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

Delia Lovell

Complainant,

vs.

Southern California Edison Company (U338E),

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Delia Lovell 325 Emerald Drive, Box 657 Lake Arrowhead, CA 92352 T: 310-770-6026 E-mail: admin@lovelltrust.com	Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: Anna.Valdborg@sce.com E-mail 2: case.admin@sce.com E-mail 3: AdviceTariffManager@sce.com

(Internal Use Only)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMPLAINT

Additional complainant(s) (Provide name, address, phone number and email address for each complainant)

Name of Complainant	Delia Lovell
Address	325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352
Daytime Phone Number	(310) 770-6026
Email Address	admin@lovelltrust.com

☒ One/sole complainant is representative listed in Box C-1☐ Additional complainants listed in attachment

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

Name of Defendant	Southern California Edison Company (U338E)
Address	2244 Walnut Grove Avenue, Rosemead, CA 91770
Daytime Phone Number	(626) 302-6008
Email Address	Anna.Valdberg@sce.com; case.admin@sce.com; AdviceTariffManager@sce.com

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Has staff responded to your complaint?

☒ YES ☐ NO

Is your service now disconnected?

☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES ☐ NO

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

Complainant Delia Lovell (Disabled), Account Nos. 700619044849 and 700981814038, 325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352, submits this formal complaint against Southern California Edison Company (U338E) for six years of fraudulent billing, unauthorized AMP enrollment without consent, illegal disconnection on February 4, 2026 while CPUC complaint CAB No. 716635 was pending, systematic denial of billing records, and disability discrimination. Nine documented billing anomalies are drawn directly from SCE's own records. See attached Supplemental Details and Exhibits A through D for the complete complaint narrative, nine billing anomalies, damages analysis, and evidentiary record.

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's fraudulent billing and flagrant abuse of a disabled claimant must stop immediately and be referred for criminal prosecution. The Commission should order SCE to: (1) produce all billing records from January 2020 to present, unlawfully withheld; (2) reverse and void the unauthorized \$12,649.17 AMP balance transfer made without consent; (3) reduce Complainant's account balance to zero by removing all false and unsubstantiated charges; (4) provide verified confirmation of all account names, numbers, and billing addresses ever associated with Complainant; (5) provide full monetary compensation for six years of billing fraud, abuse, disability discrimination, and illegal disconnection; and (6) refer this matter to the California Attorney General and CPUC Safety and Enforcement Division. See attached Exhibit D for complete damages analysis: of financial compensation for damages losses and abuse of Reparations: \$83,127.37 Statutory penalties: \$1,260,000.00 Total Formal Complaint relief sought (this proceeding): \$1,343,127.37.

REPRESENTATIVE'S INFORMATION:

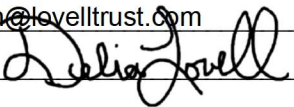
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: Delia Lovell (Pro Se Complainant)

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

Telephone Number: (310) 770-6026

E-mail: admin@lovelltrust.com

Signature: 

Delia Howell
(Complainant Signature)

Formal Complaint Form – Page 5 of 6

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 30, 2026

Date

Delia Lovell

Print your name

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

Delia Lovell,
Complainant,

CPUC Case No. 0000233003
E-File No. 234092 (new docket number
pending CPUC assignment)

vs.

Southern California Edison Company (U338E),
Defendant.

SUPPLEMENTAL COMPLAINT DOCUMENT WITH EXHIBITS

In Support of Formal Complaint (Regular Complaint Procedure)

CPUC Case No.	0000233003 (Original Formal Complaint, filed May 13, 2026)
CAB No.	716635
E-File No. (Resubmission)	234092 (received June 23, 2026; new docket number pending CPUC assignment as Regular Complaint)
SCE Inv. No.	398314
Prepared	June 30, 2026
Complainant	Delia Lovell (Disabled), Pro Se
Defendant	Southern California Edison Company (U338E)
Service Address	325 Emerald Drive, Box 657, Lake Arrowhead, CA 92352
Defendant Address	2244 Walnut Grove Avenue, Rosemead, CA 91770
Complainant Phone	(310) 770-6026
Defendant Contact	Anna Valdborg, (626) 302-6008
Complainant Email	admin@lovelltrust.com
Defendant Emails	Anna.Valdborg@sce.com; case.admin@sce.com

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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 Document with Exhibits in support of the Formal Complaint against Southern California Edison Company (U338E) (“SCE” or “Defendant”), CPUC Case No. 0000233003, originally filed May 13, 2026.

Formal Complaint Filed Under the Regular Complaint Procedure. This Supplemental Document was originally submitted on June 22, 2026 in support of the Commission's Expedited Complaint Procedure (ECP). On June 25, 2026, CPUC Legal Secretary Charisse Wayne, ALJ Division – Formal Complaints, advised Complainant that the amount actually in dispute against replacement account 700981814038 (\$14,241.63 as of April 23, 2026) exceeds the \$10,000 cap applicable to Expedited Complaints filed by a natural person, and that this matter is properly filed and will proceed under the Commission's Regular Complaint procedure. Complainant resubmitted accordingly on June 23, 2026 (E-File No. 234092), which CPUC staff confirmed on June 25, 2026 was approved for filing as a Regular Complaint pending assignment of a new docket number. This Supplemental Document with Exhibits is filed in support of that Formal Complaint under the Regular Complaint procedure, which is available “for any amount” and carries no monetary cap.

Reservation of Rights: Criminal and Civil Remedies Expressly Reserved. This filing is a Formal Complaint, not an Expedited Complaint, and is submitted in good faith to resolve this dispute through the Commission's regulatory process in the first instance. Nothing in this filing constitutes a waiver of any right, claim, or remedy. Given the outstanding, unverified balance SCE continues to assert and demand (\$14,241.63, with a renewed disconnection demand of \$13,633.52), and given SCE's documented pattern of fraudulent billing, illegal disconnection, and systematic record withholding described in the Exhibits below, Complainant expressly and unconditionally reserves all rights to pursue: (1) criminal referral, including but not limited to grand theft by false pretenses under Penal Code §532 and related statutes, with any state or local prosecuting authority or the Attorney General; and (2) civil action in California Superior Court and/or United States District Court, including claims for treble damages under PU Code §2106, intentional infliction of emotional distress, violations of the Unruh Civil Rights Act and the Americans with Disabilities Act, and financial elder/dependent adult abuse under Welfare and Institutions Code §15610.30. Complainant will pursue these criminal and civil remedies should SCE continue to assert, attempt to collect, or report the disputed balance, or should this Formal Complaint fail to yield a full and adequate remedy through the Commission's processes.

Three Core Remedies Sought. Under this Formal Complaint, Complainant seeks three specific remedies: (1) production of complete billing statements for all Claimant accounts covering the full disputed period 2019 to 2026; (2) reinstatement of original account 700619044849 at zero balance with reversal of the unauthorized AMP enrollment; and (3) compensation for the direct physical harm, loss of essential utilities, and financial injury suffered by a permanently disabled Claimant as a result of SCE's illegal disconnection and fraudulent billing.

Evidence Base. This Supplemental Document is based on: SCE's own billing records and account portal data; CPUC Public Records Request No. 26-66 (partially disclosed June 15, 2026, CPUC PRA #26-66 0001 to 0063); CPUC CAB internal complaint records; prior CPUC informal complaint proceedings (Nos. 594987, 595134, 716635); the Formal Complaint filed May 13, 2026 (CPUC Case No. 0000233003); and CPUC correspondence dated June 25, 2026 directing this matter to proceed as a Regular Complaint (E-File No. 234092).

STATEMENT OF FACTS AND CHRONOLOGY

Date	Event	SCE Account / Reference
Pre-2022	15-year billing history: average monthly bill \$115.00 to \$254.67. No anomalies.	Account 700619044849
Dec 10, 2022	Last normal bill: \$97.62.	Account 700619044849
Jan 3, 2023	Bill spikes to \$1,202.95, a 1,132% increase. No change in usage or equipment. SCE customer service agents state meter reads “cannot be right.”	Account 700619044849; PRA #26-66 0052
Jan 25, 2023	Bill escalates further to \$2,335.06. No explanation provided.	Account 700619044849
May 24, 2023	SCE threatens disconnection; claims \$4,395.75 due. CPUC Informal Complaint No. 594987 filed May 31, 2023.	PRA #26-66 0051 to 0052
Aug to Sep 2023	SCE Senior Supervisor Leticia Hernandez requested multiple extensions. Meter test claimed compliant. \$112.40 in late fees reversed. 30-day payment extension granted, the only accommodation made.	PRA #26-66 0054 to 0056
Sep 18, 2023	CAB Complaint No. 594987 closed “In Favor of Utility.” No billing correction.	PRA #26-66 0055
Jun to Jul 2023	Anomaly A: \$291.80 disappears between billing statements. July 2023 bill is 32 pages of unitemized corrections.	Billing record anomaly
Sep 7, 2023	Anomaly B: Two separate monthly bills (July 2023 and August 2023) bear the identical date of September 7, 2023.	Fabricated / backdated billing
Jan 2024	Anomaly C: \$300 payment reversed as returned check with no check number, bank name, or return reason. \$6 fee charged.	Account 700619044849
Jan 17, 2024	CPUC Informal Complaint No. 619965 filed. CAB told Complainant a subpoena is required to obtain billing records.	PRA #26-66 0058 to 0060
Mar 29, 2024	CAB Complaint No. 619965 closed “In Favor of Utility.” No billing records produced.	PRA #26-66 0060
Feb / Jun / Aug 2024	Anomaly F: Three consecutive billing months based on estimated (not actual) meter reads within eight months. CPUC GO-167 violation.	Account 700619044849
Aug to Oct 2024	Anomaly D: Meter secretly swapped (serial 308Z-298216 to 222014-690735) with no closing read on old meter and no opening read on new meter. Retroactive CARE credit \$2,920.11, no itemization. CPUC GO-167 violated.	Account 700619044849
Dec 2024	Statement closes at \$9,189.68.	Account 700619044849
Jan 2025	Anomaly E: January 2025 bill (\$878.91) never produced. Feb 2025 statement opens at \$10,068.59, with the \$878.91 gap completely undocumented.	Account 700619044849
Feb 4, 2026	ILLEGAL DISCONNECTION. SCE disconnects service while CPUC Complaint No. 716635 is actively pending. Direct violation of PU Code §779. Complainant is permanently disabled at a 5,200-ft mountain property.	CAB No. 716635

Date	Event	SCE Account / Reference
May 27 to 28, 2025	SCE closes original account 700619044849 (now \$0.00) without consent. Enrolls Complainant in AMP without consent. Creates replacement account 700981814038. Transfers disputed \$12,649.17 into AMP.	Accounts 700619044849, 700981814038
Sep 2025	Anomaly (Sep spike): Single-month charge of \$13,035.93, approximately 5,518% above the confirmed \$232.05 D-CARE baseline. Physically impossible for the property.	Account 700981814038
Apr 23, 2026	SCE issues renewed disconnection demand of \$13,633.52. Current disputed balance: \$14,241.63 (prev. \$14,009.58 plus new charges \$232.05).	Account 700981814038
May 13, 2026	Formal Complaint filed: CPUC Case No. 0000233003, CAB No. 716635.	CPUC Case 0000233003
Jun 15, 2026	CPUC PRA #26-66 partially disclosed (63 pages). Zero SCE billing statements produced for disputed 2019 to 2026 period. Confirms CAB complaint history and SCE non-compliance.	PRA #26-66 0001 to 0063
Jun 22–23, 2026	This Supplemental Document originally filed in support of Expedited Complaint; resubmitted as E-File No. 234092.	CPUC Case 0000233003 / E-File 234092
Jun 25, 2026	CPUC Legal Secretary Charisse Wayne advises this matter exceeds the ECP cap and must proceed as a Regular Complaint. Complainant directed to update the title page; new docket number pending.	E-File No. 234092

ACCOUNT HISTORY AND NINE DOCUMENTED BILLING ANOMALIES

Account Overview

Item	Detail
Original Account	700619044849, closed by SCE without consent May 2025; now shows \$0.00
AMP / Replacement Account	700981814038, created by unauthorized AMP enrollment May 2025
Service Account	8020295884
Service Address	325 Emerald Drive, Lake Arrowhead, CA 92352 (elevation approx. 5,200 ft)
Normal Monthly Baseline	\$115.00 to \$254.67 (15-year history). Confirmed current legitimate charge: \$232.05 (935 kWh, Rate D-CARE, Apr 23, 2026)
Pre-Fraud Last Normal Bill	\$97.62, December 10, 2022
Current Disputed Balance	\$14,241.63 as of April 23, 2026 (Account 700981814038)
Disconnection Demand	\$13,633.52, pay immediately per SCE notice April 23, 2026
SCE Portal Admission	"No data available" for April 2024 and April 2025, SCE's own system confirming missing records

Nine Documented Billing Anomalies

A line-by-line mathematical review of every SCE billing statement produced reveals nine irreconcilable anomalies. Each constitutes an independent violation of CPUC rules and California law. None has been explained by SCE.

ID	Anomaly	Description	Severity
A	Missing \$291.80 (Jun to Jul 2023)	\$291.80 vanished between June and July 2023 statements, with no payment, credit, or adjustment entry. July 2023 bill is 32 pages of unitemized corrections with no explanation.	CRITICAL
B	Duplicate Bill Date (Sep 7, 2023)	Two separate monthly bills, "July 2023" and "August 2023," bear the identical date of September 7, 2023. Two billing cycles cannot close on the same calendar date. Indicates fabricated or backdated records.	CRITICAL
C	Reversed \$300 Payment (Jan 2024)	\$300 payment reversed as returned check with no check number, bank institution, or return reason code. \$6 fee charged. No supporting bank documentation ever provided.	HIGH
D	Undisclosed Meter Swap plus \$2,920.11 Credit (Aug to Oct 2024)	Meter swapped (serial 308Z-298216 to 222014-690735) with no closing read on old meter and no opening read on new meter. Retroactive CARE credit of \$2,920.11 with no itemization. CPUC GO-167 requires documented meter change protocols; none were followed.	CRITICAL
E	Missing January 2025 Bill (\$878.91)	December 2024 statement closed at \$9,189.68. February 2025 statement opens at \$10,068.59. The \$878.91 difference is completely undocumented. January 2025 bill never provided.	CRITICAL

ID	Anomaly	Description	Severity
F	Three Consecutive Estimated Reads (Feb, Jun, Aug 2024)	Three monthly bills in an eight-month window based on estimated rather than actual reads. CPUC GO-167 restricts frequency of estimated reads. Three within eight months violates GO-167 and renders billing unverifiable.	HIGH
G	All 2022 Records Missing	SCE produced records beginning December 21, 2022 only. January 2023 bill opens at \$1,202.95, a balance traceable only to 2022 records never produced. The entire disputed balance traces to this unverifiable 2022 origin. A balance that cannot be traced to a documented origin is not a legally enforceable debt.	CRITICAL
H	Fraudulent Beverly Hills Billing Address	Multiple statements list 468 N. Camden Drive, Beverly Hills, CA 90210-4507 as the billing address. Complainant has never resided at, authorized, or been associated with this address. Confirmed across multiple years, this constitutes identity fraud or deliberate account manipulation.	CRITICAL
I	Portal Admission: “No Data Available” (Apr 2024, Apr 2025)	SCE's own online customer portal shows “No data available” for April 2024 and April 2025. This is SCE's own system confirming records for these periods do not exist or have been withheld. Confirmed in PRA #26-66 (zero SCE billing statements produced).	CRITICAL

Conclusion on Anomalies: No portion of the \$14,241.63 current balance can be independently verified. Every dollar traces to records that are missing, estimated, improperly documented, associated with an unauthorized address, or generated by an unauthorized account enrollment. This balance is legally unenforceable under California creditor law and PU Code §2106.

FINANCIAL SUMMARY: DAMAGES AND RELIEF

Part 1: Remedies Sought Under This Formal Complaint

Remedy	Description	Legal Basis
(1) Billing Records, All Accounts	Produce complete copies of all billing statements for accounts 700619044849 and 700981814038 for the full disputed period 2019 to 2026 within 10 days of Order.	PU Code §2113; CPUC GO 96-B; CPUC Rule 17
(2) Reinstate Account at Zero Balance	Reinstate original account 700619044849, reverse unauthorized AMP enrollment, and zero the disputed balance of \$14,241.63 (unverifiable, legally unenforceable). Cancel fraudulent AMP account 700981814038.	PU Code §§2101, 2106, 2107
(3) Compensate Disabled Claimant for Harm and Loss of Use	Compensation for direct physical harm, loss of essential utilities (medical / safety needs), and financial injury from illegal disconnection and fraudulent billing, through the Commission's Regular Complaint procedure (no monetary cap). Full civil damages, IIED, and Unruh Act treble damages reserved for civil court.	PU Code §§779, 2106, 2108; Civil Code §51; 42 U.S.C. §12182

Part 2: Full Damages Calculation — Reparations and Statutory Penalties Sought in This Formal Complaint (Civil Treble Damages Reserved for Civil Court)

Category	Calculation	Amount	Running Total
Reparation 1: Zero balance (fraudulent AMP balance)	Actual, unverifiable account balance	\$14,241.63	\$14,241.63
Reparation 2: Sep 2025 spike (\$13,035.93 minus \$232.05)	Fraudulent overage above D-CARE baseline	\$12,803.88	\$27,045.51
Reparation 3: 36 anomalous billing months x \$1,500	Jul 2023 to May 2026 avg overcharge	\$54,000.00	\$81,045.51
Reparation 4: Missing Jan 2025 bill plus 2022 origin balance	\$878.91 plus \$1,202.95	\$2,081.86	\$83,127.37
REPARATIONS SUBTOTAL		\$83,127.37	\$83,127.37

Category	Calculation	Amount	Running Total
Penalty: 84 months fraudulent billing x \$10,000	PU Code §2108 per-day violations	\$840,000.00	\$923,127.37
Penalty: Illegal disconnection (PU Code §779)	Feb 4, 2026, disconnection while complaint pending	\$100,000.00	\$1,023,127.37
Penalty: Records denial (12 months x \$5,000)	Systematic denial confirmed by PRA #26-66	\$60,000.00	\$1,083,127.37
Penalty: Unauthorized AMP enrollment	PU Code §§2101, 2107	\$100,000.00	\$1,183,127.37
Penalty: Fake corrections not applied (6 months)	6 violations x \$10,000	\$60,000.00	\$1,243,127.37

Category	Calculation	Amount	Running Total
Penalty: GO-167 violations (4 events x \$25,000)	Undisclosed meter swap plus estimated reads	\$100,000.00	\$1,343,127.37
STATUTORY PENALTIES SUBTOTAL		\$1,260,000.00	

Category	Calculation	Amount	Running Total
TOTAL FORMAL COMPLAINT RELIEF SOUGHT (this proceeding)	Reparations plus Statutory Penalties; Regular Complaint procedure, no monetary cap	\$1,343,127.37	\$1,343,127.37

Category	Calculation	Amount	Running Total
Civil treble damages (civil court, PU Code §2106) — reserved	3 x \$83,127.37 reparations	\$249,382.11	\$1,592,509.48

Note: The Commission's Regular Complaint procedure applies to "any amount" in dispute and carries no monetary cap. The Commission may order reparations (bill adjustment) and may exercise its statutory enforcement authority under the PU Code provisions cited above. Civil treble damages, IIED, Unruh Act, and ADA damages fall outside the Commission's authority to award (the Commission cannot award damages for personal injury, property damage, or emotional distress) and are expressly reserved for Superior Court and/or Federal District Court.

PRA #26-66 EVIDENCE SUMMARY

CPUC Public Records Request No. 26-66 was filed by Complainant in January 2026. Documents were partially disclosed on June 15, 2026 (63 pages, CPUC PRA #26-66 0001 to 0063). The disclosed records confirm the following material facts and establish critical evidence in support of this Complaint.

Critical Finding: SCE Billing Records Not Produced

Pages 0001 to 0037, 0041 to 0044, and 0047 to 0051 of the PRA response — 46 of the 63 pages disclosed, or 73% of the production — are blank, separator pages, or otherwise contain no substantive content. Of the remaining 17 pages, 8 pages (0038 to 0040 and 0045 to 0046) concern Southern California Gas Company (“SoCalGas”), a separate utility that is not a party to this Complaint, and 9 pages (0052 to 0060) consist of the Commission's own internal CAB case-tracking notes referencing SCE Informal Complaints Nos. 594987 and 619965 — not SCE's own billing statements, meter read logs, account ownership documentation, or internal communications. **Zero of the 63 pages disclosed contain any SCE billing statement, meter read log, account ownership record, or internal SCE communication** for the seven-year disputed period (2019 to 2026). This constitutes a material deficiency confirming SCE's systematic obstruction and is itself a violation of PU Code §2113, CPUC GO 96-B, and CPUC Rule 17.

PRA Pages	Document Type	Utility	Key Evidence Established
0001 to 0037	Blank / Separator pages	N/A	37 of 63 pages are blank or separators; no SCE billing records produced for the core seven-year disputed period.
0038 to 0040	SoCalGas disconnection notice and billing / regulatory text (July 2025)	SoCalGas (non-party)	Minimum payment demand \$5,211.69 by July 30, 2025; total balance demanded \$5,360.54. Concerns a separate utility not named as Defendant in this Complaint; not responsive to the SCE billing records requested.
0041 to 0044	Blank / Separator pages	N/A	4 additional blank or separator pages; no SCE records produced.
0045 to 0046	SoCalGas confidentiality declaration (Michelle M. Sim, Director, Customer Contact Centers) plus Attachment A	SoCalGas (non-party)	SoCalGas invoked D.17-09-023 confidentiality for Informal Complaint IC 693785 response documents. Concerns SoCalGas, not SCE; confirms SoCalGas produced documents it then withheld as confidential.
0047 to 0051	Blank / Separator pages	N/A	5 additional blank or separator pages; no SCE records produced.
0052 to 0057	CPUC CAB internal complaint records (case-tracking notes, not SCE's own records), SCE Informal Complaint No. 594987 (May to Sep 2023)	SCE	Confirms: (a) Bill jumped from \$97.62 to \$1,202.95 to \$2,335.06 within 45 days. (b) SCE's own agents confirmed reads “cannot be right.” (c) CAB resolved “In Favor of Utility” despite documented anomalies. (d) SCE's Leticia Hernandez granted only a \$112.40 late fee reversal and 30-day extension. (e) Complainant's disability status documented in CAB records throughout.

PRA Pages	Document Type	Utility	Key Evidence Established
0058 to 0060	CPUC CAB internal records (case-tracking notes, not SCE's own records), SCE Informal Complaint No. 619965 (Jan to Mar 2024)	SCE	Confirms: (a) CARE recertification and billing fraud disputes filed Jan 17, 2024. (b) CAB staff told Complainant a subpoena is required to obtain Complainant's own billing records, legally incorrect under CPUC Rule 17 and GO 96-B. (c) Case closed "In Favor of Utility" March 29, 2024 with no billing records produced.
0061 to 0063	CPUC CAB records, SoCalGas Informal Complaint IC 693785 (Aug to Sep 2025)	SoCalGas (non-party)	Confirms: (a) ~\$5,000 in disputed SoCalGas charges. (b) Utility "not in agreement." (c) CAB closed September 15, 2025 without relief. Concerns SoCalGas, not SCE; included here only because it appeared within the same PRA response.

PRA #26-66 Conclusion: Of the 63 pages disclosed, 46 (73%) are blank or separator pages, 8 pages concern SoCalGas — a utility not named as Defendant in this Complaint — and the remaining 9 pages are the Commission's own internal CAB case-tracking notes about SCE Informal Complaints Nos. 594987 and 619965, not SCE's own billing statements, meter data, or account records. The disclosure confirms five informal complaints since 2023 (two of them, IC 693785 and the SoCalGas disconnection notice, concerning a different utility entirely), all resolved for the utility on the SCE complaints; CAB directed Complainant to subpoena records owed by statute; and SCE produced zero billing statements across seven years despite Complainant's documented disability.

DISABILITY IMPACT AND LOSS OF USE

Complainant's Disability Status

Complainant Delia Lovell has been permanently disabled since 2016. Disability status has been disclosed to SCE and is documented throughout all CPUC CAB records (PRA #26-66, multiple entries). Complainant is an AIA-licensed architect (Member No. 38688616) and holds advanced academic and professional credentials. Disability does not diminish legal rights; it heightens the obligations of regulated entities under California and federal law.

Property and Conditions

Factor	Detail
Property location	325 Emerald Drive, Lake Arrowhead, CA 92352, elevation approximately 5,200 feet
Climate conditions	Mountain property subject to extreme cold, snow, and ice. Electricity is essential for heating, safety lighting, medical equipment operation, and emergency communication.
Disability status	Permanent disability since 2016. Electricity essential for medical and safety needs. Documented in all CPUC CAB records.
Date of illegal disconnection	February 4, 2026, while CPUC Complaint No. 716635 was actively pending. Direct violation of PU Code §779.
Duration of harm	Ongoing from February 4, 2026 through the date of this filing and continuing. Each additional day constitutes a separate offense under PU Code §2108.
Financial injury	Documented losses: fraudulent balance \$14,241.63; September 2025 billing spike overage \$12,803.88; 36 months anomalous billing at ~\$1,500/month avg overcharge (\$54,000.00); missing / unverifiable charges \$2,081.86. Total reparations: \$83,127.37.

Legal Basis for Heightened Obligations and Compensation

PU Code §779: Expressly prohibits disconnection of a disabled customer's service for a disputed bill while a CPUC complaint is pending. SCE violated this provision directly on February 4, 2026.

California Unruh Civil Rights Act (Civil Code §51): Prohibits discriminatory utility service practices based on disability. Violations are subject to statutory minimum damages of \$4,000 per violation, trebled under Civil Code §52.

Americans with Disabilities Act, Title III (42 U.S.C. §12182): Prohibits a public utility from denying equal access to services and records on the basis of disability. SCE's systematic denial of billing records and illegal disconnection of a disabled customer's essential utilities constitute ADA violations.

California Welfare and Institutions Code §15610.30: Financial elder and dependent adult abuse includes taking or withholding property of a disabled person for wrongful use or with intent to defraud. SCE's ongoing demands for payment of a fraudulent and unverifiable bill against a permanently disabled individual meet the statutory definition.

IIED (Intentional Infliction of Emotional Distress): A six-year deliberate pattern of fraudulent billing, illegal disconnection, record withholding, and fabricated account manipulation targeting a permanently disabled Black homeowner constitutes conduct that is extreme and outrageous, causing severe emotional distress. California courts have awarded \$500,000 per year for comparable conduct.

Compensation Sought Under This Formal Complaint: Complainant seeks the full reparations and statutory penalties identified in Exhibit C (\$1,343,127.37) through the Commission's Regular Complaint procedure, which imposes no monetary cap on the amount in dispute. Civil IIED damages (\$5,000,000), Unruh Act treble damages

(\$912,000), ADA compensatory and punitive damages (\$500,000), negligence per se damages, and civil treble damages under PU Code §2106 (\$249,382.11) fall outside the Commission's authority — the Commission's own Formal Complaint procedures confirm it “is not allowed to award damages for such things as personal injury, property damage, emotional distress, or loss of wages or profits” — and are expressly reserved for Superior Court and/or Federal District Court proceedings.

LEGAL AUTHORITY SUMMARY

Authority	Provision	Violation / Application	Forum
PU Code §779	Prohibits disconnection during a pending CPUC complaint	SCE disconnected service Feb 4, 2026 while Complaint No. 716635 was pending	CPUC / Criminal
PU Code §2101	Prohibits false, misleading, or deceptive billing by utilities	Fraudulent billing statements; Beverly Hills address; fabricated charges	CPUC
PU Code §2106	Customer right to recover all damages plus civil treble damages	Full reparations plus treble damages in civil proceedings	Civil Court
PU Code §2107	Penalty \$500 to \$50,000 per violation; plus remedies under §2106	Unauthorized AMP enrollment; record withholding	CPUC
PU Code §2108	Fine \$500 to \$100,000 per violation per day; each day a separate offense	Documented violation months x per-violation categories	CPUC Enforcement
PU Code §2113	Prohibits utility obstruction of customer access to records	SCE withheld all billing records 2019 to 2026; zero produced in PRA #26-66	CPUC / Criminal
CPUC GO-167	Metering accuracy; actual read frequency; meter change documentation	Three consecutive estimated reads; undisclosed meter swap Aug to Oct 2024	CPUC
CPUC GO 96-B	Utility must maintain and produce billing records upon customer request	Seven years of billing records withheld; PRA produced zero SCE documents	CPUC
CPUC Rule 9 (SCE Tariff)	Bills must be accurate, itemized, supported by verified meter data	Unverifiable bills; estimated reads; fabricated charges	CPUC
CPUC Rule 17 (SCE Tariff)	Utility must maintain and produce billing records, meter data, contracts	Systematic refusal to produce records; CAB told Complainant a subpoena required	CPUC
B&P Code §17200 (UCL)	Prohibits unlawful, unfair, and fraudulent business practices	Fraudulent billing; unauthorized AMP; identity fraud (Beverly Hills address)	AG / Civil Court
Civil Code §51 (Unruh Act)	Prohibits discriminatory utility service based on disability	Illegal disconnection of permanently disabled customer; \$4,000 min per violation trebled	Civil Court
42 U.S.C. §12182 (ADA Title III)	Equal access to public utility services for disabled persons	Disconnection plus denial of records to disabled customer; federal jurisdiction	Federal Court
W&I Code §15610.30	Financial abuse of dependent adults / disabled persons	Fraudulent billing and disconnection targeting a permanently disabled Claimant	AG / Criminal
Penal Code §532	Grand theft by false pretenses (over \$950 is a felony)	\$14,241.63 fraudulent demand; \$13,633.52 disconnection demand	Criminal / DA

COMPLAINT AND REGULATORY HISTORY

Case / Filing	Filed	Closed	Outcome	Key Facts
CPUC Informal Complaint No. 594987 (SCE)	May 31, 2023	Sep 18, 2023	In Favor of Utility	Bill spike \$97.62 to \$1,202.95 to \$2,335.06. SCE agents confirmed reads “cannot be right.” Only remedy: \$112.40 late fee reversal, 30-day extension. No billing correction.
CPUC Informal Complaint No. 595134 (SCE)	May 31, 2023	Sep 18, 2023	In Favor of Utility	Companion complaint to 594987. Same billing anomalies. No additional relief.
CPUC Informal Complaint No. 619965 (SCE)	Jan 17, 2024	Mar 29, 2024	In Favor of Utility	CARE recertification and billing fraud. CAB staff told Complainant a subpoena required for own records. No records produced.
CPUC CAB Informal Complaint No. 716635 (SCE)	Feb 4, 2026	Mar 24, 2026 (CAB denial)	Appeal Denied; Directed to Formal Complaint	CPUC Confirmation Nos. 220996 and 221018. SCE illegally disconnected service the same day complaint filed. CAB denied appeal Mar 24, 2026 and directed Complainant to file a Formal Complaint.
CPUC SoCalGas Informal Complaint IC 693785	Aug 11, 2025	Sep 15, 2025	Utility Not in Agreement; Closed	~\$5,000 disputed SoCalGas charges. CAB closed without relief. Confirmed in PRA #26-66 0060 to 0063.
CPUC PRA #26-66	Jan 2026	Jun 15, 2026 (partial)	Partially Disclosed (63 pages)	Zero SCE billing statements produced for 2019 to 2026. PRA response materially incomplete. Non-production is itself a PU Code §2113 violation.
CPUC Formal Complaint Case No. 0000233003	May 13, 2026	Pending	PENDING	Formal complaint seeking \$1,343,127.37 in reparations and statutory penalties. CAB No. 716635, SCE Inv. No. 398314.
This Supplemental Document / E-File No. 234092 (SCE)	Jun 22–23, 2026	Pending	Reclassified as Regular Complaint	CPUC Legal Secretary Charisse Wayne advised (June 25, 2026) the amount in dispute exceeds the \$10,000 ECP cap; matter proceeds as a Regular Complaint. Resubmission approved for filing; new docket number pending assignment.

Regulatory Contacts on Record:

- SCE Review Manager: Jerveta Armand, Customer Service / Consumer Affairs (Jerveta.Armand@sce.com)
- SCE Senior Supervisor: Leticia Hernandez, Consumer Affairs, (626) 815-7220
- SCE Defendant Contact: Anna Valdborg, Director and Managing Attorney, Anna.Valdborg@sce.com
- CPUC ALJ Division – Formal Complaints: Charisse Wayne, Legal Secretary, Charisse.Wayne@cpuc.ca.gov, (415) 703-5772; ALJFormalComplaints@cpuc.ca.gov
- CPUC EBSA Contact: Marvin, LA Regional Office, Conf. No. 202672-00887
- California DOI: Cases 8725878, 8725885, 8725907 (filed June 8, 2026); Commissioner Ricardo Lara

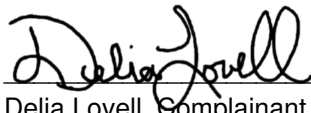
CERTIFICATE OF SERVICE

I, Delia Lovell, hereby certify that on June 30, 2026, I served a true and correct copy of the foregoing Supplemental Complaint Document with Exhibits (in support of the Formal Complaint, Regular Complaint procedure) upon the following parties by electronic mail and / or U.S. Mail:

Party	Method	Address / Email
Southern California Edison Company (U338E), Attn: Anna Valdborg, Director and Managing Attorney	Email plus U.S. Mail	Anna.Valdborg@sce.com; case.admin@sce.com; AdviceTariffManager@sce.com; 2244 Walnut Grove Avenue, Rosemead, CA 91770
CPUC Docket Office	Electronic Filing (http://www.cpsc.ca.gov/PUC/efiling)	505 Van Ness Avenue, Room 2001, San Francisco, CA 94102
CPUC ALJ Division – Formal Complaints (Charisse Wayne, Legal Secretary)	Email	Charisse.Wayne@cpuc.ca.gov; ALJFormalComplaints@cpuc.ca.gov
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 30, 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

[Signature line intentionally left blank. Because this Supplemental Document contains materially updated content — including a revised Preliminary Statement, Reservation of Rights, and Exhibit C/E relief framing — Complainant should re-sign and date this Certificate of Service before filing.]

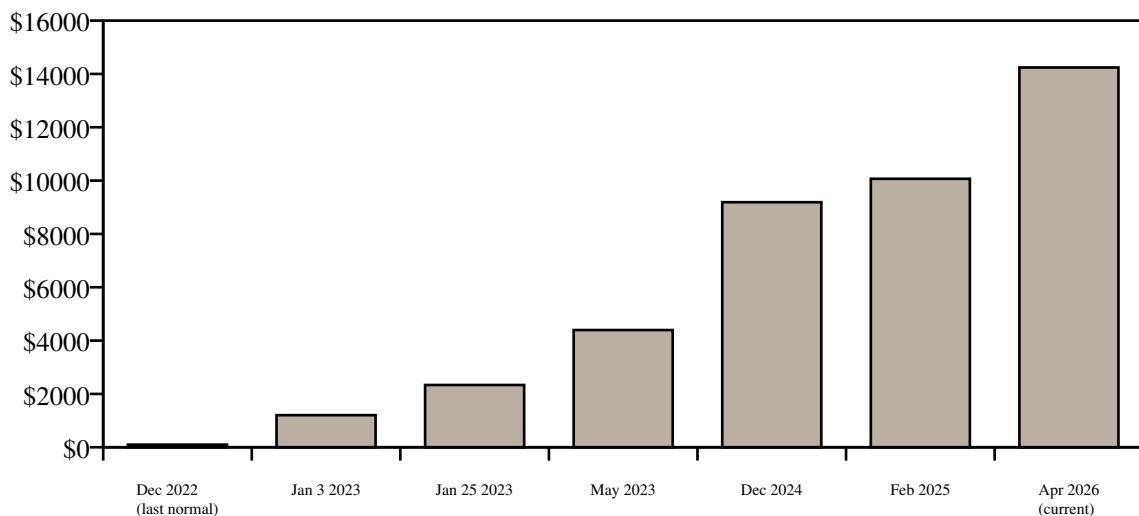
INDEX OF APPENDICES

Documentary Evidence Attached in Color in Support of the Supplemental Complaint Document

The four documentary appendices below are attached in full following this index, in color. They are the evidentiary records referenced in the Supplemental Complaint Document (pages 1 through 16). They were labeled as Exhibits in the underlying Formal Complaint filed May 13, 2026, and are designated Appendix A through D here to avoid confusion with the narrative Exhibits A through G listed in the Table of Contents. Page numbers below refer to the position of each item in this combined PDF.

Appendix	Document	Date	PDF Page
A	SCE electricity bill, Account 700981814038, asserting \$14,241.63 total due with a \$13,633.52 disconnection demand; new charges only \$232.05 (935 kWh, Rate D-CARE). Usage chart shows “No data available” for April 2024 and April 2025.	Apr 23, 2026	17 – 23
B	SCE customer portal screenshot confirming two accounts: original 700619044849 at \$0.00 and AMP-generated 700981814038 at \$14,241.63 (Multiple Payments Past Due, disconnection scheduled).	Captured May 13, 2026	24 – 27
C	CPUC Consumer Affairs Branch appeal denial letter, File No. 716635, relaying SCE's statement that records were previously provided and charges not previously disputed, and directing Complainant to the Formal Complaint or civil court under PU Code §2106.	Mar 24, 2026	28 – 30
D	CPUC Formal Complaint Procedures and official Complaint Form (Public Advisor's Office), establishing the procedural authority for this filing under the Adjudicatory category, Regular Complaint procedure.	Form rev. 09/12/14	31 – 46

Asserted Account Balance at Documented Dates (2022–2026)



Confirmed legitimate monthly charge: \$232.05 (935 kWh, Rate D-CARE, Apr 23, 2026). 1,132% jump Dec 2022 to Jan 2023 with no change in usage or equipment.

Illustrative summary drawn from the documented figures in Appendix A and the Statement of Facts. Prepared for the convenience of the Commission; the underlying records control.

APPENDIX A

SCE Bill With Fraudulent Balance & Disconnection Threat

Document Description:

SCE electricity bill for Account No. 700981814038, dated April 23, 2026. Total due \$14,241.63. Disconnection demand \$13,633.52 payable immediately. New charges only \$232.05 for 935 kWh under Rate D-CARE. Usage chart shows No data available for April 2024 and April 2025.

Document Date:

April 23, 2026

Relevance to This Complaint:

Establishes the fraudulent balance demanded by SCE, the disconnection threat, and SCE's own admission via usage chart that billing records for prior periods are missing. Confirms \$232.05 baseline and that the remaining \$14,009.58 is unverified and legally unenforceable.

Customer account
700981814038

Rotating outage
Group N001

Amount due \$14,241.63

Service account
8020295884
325 EMERALD DRIV
LAKE ARROWHEAD, CA 92352

POD-ID
101760940001762016
Date bill prepared
04/23/26

DISCONNECTION

Your account summary

Your previous balance	\$14,009.58
Past due amount	\$14,009.58
Your new charges	\$232.05
 Total amount you owe	\$14,241.63

Disconnection of service notice.

You must pay the past due amount of

\$13,633.52 to avoid disconnection. If you are not able to pay your bill, call SCE at 1-800-950-2356 to discuss how we can help. You may qualify for bill payment options, including a 12-month payment plan, and financial programs available to assist you such as SCE's CARE and FERA programs, that can help to reduce your bill. You can visit www.sce.com/billsupport for additional energy management tools and services to help manage your bill. We can also connect you with community agencies that can provide additional assistance to you, and you may also qualify for SCE's Energy Savings Assistance (ESA) program which is an energy efficiency program for income-qualified residential customers. To pay in person, call 1-800-747-8908 for locations.

Your past and current electricity usage

For meter 222014-690735 from 03/24/26 to 04/22/26
Total electricity you used this month in kWh

935

Your next billing cycle will end on or about 05/21/26.

Please return the payment stub below with your payment and make your check payable to Southern California Edison.
If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574) Tear here

Tear here



Customer account 700981814038
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Disconnection - pay immediately	\$13,633.52
Past due charges - pay by 05/13/26	\$376.06
New charges - pay by 05/13/26	\$232.05
Total amount you owe	\$14,241.63

Amount enclosed

\$

STMT 04232026 P

LOVELL, DELIA
BOX 657
PO BOX 657
LAKE ARROWHEAD CA 92352-0657

P.O. BOX 600
ROSEMEAD, CA 91771-0002

0 1 2 3 4 5 6 7 8 9

Ways to contact us

Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

Relay calls accepted

Request a large print bill 1-800-655-4555

Multicultural services

Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

Correspondence:

Southern California Edison
P.O. Box 6400
Rancho Cucamonga, CA
91729-6400

www.sce.com

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356
	Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

Rates and applicable rules: Available at www.sce.com or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 04/23/26.

- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
- For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit www.sce.com/safety or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.8% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit www.sce.com/rotating outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

Disputed bills

If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555. If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/ complaints/. The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:

Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)

Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

Definitions

- **Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- **Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- **SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 700981814038

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

Direct Payment (Automatic Debit) Enrollment: 700981814038

I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.

Signature _____ Date _____

To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit www.sce.com/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

☐

Every
Month

☐

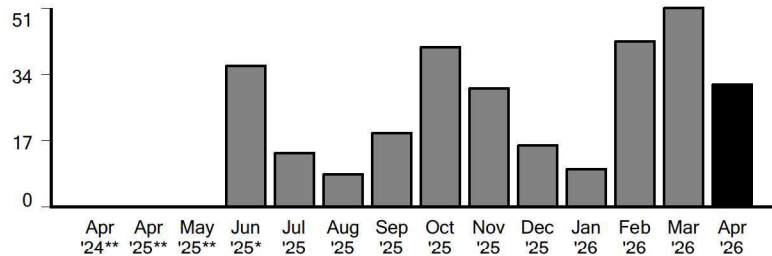
One Month
only

Your daily average electricity usage (kWh)

2 Years ago: N/A

Last year: N/A

This year: 31.17



* Irregular billing period

** No data available

Details of your new charges

Your rate: D-CARE

Billing period: 03/24/26 to 04/22/26 (30 days)

Delivery charges - Cost to deliver your electricity

Base services charge	30 days x \$0.19733	\$5.92
Energy-Winter		
Tier 1 (within baseline)	372 kWh x \$0.17891	\$66.55
Tier 2 (over baseline)	563 kWh x \$0.27999	\$157.63
CARE discount		-\$108.29

Your Delivery charges include:

- \$24.18 transmission charges
- \$175.23 distribution charges
- \$0.03 nuclear decommissioning charges
- \$21.93 conservation incentive adjustment
- \$9.78 public purpose programs charge
- \$7.76 new system generation charge

Generation charges - Cost to generate your electricity

SCE

Energy-Winter		
Tier 1 (within baseline)	372 kWh x \$0.11761	\$43.75
Tier 2 (over baseline)	563 kWh x \$0.11761	\$66.21

Your Generation charges include:

- \$0.13 competition transition charge
- -\$5.64 power charge indifference adjustment (PCIA)

Subtotal of your new charges		\$231.77
State tax	935 kWh x \$0.00030	\$0.28

Your new charges \$232.05

Your overall energy charges include:

- \$2.15 franchise fees

Additional information:

- Service voltage: 240 volts
- Your winter baseline allowance: 372.0 kWh
- Base services charge includes the CARE discount

Your Total Usage: 935 kWh	Tier 1		Tier 2	
Understanding Your Bill... Your usage for the billing period falls into Tier 2. For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.	372 kWh		563 kWh	
	\$0.30/kWh		\$0.40/kWh	
	Your Total Usage 935 kWh			

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

California Climate Credit Moving to Help with High-Billed Months

You may be expecting the California Climate Credit in April, but the California Public Utilities Commission (CPUC) has directed SCE to deliver the Climate Credit for residential customers later this year when your monthly bill may be at its highest. The CPUC has not yet decided what month(s) SCE will deliver the credit. SCE will notify you when the CPUC identifies the month(s). No action is required by you to receive your full 2026 credit of \$72 which may be in one or more high-billed months in 2026. SCE will automatically apply the credit to your bill(s).

Notice of Southern California Edison Company's Rate Increase Request

Southern California Edison Company's (SCE) Application for Authorization to Deploy Advanced Metering Infrastructure (AMI) 2.0 and for Associated Cost Recovery to the California Public Utilities Commission (CPUC) A.26-03-030.

What is Being Requested?

SCE is requesting an increase in revenue of \$1,865 million from 2026-2033. Based on the year of the highest rate impact, this amounts to a total requested rate increase of 0.7¢/kWh (2.5%).¹ The current meters are nearing the end of their service life and they rely on legacy technology. SCE seeks to replace them with contemporary meters that will enable SCE to continue current meter functionality and provide new capabilities and customer benefits. This increase will be phased into rates over the years in this request.

Proposed Rate Increase by Customer Class in 2033

Customer Class	¢/kWh Increase	% Increase
Residential (Non-CARE)	1.1	2.6%
Residential (CARE)	0.6	2.8%
Lighting, Small, & Medium Power	0.8	2.5%
Large Power	0.4	2.1%
Agriculture & Pumping	0.6	2.3%
Street & Area Lighting	0.4	1.1%
Standby	0.2	1.4%

The table shows the requested increase in rates for the year with the highest revenues (2033) compared to current rates. Actual changes in rates may vary by year.

How Would This Impact the Typical Residential Customer?

If the request is approved, a typical non-CARE residential customer using 500 kWh per month would see a bill increase of approximately \$4.87 per month.² Similarly, a typical CARE residential customer using 500 kWh per month would see a bill increase of \$3.17 per month.³ The actual impact will vary based on usage, baseline territory, and other factors.

Additional Information

An administrative law judge will hold hearings, consider evidence, testimony, and public comments before drafting a proposed decision on this application. CPUC Commissioners will then vote on a final decision at a public meeting.

You can read more about the utility's request and make public comment by visiting apps.cpuc.ca.gov/c/A2603030. For questions about participating in CPUC matters, you can contact the Public Advisor's Office at Public.Advisor@cpuc.ca.gov, 1-866-849-8390, or 505 Van Ness Ave., San Francisco, CA 94102. Please reference A.26-03-030 in any communication with the CPUC.

Questions About the Request

For questions about this application, please contact SCE via phone at 1-800-655-4555, or via email at case.admin@sce.com. The mailing address is:

Case Administrator
Southern California Edison Company
A.26-03-030- AMI 2.0 Application
P.O. Box 800
Rosemead, CA 91770

¹ Rate change will vary each year. Percentage calculated using largest rate increase for the application years.

² Year 2033 of the application was used to calculate typical customer bill because it is the year with the largest increase of \$543.6M.

³ *Id.*

Notice of Southern California Edison Company's Rate Increase Request

Pacific Gas and Electric Company's (PG&E) Diablo Canyon Power Plant (DCPP) 2027 Cost Recovery Application to the California Public Utilities Commission (CPUC) (A.26-03-031)

What is Being Requested?

PG&E is authorized to recover DCPP costs from the customers of other electric utilities in California, including customers of Southern California Edison Company (SCE) with no additional markup. PG&E is the only applicant seeking approval from the CPUC. SCE customers are responsible for \$208.330 million, and SCE is required by law to collect that authorized amount. SCE is providing this notice of PG&E's application because it could result in a rate increase for SCE's customers.

Proposed Increase by Customer Class

Customer Class	¢/kWh Increase	% Increase
Residential (Non-CARE)	0.13	0.3%
Residential (CARE)	0.08	0.4%
Lighting, Small, & Medium Power	0.10	0.3%
Large Power	0.07	0.4%
Agricultural & Pumping	0.08	0.3%
Street & Area Lighting	0.06	0.2%
Standby	0.05	0.3%

How Would This Impact the Average Residential Customer?

If the request is approved, the average residential customer using 500 kWh per month would see a bill increase of approximately \$0.65 per month in 2027. Similarly, a typical CARE residential customer using 500 kWh per month would see a rate increase of \$0.42 per month. The actual impact will vary based on usage, baseline territory, and other factors.

Additional Information

You can read more about the utility's request and make public comment by visiting apps.cpuc.ca.gov/c/A2603031. For questions about participating in CPUC matters, you can contact the Public Advisor's Office at Public.Advisor@cpuc.ca.gov, 1-866-849-8390, or 505 Van Ness Ave., San Francisco, CA 94102. Please reference A.26-03-031 in any communication with the CPUC.

Questions About the Request

For questions about this application, please contact SCE by: Phone: 1-800-655-4555; Email case.admin@sce.com; Mail: Eric Lee, A.26-03-031 - 2027 DCPP Cost Recovery Application, Southern California Edison Company, P.O. Box 800 Rosemead, CA 91770, or visit www.sce.com/applications for further information.

Notice of SCE Rate Increase Request

SCE's Annual Energy Resource Recovery Account Application to the California Public Utilities Commission (CPUC) A.26-04-002

What is Being Requested?

Southern California Edison Company (SCE) is requesting a revenue increase of \$11.531 million to recover a net under-collection in 14 authorized SCE memorandum/balancing accounts. This will be recovered in electric rates.

Requested Rate Increase by Customer Class

Customer Class	¢/KWh	% Increase
Residential	0.02	0.1%
Lighting - Small & Medium Power	0.02	0.1%
Large Power	0.01	0.0%
Agricultural & Pumping	0.01	0.0%
Street & Area Lighting	0.01	0.0%
Standby	0.00	0.0%

How Would This Impact the Average Residential Customer?

If the request is approved, a typical residential customer using 500 kWh per month could see a monthly bill increase of \$0.10 (approximately 0.1%). A typical CARE residential customer using 500 kWh per month could see a monthly bill increase of \$0.07 (approximately 0.1%).

Additional Information

An administrative law judge will hold hearings, consider evidence, testimony, and public comments before drafting a proposed decision on this application. CPUC Commissioners will then vote on a final decision at a public meeting.

You can read more about the utility's request and make public comment by visiting apps.cpuc.ca.gov/c/A2604002. For questions about participating in CPUC matters, you can contact the Public Advisor's Office at Public.Advisor@cpuc.ca.gov, **1-866-849-8390**, or 505 Van Ness Ave., San Francisco, CA 94102. Please reference A.26-04-002 in any communication with the CPUC.

Questions About the Request

For questions about this application or SCE's request, please contact SCE by: Phone: **1-800-655-4555**; email case.admin@sce.com; Mail: Case Administrator, A.26-04-002 -ERRA Review Application, Southern California Edison Company, P.O. Box 800 Rosemead, CA 91770, or visit www.sce.com/applications for further information.

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Lovell v. Southern California Edison Company (U 338-E)

CPUC CAB File No. 716635 | Filed: May 13, 2026

APPENDIX B

SCE Account Portal Screenshot Confirming Two Accounts and \$0.00 Original Balance

Document Description:

SCE online customer portal screenshot captured May 13, 2026. Shows Account No. 700619044849 (original, balance \$0.00) and Account No. 700981814038 (AMP-generated, balance \$14,241.63, Multiple Payments Past Due, disconnection scheduled). Both accounts list mailing address as PO Box 657, Lake Arrowhead, CA 92352.

Document Date:

Captured May 13, 2026

Relevance to This Complaint:

Proves SCE unilaterally zeroed the original account and created a replacement via unauthorized AMP enrollment (Section F-4). The \$0.00 original balance confirms transfer without consent. Portal shows No data available for April 2024 and April 2025, confirming Anomaly I (missing records).

Accounts Overview

Customer Accounts Displayed

2 / 2 [Manage Accounts Display](#)

Quick Links

[Update Contact Information](#)

[Manage Payment Methods](#)

[Manage Alerts & Notifications](#)

[Bill Inserts](#)

[Update Mailing Address](#)

Search for a customer account number ⓘ

e.g. 700000000000 or 600000000000

1–2 of 2 Customer Accounts

Sort: Customer Account (ascending) ✓

Account: 700619044849

Customer Name: Delia Lovell

Mailing Address: C/O Box 657, PO box 657, Lake Arrowhead, CA 92352 [Edit](#) ✎

\$0.00

 Request for Payment Arrangement

- Auto Pay [Ineligible](#)
- Paperless Billing [Ineligible](#)

Make a Payment

View Bill

Download Bill PDF 

More 

View 1 Service Account

Account: 700981814038

Customer Name: Delia Lovell

Mailing Address: C/O Box 657, PO box 657, Lake Arrowhead, CA 92352 [Edit](#) 

Multiple Payments Past Due: Your account includes multiple past due amounts.



 Your service may already be scheduled for disconnection. Please pay your total past due balance immediately.

Amount Due Now

\$14,241.63

 **MULTIPLE PAYMENTS PAST DUE**

 Request for Payment Arrangement

- Auto Pay: Off [Enroll](#)
- Paperless Billing: Off [Enroll](#)

Make a Payment

View Bill

Download Bill PDF 

More 

View 1 Service Account

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Lovell v. Southern California Edison Company (U 338-E)

CPUC CAB File No. 716635 | Filed: May 13, 2026

APPENDIX C

CPUC CAB Informal Appeal Denial Letter Containing Material False Statement

Document Description:

CPUC CAB letter dated March 24, 2026, File No. 716635, denying Complainant's Informal Appeal. Relays SCE's false statement that records were previously provided and charges were not previously disputed. Expressly acknowledges CAB cannot compel SCE compliance and directs Complainant to file a Formal Complaint or pursue civil court under PU Code Section 2106.

Document Date:

March 24, 2026

Relevance to This Complaint:

Confirms exhaustion of all informal remedies and CAB's direction to file this Formal Complaint. Establishes the material false statement made by SCE to CAB. Confirms CAB's admitted inability to compel SCE, establishing necessity of judicial remedy.

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



March 24, 2026

File No:716635

Delia Lovell Investment Trust
Po Box 657
Lake Arrowhead CA 92352

Dear Delia Lovell Investment Trust:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:716635**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

- CAB made one of three specific types of errors:
- CAB made a mistake in the *facts in the case* or
 - CAB made a mistake in the *laws in the case* or
 - CAB made a mistake by *not considering evidence*.

You are required to show that correction of CAB's error/s would have otherwise resulted in the disposition being in your favor. Your appeal did not provide new evidence, or you disagreed with the utility's response and CAB's position that does not fulfill CAB's Appeal requirements. Therefore, your appeal has been **denied**.

SCE has stayed that they previously provided you with detailed responses addressing your requests, along with copies of the billing statements you indicated she sought. You now seek to dispute monthly billing statements dating back to 2022. These charges were not previously disputed at the time they were rendered.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570
www.cpuc.ca.gov

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Lovell v. Southern California Edison Company (U 338-E)

CPUC CAB File No. 716635 | Filed: May 13, 2026

APPENDIX D

CPUC Formal Complaint Instructions and Official Complaint Form

Document Description:

Official CPUC Formal Complaint Procedures document and Complaint Form (6 pages), published by the CPUC Public Advisor's Office. Covers Sections A through O, Regular vs. Expedited Complaint distinctions, Adjudicatory categorization, and filing requirements. This is the official form template used to prepare this complaint.

Document Date:

September 12, 2014 (form revision date); applicable to this May 13, 2026 filing

Relevance to This Complaint:

Confirms that this complaint complies with all applicable CPUC Rules of Practice and Procedure for a Regular Formal Complaint under the Adjudicatory category. Establishes the procedural authority under which this complaint is filed.

PUBLIC UTILITIES COMMISSION

Public Advisor's Office

Phone: (866) 849-8390 (toll free)

E-mail: public.advisor@cpuc.ca.gov



**FORMAL COMPLAINT PROCEDURES and
ALTERNATIVE DISPUTE RESOLUTION PROGRAM**

The California Public Utilities Commission (CPUC) and its staff are always ready to answer questions about regulation of investor-owned utilities. Many of these utilities operate under tariff rates and rules, which are on file with the CPUC and are open to public inspection at utility offices. Each utility also posts their tariff rates on their website. Consumers should seek information on rules, service, or rates directly from the utility. In general, utilities answer most consumer questions and satisfactorily settle disputes. If they do not, please contact the CPUC and we will assist you through our formal complaint processes, or Alternative Dispute Resolution Program.

Formal Complaints

Through the formal complaint procedure, the CPUC can order the utility to take corrective action on a variety of formal complaints, including an adjustment to a customer's bill. The CPUC can also order reparations if a service which has been paid for has not been provided. It is important to note, however, that the CPUC is not allowed to award damages for such things as personal injury, property damage, emotional distress, or loss of wages or profits. To request compensation for damages, the customer must file a claim in a civil court.

Privacy Notice

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 on-line for later public viewing.

**If you need help with or have any questions about filing your formal complaint, contact the
CPUC Public Advisor's Office**

The Public Advisor - CPUC 505 Van Ness Avenue, Room 2103 San Francisco, CA 94102 (866) 849-8390 (toll free); (415) 703-2074 public.advisor@cpuc.ca.gov
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Alternative Dispute Resolution Program

The Alternative Dispute Resolution Program (ADR) commonly describes processes, such as facilitation, negotiation, mediation, and early neutral evaluation, to help disputants resolve a conflict without a formal decision by a court or agency. When successful, ADR may achieve results that a court or agency could not order, give the parties more ownership in the result, and reduce litigation and agency costs.

Our Administrative Law Judge (ALJ) Division administers the ADR program and trained experienced ALJs serve as neutrals in the program.

Because ADR focuses on the parties' basic interests, a dispute may be settled on terms more favorable to each of the parties. Since the process is voluntary, free, and normally confidential, parties have little "down-side" risk in trying ADR. If it results in a full settlement, ADR may save time and litigation expenses. Even if a complete settlement is not possible, agreement may be reached on some important points and this, also, may save time.

ADR can occur at any time during a formal proceeding. We encourage the early use of ADR to save the parties' time and money and to avoid unnecessary escalation of a dispute. In addition, ADR may be available to help resolve disputes that are still informal and have yet to be filed as formal complaints. Most ADR sessions are completed in ½ to 2 days. Some ADR sessions continue over several weeks, with the parties meeting for a day or two at a time.

For additional information, visit www.cpuc.ca.gov/PUC/ADR/.

INSTRUCTIONS FOR FILLING OUT THE ENCLOSED FORMAL COMPLAINT FORM

This step-by-step guide is designed to assist you in filing your formal complaint. You may file a complaint by mail as described in these instructions, or you may file electronically by visiting www.cpuc.ca.gov and clicking on the "E-File Documents" link. We do not charge fees for filing a formal complaint.

We have tried to simplify the process by assigning letters corresponding to the blanks on the form. However, you should become familiar with the CPUC's Rules of Practice and Procedure, as they must be followed in all formal proceedings. A complete set of Rules may be obtained upon request from the Public Advisor's office, and is also available on our website www.cpuc.ca.gov, first click on "online documents" and then "General Orders, Codes, Laws, Policies, Rules of Practice & Procedure."

The instructions below correspond to the sections on the formal complaint form.

- A.** The individual filing the complaint is the complainant. Provide the name(s) of each complainant.

Example: Mary Smith

- B.** The defendant is the utility you have a complaint against. Provide the name(s) of defendant(s).

Example: Acme Utility Company

- C.** A complaint that does not allege that the matter has first been brought to the CPUC staff for informal resolution (complaint filed with the CPUC's Consumer Affairs Branch) may be referred to the staff to attempt to resolve the matter informally. (Rule 4.2(c)).

- D.** Provide mailing address and **daytime** telephone number.

Example: Mary Smith, 444 W. 4th Street, Los Angeles, CA, 90012, (213) 400-5005

- E.** Provide the utility (defendant's) name and address. Use the address on your bill or contact the Public Advisor's office for the address.

- F.** Clearly describe your complaint: Explain the problem you are having with the utility.

- G.** You must provide your suggestions regarding several things the CPUC will need to consider in handling your case (this is called Scoping Memo Information). These items include: The proposed category "adjudicatory" or "ratesetting." See Categorization of Proceedings Section on page 12 for additional information. Most complaints are "adjudicatory" unless they challenge the reasonableness of a utility's rate; do you believe that there are facts in dispute that require a hearing before a judge; see page 11 on difference between regular and expedited complaints; the issues to be considered; and a proposed schedule. Include as attachments copies of any documentation you feel will support your case. **NOTE: Please see page 11 for information regarding various ways to challenge the reasonableness of a rate (Rule 4.1).**

- H.** You must state the exact relief you are requesting.

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

- I. (OPTIONAL)** If you would like to receive the defendant's answer and other filings, including information and notices from the CPUC, by electronic mail (e-mail) instead of by U.S. Mail, provide your e-mail address.

REMINDER: BY LAW, THE CPUC CANNOT AWARD DAMAGES. For example, the CPUC cannot order the utility to pay you \$40.00 to replace a plant the utility drove over. If you are unsure whether the relief you are requesting is an award of damages, please call the Public Advisor's Office.

- J.** Date and Sign.

Example: Los Angeles this 22nd day of April 2009.

- K.** Provide information for your representative, if applicable.

L, M. Sign Verification Form.

Example for individual: April 22, 2009 at Los Angeles Ms. Mary Smith

- N.** 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 defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

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, CALIFORNIA 94102

EXPEDITED AND REGULAR COMPLAINT PROCEDURES

The CPUC has two kinds of formal complaints: The expedited complaint procedure (ECP) and the regular complaint procedure. The following explains the major differences.

EXPEDITED COMPLAINT (ECP)

Only for cases where the disputed amount is under \$10,000¹ if filed by a natural person or under \$5,000² if filed by a corporation or other group.

REGULAR COMPLAINT

For any amount.

No attorneys may represent either party.

Attorneys may represent either party.

No court reporter present and no hearing transcript prepared.

Court reporter present; hearing transcript prepared.

Hearing held usually within 30 days after defendant utility's answer is filed.

No time deadline for holding a hearing.

If appealed by either party, and rehearing is granted, the whole case must be reheard under regular complaint procedure.

If appealed by either party, and rehearing is granted, the CPUC will decide what further proceedings are necessary.

In filing your formal complaint, you may request that your complaint be handled under the CPUC's regular formal complaint procedure. If you do not indicate which procedure you prefer (and if the amount is less than \$10,000 in a complaint filed by a natural person or \$5,000 in a complaint filed by a corporation or other group), the Docket Office will generally consider it as an expedited complaint.

Regardless of the type of formal complaint you have filed, you have the burden to present your case and prove any act or thing done or omitted to be done by the utility which you allege violates the utility's tariff rules, a CPUC order, or the law.

If your complaint concerns the reasonableness of a utility's rates, it must be signed by the mayor or president or chairperson of the board of trustees or a majority of the council, commission, or other legislative body of the city or city and county within which the alleged violation occurred or signed by not less than 25 actual or prospective consumers or purchasers of the utility's service. (Rule 4.1)

¹ The \$10,000 limit may be subject to change due to exceptions; please see Sections 116.210-116.270 of the California Code of Civil Procedure.

² The \$5,000 limit may be subject to change due to exceptions; please see Sections 116.210-116.270 of the California Code of Civil Procedure.

If requested in your complaint and if administratively possible, the hearing may be held in a location within your community. If you have a situation that prevents you from traveling, please indicate your restriction in your request.

WHAT WILL HAPPEN NEXT

The Docket Clerk will review your formal complaint to ensure it complies with all of the Rules of Practice and Procedure, and that you have provided all of the needed information.

If your formal complaint has been rejected for any reason, the Docket Clerk will notify you why it was not accepted and what you must do to correct the filing. They may refer to the CPUC's "Rules of Practice and Procedure," which is available from the Public Advisor's Office and is on our website www.cpuc.ca.gov.

Once the formal complaint has been accepted for filing, the Docket Clerk will issue a case number. If you want the Docket Office to send you an official copy of your complaint with the case number, you should send an extra copy of the complaint with a self-addressed, stamped envelope at the time you file your complaint.

You are not required to serve the complaint to the defendant utility. Instead, the Docket Office will mail a copy of the formal complaint to the defendant utility, with the instruction sheet directing an answer in 30 days, or 20 days under the expedited procedure. You will receive a copy of the instruction sheet that was sent to the defendant utility with the case number and the date the answer is due from the defendant utility. The instruction sheet will indicate the Administrative Law Judge (ALJ) that has been assigned to hear your case. If your complaint is a regular complaint, and not an ECP, the instruction sheet will also note the category assigned to your case. The utility will send you a copy of its answer to your complaint. The ALJ may schedule a prehearing conference. Prehearing conferences may be held by telephone or in person. A prehearing conference is held to determine the parties, the issues, and the hearing schedule. You will be notified of the date, time and location for the hearing, the positions of the parties, and other procedural matters.

Under the expedited procedure, a hearing date may be set at the time the complaint is served on the defendant utility or it may be deferred until after the Answer has been filed. A hearing is usually held within 30 days after the Answer of the defendant utility has been filed. An ECP hearing will usually be held on Thursday in San Francisco and on Friday in Los Angeles with some exceptions to this schedule as necessary. If you request your hearing be held in a location other than San Francisco or Los Angeles, it may not be possible to set the hearing within 30 days of the answer but it will be as close to that time frame as possible.

If you cannot attend the scheduled hearing date, you should notify the ALJ as soon as possible to avoid any unnecessary expenditures by the parties. Please call the ALJ through the CPUC's toll-free number 1-800-848-5580.

CATEGORIZATION OF PROCEEDINGS

Formal proceedings are divided into three categories: Adjudicatory, Ratesetting, and Quasi Legislative. Most formal complaints will be Adjudicatory. Those formal complaints which require 25 signatures are not considered adjudicatory; they will likely be categorized as Ratesetting. (Rule 1.3)

Adjudicatory proceedings require a Commission final decision within 12 months of the filing date, barring unusual circumstances. The 12 month time period begins when the complaint is accepted for filing with the Commission's Docket Office.

The ALJ will write a draft decision for the Commission. The five-member Commission can accept, reject, or modify the ALJ's draft decision, and the Commission considers and issues its ultimate decision at its publicly noticed business meetings. The Commission can award an adjustment to your bill if you prove you are entitled to it (reparation), but it cannot award damages, such as lost wages.

In adjudicatory proceedings where hearings have been held, the presiding officer's (ALJs) draft decision becomes the Commission's final decision 30 days after the draft decision is mailed to the parties in the proceeding but only if no appeal or request for review was filed during that 30 day period. If an appeal or request for review is filed, the Commission will consider the draft decision at a Business Meeting, and adopt a final decision.

Commission final decisions in adjudicatory cases can be appealed. To appeal a final decision, a complainant must first file an application for rehearing with the Commission. If, after the Commission issues a decision on the application for rehearing (or 60 days after filing the application for rehearing), the Complainant is not satisfied, he/she may appeal the Commission's decision to the State Court of Appeal in the District in which he/she resides.

Applications for rehearing shall follow Article 16 of the Rules of Practice & Procedure, and in any appeal you are responsible to specifically explain in what manner the Commission's Decision is unlawful or erroneous.

EX PARTE INFORMATION

Special restrictions apply to conversations with the ALJ or Commissioners when the conversations are about substantive issues in your case. Such "ex parte communications" are prohibited in adjudicatory cases. An ex parte communication is a written communication (including a communication by letter or electronic medium) or oral communication (including a communication by telephone or in person) that:

- (1) concerns any substantive issue in a formal proceeding, and
- (2) takes place between an interested person (like yourself) and a decisionmaker (like the ALJ), and

(3) does not occur in a public hearing, workshop, or other public setting, or on the record of the proceeding, where all interested parties would have the opportunity to attend.

Communications limited to inquiries regarding the schedule, location, or format for hearings, filing dates, identity of parties, and other such non-substantive information are likely to be considered procedural inquiries not subject to any restriction or reporting requirement. If you need help in determining the nature of an intended communication, call the Public Advisor's Office for assistance.

If your case is not classified as adjudicatory, different ex parte rules may apply. Please refer to the complete text of the ex parte rules in Article 8 of the CPUC's Rules of Practice and Procedure. You may also want to refer to the law upon which the rules are based (Public Utilities Code Sections 1701.1, 1701.2 and 1701.3). If you have any questions, please contact the Public Advisor's Office.

Reminder

If you have any questions about any part of the formal complaint procedures, please feel free to call the Public Advisor's Office in San Francisco. We will be glad to answer your questions regarding the process.

See Next Page

for

Formal Complaint

Form

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

COMPLAINANT(S)

vs.

(B)

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☐ YES

☐ NO

Has staff responded to your complaint?

☐ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☐ NO

Do you have money on deposit with the Commission?

☐ YES

☐ NO

Amount \$ _____

Is your service now disconnected?

☐ YES

☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number

(F)

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

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

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

☐ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

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

(3) ☐ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.
Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

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

(H)

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

(I)

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

(J)

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

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

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

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

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

(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 defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

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

PRIVACYNOTICE

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 on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

Signature

Date

Print your name