year while total amount ballooned \$5,452.58 due solely to the AMP-manufactured past due balance. Supports Section F-2.

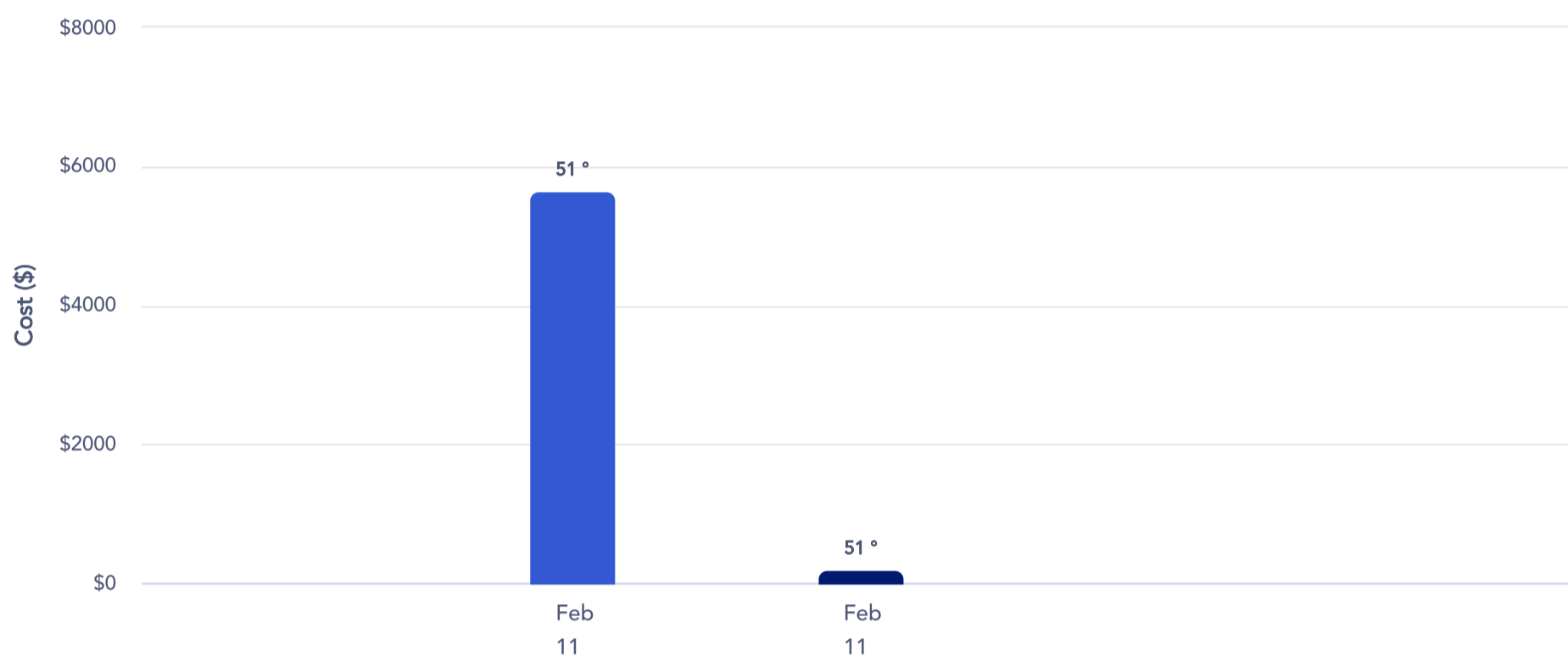


Compare Bills

Account Number: 0365221706

■ Select Bill: 02/11/2026

■ Compare With: 02/11/2025



	SELECTED BILL 02/11/2026	COMPARED BILL 02/11/2025	DIFFERENCE
Billed Days	29 Days	29 Days	0 Days
Baseline Cost per Therm	\$1.11 / Therm	\$1.05 / Therm	+0.06 Therms
Over Baseline Cost per Therm	\$1.60 / Therm	\$1.50 / Therm	+0.10 Therms
Average Usage per Day	4.00 Therms / day	4.93 Therms / day	-0.93 Therms / day
Total Usage	116.00 Therms Baseline: 75.00 Therms Over Baseline: 41.00 Therms	143.00 Therms Baseline: 75.00 Therms Over Baseline: 68.00 Therms	-27.00 Therms Baseline: 0.00 Therms Over Baseline: -27.00 Therms
Total Gas Charges	\$181.55	\$208.77	↓ \$27.22
TOTAL AMOUNT	\$5653.28	\$200.70	↓ \$5452.58

Compare Bills

Selected Bill Highlights

02/11/2026

Past Due **increased**

Rate Impact: **↑ \$5471.73**

The following is a summary of your current charges and past due balances for the selected bills. Past due balances are unpaid charges. Payments received after the bill date are not reflected in the past due balance amount that is displayed.

	Selected Bill 02/11/2026	Compared Bill 02/11/2025	Difference
Total Current Charges	\$181.55	\$208.77	-\$27.22
Past Due	\$5471.73	\$0	+\$5471.73
Total Amount Due	\$181.55	\$208.77	-\$27.22

Your gas usage **decreased** for this bill

Rate Impact: **↓ \$27.22**

Your average gas usage per day changed between these two bills. Variations in average usage may be due to changes in weather, your appliances, your living habits and/or your home.

	Selected Bill 02/11/2026	Compared Bill 02/11/2025	Difference
Average Usage per Day	4.00 Therms/day	4.93 Therms/day	-0.93 Therms/day
Baseline	2.59 Therms/day	2.59 Therms/day	0.00 Therms/day
Over Baseline	1.41 Therms/day	2.34 Therms/day	-0.93 Therms/day

APPENDIX D

SoCalGas Usage Analysis, Confirming Normal Gas Usage Pattern

Document Description:

SoCalGas Analyze Usage tool, Account No. 03652217062, Meter No. 13557249, April 2025 through May 2026. Monthly Average: \$140.12. Highest This Year: \$209.68. Normal residential usage confirmed with no consumption spikes consistent with a \$5,290.18 debt.

Document Date:

Captured May 13, 2026 (April 2025 to May 2026)

Relevance to This Complaint:

Confirms a 12-month average of \$140.12. The \$5,290.18 demanded is 37 times the monthly average, physically impossible from normal consumption. Corroborates that the balance originated from AMP manipulation. Supports Section F-2.

Analysis

Meter Number
13557249

- **MONTHLY AVERAGE** is your average natural gas bill over the last 12 months.
- **HIGHEST THIS YEAR** reflects your highest natural gas bill over the last 12 months.
- **ESTIMATED CHARGES & USAGE** is an approximation of your cost and usage that will adjust based on the remaining days within your billing cycle.
- **PROJECTED NEXT BILL** estimates your next natural gas bill based on your energy usage patterns, rate changes and conservation efforts. (Bill projections become more accurate as you progress through your bill cycle.)
- **THE TEMPERATURE (°F)** represented in the graph is the monthly average temperature for your ZIP code during the identified billing period. Cooler weather typically leads to increased heater usage, which consumes more natural gas.

If your account is within two days before and two days after the last day of your billing cycle, you will see "Pending" and "CHECK BACK ON MM/DD" in your "ESTIMATED CHARGES & USAGE" and "PROJECTED NEXT BILL" values. Updated bill projections will be available after 5 PM PT on the "CHECK BACK ON" DATE. (Actual times may vary.)


Graph


Table


Cost


Usage


Monthly


Daily


Hourly

April 2025 - May 2026

\$140.12 Monthly Average	\$209.68 Highest This Year	Pending Estimated Charges and Usage  CHECK BACK ON 05/16	Pending Projected Next Bill  CHECK BACK ON 05/16
------------------------------------	--------------------------------------	--	--



Some hourly and daily natural gas usage data may not display for this usage period, due to temporary system upgrades. This will not prevent our ability to accurately process your monthly bill. Your final bill will show your complete energy use, taxes, fees, bill credits and amount due.

APPENDIX E

Claimant Formal Email Demands to SoCalGas, Billing Records, Disconnection Protest, and Criminal Notice

Document Description:

Three formal emails from Delia Lovell to SoCalGas: (1) Nov. 14, 2025, request for all credit and account documents re past due notice of \$5,355.39; (2) March 14, 2026, formal complaint captioned 'Illegal Billing and Abuse by Southern California Gas on Disabled Black Customer Delia Lovell, Criminal Investigation Mandated'; (3) April 15, 2026, notice of illegal billing, wrongful disconnection, and demand for complete billing and meter records. SoCalGas read receipt confirmed April 16, 2026 at 7:30 AM.

Document Date:

November 14, 2025; March 14, 2026; April 15-16, 2026

Relevance to This Complaint:

Proves formal written demands for records were made before and after the disconnection. SoCalGas read receipt confirms actual knowledge of the dispute on April 16, 2026 with no remedial action, establishing the willful element for enhanced penalties under PU Code Section 2108. The March 14 email identifies Complainant as a Black disabled homeowner, supporting Section F-4.

REQUEST ALL CREDIT AND ACOUNT DOCUMENTS: Past Due Notice from SoCalGas

1 message

Wolf Lovell <wolf@lovelltrust.com>
To: customerservice@socalgas.com

Fri, Nov 14, 2025 at 10:41 AM

I have paid you KKK NAZI Fuckers. Please send me the account number and credit application for this account.

I have made a formal request for all of my documents.

On Fri, Nov 14, 2025 at 9:26 AM SoCalGas <customerservice@socalgas.com> wrote:



 **Past Due Payment Notice**

Dear Delia,

The current bill for the following account is now **past due** and available to view in [My Account](#).

To avoid disconnection of your service, a minimum payment of **\$5,355.39** must be received before 4 p.m. on **12/03/2025**

In case of disconnection for non-payment, you need to make the minimum payment. **Service will not be restored on the day your payment is received. Our field personnel can only accept credit card payments when visiting customers for collections orders.**

If you feel that you have received this email in error, call us at [1-877-238-0092](tel:1-877-238-0092). Please do not reply to this email.

Past Due Amount

\$5,355.39

due 12/03/2025

Account Number

*****17062
(325 EMERALD)

Current Charges

\$197.19
due 12/08/2025

Current charges may not reflect third party charges, credits, etc. Log in to [My Account](#) to see your total current charges.

Pay Now

[Log in to My Account](#)

Note: Your monthly bill may include bill inserts providing notice of actions that may affect your gas rates and important information on natural gas safety.

[View the latest bill inserts](#) to check for these important notices.

We're here to help

To find out more about the availability of financial assistance programs, or to see if you qualify for Past Due Bill Forgiveness through our Arrearage Management Plan, please visit socalgas.com/Assistance.

Other My Account Options



AutoPay

Don't miss a payment with automatic monthly payments.

[Enroll >](#)



Bill Tracker Alerts

Receive weekly notifications and track your payment information by email or text.

[Learn More >](#)

Connect with Us *



Explore SoCalGas

[SoCalGas.com](#)

[Account Login](#)

[Ways to Pay](#)

[Pay Bill Online](#)

[Rebate Programs](#)

[Bill Assistance](#)

*By clicking these links, you will transfer directly to the website of a third-party provider which is not part of SoCalGas. The Terms and Conditions and Privacy Policy on that website will apply.

Make sure you receive our emails by adding customerservice@socalgas.com to your address book. Please do not reply to this email. Email sent to this address cannot be answered. For assistance, please visit our [Help Center](#). Southern California Gas Company values your privacy. For more information, view our [Privacy Center](#) and [Privacy Notice](#)..

Email notification code: 15

© 2025 Southern California Gas Company. Trademarks are property of their respective owners. All rights reserved. Some materials used under license, with all rights reserved by licensor.

Illegal Billing and Abuse by Southern California Gas on Disabled Black Customer Delia Lovell Criminal Investigation Mandated

1 message

Delia Lovell <admin@lovelltrust.com>

Sat, Mar 14, 2026 at 10:06 PM

To: care@socalgas.com

Bcc: Delia Lovell <admin@lovelltrust.com>, delialovell@msn.com

Illegal Billing and Abuse by Southern California Gas on Disabled Black Customer Delia Lovell Criminal Investigation Mandated

March 14, 2026

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Avenue

San Francisco, CA 94102

cpuc.ca.gov/Complaints | CAB: 1-800-649-7570

RE: FORMAL COMPLAINT & REQUEST FOR INVESTIGATION — Southern California Gas Company

Complainant	Delia Lovell
Service Address	325 Emerald Drive, Box #657, Lake Arrowhead, CA 92352
Account Number	03652217062
Phone	(310) 770-6026
Respondent	Southern California Gas Company (SoCalGas)
Protected Status	Disabled Residential Customer — entitled to enhanced protections under CPUC Rule 9

I. INTRODUCTION AND NATURE OF COMPLAINT

I, Delia Lovell, a disabled residential natural gas customer, submit this formal complaint against Southern California Gas Company ("SoCalGas") and request a formal investigation into what constitutes, on its face, a pattern of fraudulent billing, unlawful service disconnection, and targeted financial abuse directed at a protected disabled consumer.

On March 4, 2026, SoCalGas received and processed a payment of \$181.55 — the full amount of the then-current bill for billing period 01/13/2026 through 02/11/2026, which I assert is the only amount legally due and owing. This payment is confirmed in SoCalGas's own transaction records. Despite receiving this payment in full, SoCalGas proceeded to disconnect natural gas service at 325 Emerald Drive, Lake Arrowhead, California on March 12, 2026 — without providing the legally required 15-day written notice, 48-

hour written notice, or same-day outbound call mandated by **CPUC Rule 9**. No compliant door tag was left at the premises. No payment arrangement was offered. No in-person visit was conducted as required for a disabled customer. The disconnection occurred with no lawful basis and in direct violation of every procedural protection CPUC rules require before service may be terminated.

SoCalGas disconnected my natural gas service on the basis of a disputed balance of approximately \$5,290.18 — a balance I do not owe, did not incur, and that SoCalGas has refused to substantiate with a complete account history. This disconnection was carried out in direct violation of **CPUC Rule 9** and California Public Utilities Code, and constitutes illegal termination of service to a protected disabled customer.

I do not owe the claimed balance. I will not pay it. I demand immediate service restoration, a full forensic audit of this account, and formal CPUC enforcement action against SoCalGas.

II. ILLEGAL DISCONNECTION OF DISABLED CUSTOMER

The disconnection of my service violated multiple CPUC Rules and statutory protections, including:

- **CPUC Rule 9** — Three-step mandatory disconnection process was not properly followed
- **CPUC Decision 14-06-036** — Enhanced notice requirements for disabled customers were not met
- **CPUC Decision D.12-03-054** — Door tag/notice did not contain all required information in compliant format
- **California Public Utilities Code § 779.1** — Life-threatening disconnection protections for disabled customers were disregarded

SoCalGas is required by law to provide a 48-hour in-person visit and door notice containing: (1) the total amount owed, (2) date and amount of last payment, (3) payment plan options, (4) a utility contact number, and (5) key information in at least 14-point sans serif font. To the extent a door tag was left, it failed to comply with these mandatory requirements. SoCalGas further failed to offer the mandatory minimum three-month payment arrangement prior to disconnection.

III. FRAUDULENT AND NONSENSICAL BILLING — DOCUMENTED ANOMALIES

A review of SoCalGas's own Billing & Payment History (Account #03652217062, 04/12/2024 through 03/04/2026) reveals the following material anomalies that are facially fraudulent, internally inconsistent, and unverifiable without the complete account history SoCalGas has refused to produce:

Date / Event	Amount	Anomaly / Violation
04/12/2024	3 Bills + 2 Write-Offs Same Day	Triple billing posted in a single day (\$82.90 + \$176.50 + \$157.31) simultaneously with two write-offs (-\$301.73, -\$370.89). Bills marked 'Written Off' were immediately re-added. This circular write-off/recharge pattern is facially fraudulent and constitutes double billing.
05/14/2025 Bill	\$4,590.64 for 114 Therms	114 therms billed at \$4,590.64 — approximately 40x the per-therm rate of every surrounding month. Comparable months with equal or higher usage (143 therms = \$208.77; 148 therms = \$202.30) confirm this charge is fabricated or applied at a fraudulent rate. No rate justification was provided.
08/30/2024 then 05/02/2025	AMP Credit -\$7,564.89 then AMP Debit +\$4,412.84	SoCalGas issued an Arrearage Management Plan credit of \$7,564.89, then clawed back \$4,412.84 nine months later as an 'AMP Debit.' SoCalGas's own AMP program terms state forgiven balances remain forgiven upon on-time payment. This reversal is unlawful and constitutes re-collection of forgiven debt.
08/14/2024 Bill	5 Therms / \$11.72	Only 5 therms billed in a 30-day period, while every surrounding month shows 80-148 therms. This

		anomaly immediately precedes the \$7,564.89 AMP credit and suggests meter tampering or billing manipulation to control the AMP calculation baseline.
Running Balance	\$5,000-\$7,700 Throughout	Despite \$7,564.89 AMP credit plus \$1,779.63 in documented payments, the 'Total Due' balance never meaningfully decreases. This is mathematically impossible without a hidden pre-existing balance that SoCalGas has refused to document or explain.
03/10/2025	Return Item +\$200.70	A returned payment was recharged without documentation of a cure period or new payment arrangement, in violation of Rule 9 requirements to offer payment plans before escalating collection action.

IV. OBSTRUCTION OF CUSTOMER'S RIGHT TO DISPUTE

When I demanded a complete account billing history sufficient to understand the origin of the disputed balance, SoCalGas informed me that I would need to subpoena records beyond the 25-month window available in the online portal. This response is a willful obstruction of my statutory right to dispute charges under CPUC Rule 9, Section D, and constitutes an independent violation of California Public Utilities Code. A utility may not condition a customer's right to investigate a disputed bill on the filing of legal process.

The complete account history is essential because the anomalous \$5,000+ 'Total Due' balance that appears at the very beginning of the available record — prior to any documented charges against me — indicates the balance predates my tenancy or was improperly transferred from a prior account holder. SoCalGas's refusal to produce this history is itself evidence of fraudulent concealment.

V. PATTERN OF TARGETED ABUSE AND FRAUD

The totality of SoCalGas's conduct — fabricated charges, illegal write-off reversals, an inflated single-month bill 40x the normal rate, an unexplained phantom balance, refusal to produce records, and unlawful disconnection of a disabled customer — is not consistent with administrative error. It constitutes a pattern of targeted financial abuse and fraud against a protected disabled consumer. I respectfully request the Commission treat this complaint as evidence of systemic misconduct warranting formal investigation under Public Utilities Code § 2107 and § 2108.

VI. ABUSE OF A DISABLED CUSTOMER AND VIOLATIONS OF CPUC BILLING GUIDELINES

SoCalGas's conduct in this matter constitutes a specific and aggravated form of consumer abuse directed at a disabled residential customer entitled to the highest level of protection under California law and CPUC regulations. The following violations are documented:

A. Disability-Specific Protections Violated

Under **California Public Utilities Code § 779.1** and **CPUC Decision D.12-03-054**, SoCalGas is expressly prohibited from disconnecting service to a customer known to be disabled without first: (1) making a good-faith effort to contact the customer by telephone and in person; (2) providing a 48-hour written notice posted at the premises; (3) sending a utility representative to accept payment at the customer's home if the customer indicates inability to pay in time; and (4) exploring all available payment arrangements and assistance programs. None of these mandatory protections were afforded to Delia Lovell prior to disconnection.

Furthermore, CPUC rules require SoCalGas to maintain an internal list of customers with disabilities and to cross-reference this list before issuing any disconnection order. If SoCalGas failed to identify or flag Ms. Lovell's disability status prior to disconnection, that failure is itself a regulatory violation subject to penalty.

B. Violations of CPUC Billing Guidelines

SoCalGas's billing conduct on Account #03652217062 violates the following specific CPUC billing rules and guidelines:

- **CPUC Rule 9, Section C** — Bills are past due 19 calendar days after mailing. SoCalGas's transaction record shows collection action and disconnection initiated without proper compliance with this timeline and without documentation of the triggering delinquency date.
- **CPUC Rule 9, Section D** — A customer who disputes a bill is entitled to continued service and a formal dispute resolution process. SoCalGas proceeded to disconnect service notwithstanding the disputed nature of the balance, in direct violation of this rule.
- **CPUC Rule 12** — Rendering and Payment of Bills requires that all charges be clearly itemized, accurate, and supported by actual meter readings or documented estimates. The \$4,590.64 charge for 114 therms — approximately 40x the prevailing rate — was never itemized, explained, or corrected, in violation of this rule.
- **CPUC Rule 16** — Adjustment of Bills requires SoCalGas to promptly correct any billing error and credit the customer accordingly. The circular write-off/recharge transactions of 04/12/2024, and the unlawful AMP debit reversal of \$4,412.84, represent uncorrected billing errors that have been allowed to compound the disputed balance in violation of this rule.
- **CPUC Decision D.20-06-003** — Prohibits disconnection of residential customers who are current on a payment plan. Ms. Lovell's payment history demonstrates consistent monthly payments, and any interruption was caused by SoCalGas's own erroneous billing, not by customer default.
- **CPUC General Order 96-B** — Requires utilities to maintain and produce complete, accurate billing records upon customer request. SoCalGas's refusal to provide account history beyond 25 months and its demand that Ms. Lovell obtain a subpoena violates this general order and constitutes obstruction of the customer's lawful right to information.

C. Financial Harm and Discriminatory Impact

The loss of natural gas service is not a minor inconvenience for a disabled customer. Gas service powers heating, hot water, and cooking — all essential to health and daily living. The disconnection of service under fraudulent billing pretenses, combined with SoCalGas's refusal to provide records or engage in good-faith dispute resolution, constitutes a form of economic abuse and disability discrimination.

The CPUC has authority and responsibility under **Public Utilities Code § 453(b)** to ensure that no utility engages in unreasonable discrimination against any customer. SoCalGas's conduct in this matter meets that threshold.

VII. PATTERN OF TARGETED ABUSE AND FRAUD

The totality of SoCalGas's conduct — fabricated charges, illegal write-off reversals, an inflated single-month bill 40x the normal rate, an unexplained phantom balance, refusal to produce records, and unlawful disconnection of a disabled customer — is not consistent with administrative error. It constitutes a pattern of targeted financial abuse and fraud against a protected disabled consumer. I respectfully request the Commission treat this complaint as evidence of systemic misconduct warranting formal investigation under **Public Utilities Code § 2107 and § 2108**.

VIII. RELIEF REQUESTED

I respectfully request the California Public Utilities Commission:

1. Order the immediate restoration of natural gas service to 325 Emerald Drive, Lake Arrowhead, CA 92352, Account #03652217062, at no charge to the customer;
2. Order SoCalGas to produce the complete and unredacted account history from the inception of Account #03652217062, including all charges, credits, write-offs, AMP enrollment/termination records, and rate codes applied to each billing period;
3. Order a forensic audit of the account, with specific attention to: the 04/12/2024 triple billing and simultaneous write-off event; the \$4,590.64 May 2025 charge; the AMP debit reversal of \$4,412.84; the 5-therm August 2024 anomaly; and the origin of the pre-existing balance reflected in the Total Due column;
4. Formally investigate and cite SoCalGas for unlawful disconnection of a disabled customer in violation of **CPUC Rule 9**, **CPUC Decision 14-06-036**, and **California Public Utilities Code**;
5. Impose maximum penalties pursuant to **California Public Utilities Code § 2107** (\$500 to \$100,000 per violation) for each documented violation;

6. Declare the disputed balance of \$5,290.18 void and uncollectible pending the outcome of the forensic audit; and
7. Refer this matter for formal proceedings before an Administrative Law Judge, given the nature and scale of the misconduct alleged.

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief.

Respectfully submitted,

Delia Lovell

Delia Lovell

325 Emerald Drive, Box #657

Lake Arrowhead, CA 92352

(310) 770-6026

March 14, 2026

Attachments:

- **Exhibit A — SoCalGas Bill History** (Account #03652217062, 04/12/2024 – 03/04/2026)
- **Exhibit B — SoCalGas Transaction History** (Account #03652217062, 04/12/2024 – 03/04/2026)

Note:

These Exhibits are Clear Evidence of Illegal, Non-Sensical and Fraudulent Billing

cc:

Southern California Gas Company — Legal Department

555 West Fifth Street

Los Angeles, CA 90013

Attn: Customer Regulatory Affairs / General Counsel

 **Billing Fraud on Delia Lovell 03142026.pdf**
2322K

*****Criminal Acts: Past Due Notice from SoCalGas and Illegal Attacks on Delia Lovell - All Bills Requested**

2 messages

Delia Lovell <admin@lovelltrust.com>
To: care@socalgas.com
Bcc: Delia Lovell <wolf@lovelltrust.com>

Wed, Apr 15, 2026 at 8:23 PM

Date: April 15, 2026

Re: NOTICE OF ILLEGAL AND INCORRECT BILLING; WRONGFUL DISCONNECTION OF SERVICE; DEMAND FOR COMPLETE BILLING AND METER READING HISTORY

- Account Holder: Delia Lovell
- Service Address: 325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352
- Account Number: 03652217062

To: Southern California Gas Company — Centralized Correspondence / Legal / Customer Resolution

This email serves as formal legal notice in response to your recent Past Due Notice. Be advised that NO PAYMENT will be made on any past due balance until Southern California Gas Company (SoCalGas) has fully complied with my outstanding records request, as detailed below.

I. DEMAND FOR COMPLETE BILLING AND METER READING HISTORY

Pursuant to California Public Utilities Code § 779 and applicable CPUC tariff rules, I have previously requested — and hereby formally re-demand — the following records for ALL accounts associated with Delia Lovell:

1. Complete billing history for all current and prior SoCalGas accounts managed under my name, for all properties and entities, including but not limited to:

- Delia Lovell (individual)
- 325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352
- Lovell Investment Trust
- Endara Enterprises LLC
- Any commercial properties past or present associated with the above;

2. All meter reading records, including the specific dates, times, and recorded values for every meter read associated with these accounts;

3. Documentation of all estimated versus actual reads;

4. All service orders, disconnect/reconnect orders, and internal notes associated with these accounts.

There is no legal party with authority to speak on my behalf or on behalf of my business entities. By law, this information must be produced directly to me.

Payment on any disputed amount is lawfully withheld pending receipt of this documentation. SoCalGas may not report this account as delinquent, assess late fees, or pursue collection activity while a good-faith billing dispute is pending.

II. NOTICE OF ILLEGAL DISCONNECTION — MARCH 12, 2026

On or about March 12, 2026, SoCalGas unlawfully disconnected natural gas service to my residential property at 325 Emerald Drive, Lake Arrowhead, CA 92352. This disconnection was conducted in violation of:

- California Public Utilities Code §§ 779, 779.1, and 779.2, which prohibit disconnection without proper notice and opportunity to cure;
- CPUC General Order 103-A and applicable SoCalGas tariff rules governing residential service disconnections;
- California Civil Code § 51 et seq. (Unruh Civil Rights Act), as I am a Black, disabled homeowner and the disconnection has caused disproportionate and ongoing harm to my health, safety, and welfare.

No gas service is currently flowing to my home. This constitutes an ongoing harm. SoCalGas employees and agents responsible for ordering and executing this disconnection are hereby on notice of potential criminal referral and civil liability.

III. DEMAND FOR IMMEDIATE ACTION

I demand the following, in writing, within ten (10) calendar days of receipt of this notice:

1. Immediate restoration of gas service to my residential property;
2. Full production of all billing and meter reading records identified in Section I, in electronic format pursuant to Government Code § 7922.570;
3. Written confirmation that no late fees, penalties, or adverse credit reporting will be applied during the pendency of this dispute;
4. Identification of the SoCalGas personnel who authorized and executed the March 12, 2026 disconnection order.

Failure to comply will result in immediate and further escalation to the California Public Utilities Commission (a formal complaint is already on file under CPUC Complaint No. 716635), the California Attorney General's Office, and applicable law enforcement authorities.

This notice is submitted without waiver of any legal rights or remedies, all of which are expressly reserved.

Respectfully submitted,

Delia Lovell
Black, Disabled Homeowner attacked by Social Gas
325 Emerald Drive, Box #657
Lake Arrowhead, CA 92352
Phone: (310) 770-6026
Email: admin@lovelltrust.com

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

From: **SoCalGas** <customerservice@socalgas.com>
Date: Wed, Apr 15, 2026 at 9:03 AM
Subject: Past Due Notice from SoCalGas
To: <admin@lovelltrust.com>



Past Due Payment Notice

Dear Delia,

The current bill for the following account is now **past due** and available to view in [My Account](#).

In case of disconnection for non-payment, **service may not be restored on the day your payment is received. Our field personnel can only accept credit card payments when visiting customers for collections orders.**

If you feel that you have received this email in error, call us at [1-877-238-0092](tel:1-877-238-0092). Please do not reply to this email.

Past Due Amount

\$5,569.23

due 04/30/2026

Account Number

*****17062

(325 EMERALD)

Current Charges

\$1.58

due 05/05/2026

Current charges may not reflect third party charges, credits, etc. Log in to [My Account](#) to see your total current charges.

Pay Now

[Log in to My Account](#)

Note: Your monthly bill may include bill inserts providing notice of actions that may affect your gas rates and important information on natural gas safety.

[View the latest bill inserts](#) to check for these important notices.

We're here to help

To find out more about the availability of financial assistance programs, or to see if you qualify for Past Due Bill Forgiveness through our Arrearage Management Plan, please visit socalgas.com/Assistance.

Other My Account Options



AutoPay

Don't miss a payment with automatic monthly payments.

[Enroll >](#)



Bill Tracker Alerts

Receive weekly notifications and track your payment information by email or text.

[Learn More >](#)

Connect with Us *



Explore SoCalGas

[SoCalGas.com](#)

[Account Login](#)

[Ways to Pay](#)

[Pay Bill Online](#)

[Rebate Programs](#)

[Bill Assistance](#)

*By clicking these links, you will transfer directly to the website of a third-party provider which is not part of SoCalGas. The Terms and Conditions and Privacy Policy on that website will apply.

Make sure you receive our emails by adding customerservice@socalgas.com to your address book. Please do not reply to this email. Email sent to this address cannot be answered. For assistance, please visit our [Help Center](#). Southern California Gas Company values your privacy. For more information, view our [Privacy Center](#) and [Privacy Notice](#).

Email notification code: 15

© 2026 Southern California Gas Company. Trademarks are property of their respective owners. All rights reserved. Some materials used under license, with all rights reserved by licensor.

care@socalgas.com <care@socalgas.com>
To: "admin@lovelltrust.com" <admin@lovelltrust.com>

Thu, Apr 16, 2026 at 7:31 AM

Your message

To: care@socalgas.com
Subject: [EXTERNAL] ***Criminal Acts: Past Due Notice from SoCalGas and Illegal Attacks on Delia Lovell - All Bills Requested
Sent: Wednesday, April 15, 2026 8:23:36 PM (UTC-08:00) Pacific Time (US & Canada)

was read on Thursday, April 16, 2026 7:30:28 AM (UTC-08:00) Pacific Time (US & Canada).