



FILED

06/22/26

04:59 PM

C2606031

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

LARRY WORD

Complainant,

vs.

SOUTHWEST GAS

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
LARRY WORD PO BOX 4306 BIG BEAR LAKE, CA 92315 larryrargo@gmail.com (323) 338--8931	SOUTHWEST GAS (U 905 G) PO BOX 98890 LAS VEGAS, NV 89193-8890 regserve@swgas.com 877-860-6020

(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	LARRY WORD
Address	PO BOX 4306 BIG BEAR LAKE, CA 92315
Daytime Phone Number	323-338-8931
Email Address	larryrago@gmail.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	SOUTHWEST GAS
Address	PO BOX 98890
Daytime Phone Number	877-860-6020
Email Address	regserve@swgas.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)

It would appear that the residential rebates offered through Southwest Gas are nothing more than fraudulent inducements that offer consumers no recourse, no appeals, no manner of understanding timelines or decisions, and are a boondoggle for third party administrators who operate outside the scope of regulatory oversight. No real monies are disbursed to consumers or explanation given as to how, when, or why decisions are made on rebates. Consumers are forever stuck in a sort of limbo in a process that is so opaque and convoluted and there is no one to complain to nor is there any oversight. Or at least, such has been my experience.

CHRONOLOGY

On 2/4/26 I installed a tankless Water Heater in my home.

On 2/28/26 I submitted a completed application for \$225 residential rebate (Rebate Application #00005800104)

On 3/4/26 my application status changed to "IN PROGRESS-PENDING" where it has been stuck ever since
(Please see attached Page for continued narrative of complaint)

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):

The utility should make good on the rebate promise to send the \$225 payment to the Complainant for installing a tankless water heater. Absent that, perhaps a more transparent system of understanding whether the application was approved, where one is on a supposed "waitlist" and an explanation as to how CPUC says they have nothing to do with the matter while the utility company can say that they are waiting on a decision or some kind of action from CPUC. This endless circular finger-pointing is maddening. If this was a rebate offered through any other produce the Attorney General could likely be contacted to enforce the terms but here the whole program seems to be able to operate outside of consumer law with no recourse, redress, or explanation.

Formal Complaint Form (Continuation of Page 2 of 6)

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

(CONTINUED DETAILS OF COMPLAINT FROM PAGE 2 OF 6)

CHRONOLOGY CONTINUED

On 3/15/26 After several calls to SW Gas, I emailed the rebates team to verify if anything else was required
On 3/30/26 I again emailed SW Gas Rebates for status on the \$225 rebate
On 4/7/26 I received my first reply from SW Gas in an email stating to expect a 6 to 8 week processing time
On 5/30/26 I emailed SW Gas stating it had now been 13 weeks and where was my rebate
On 5/30/26 I filed an informal complaint with CPUC over the rebate and received confirmation #229743
On 6/1/26 I received a reply to my email stating cryptically that "due to a pending decision by the California Public Utilities Commission (CPUC) your rebate application has been placed on a waitlist. We will notify you as soon as a final decision is made"
On 6/1/26 A letter was generated and mailed to me from CPUC closing my informal complaint with the explanation that they do not have jurisdiction over this matter
On 6/19/26 I file this formal complaint, refusing to believe that the state has no authority or jurisdiction since they fund the rebates and there must be some transparency in government as to why consumers are fraudulently induced into buying green energy equipment through rebates that, in my experience, do not exist

CONCLUSION

The Southwest Gas Rebate administrator points the finger at CPUC on the same day that CPUC sends me a letter saying that they essentially have nothing to do with this matter. How ironic. The rebate administrator says expect 6 to 8 weeks. After 13 weeks they say the matter is with CPUC. CPUC denies they have anything to do with this. What is left for a consumer to do or believe? When you purchase a product through a store the rebate rules generally tell you how long to wait for the rebate and who to contact, how to file a complaint, etc. Not so with rebates administered through public utilities. They hand it off to third party administrators and the government regulators say they cannot do anything about it. When I completed my rebate application I recall that program funding and application deadline was March 31, 2026. A review of the rebate website now states that the program application deadline runs through December 31, 2026. So this appears to eliminate any excuse that the funding dollars ran out, otherwise why would the program be extended until December 31, 2026? I honestly believe that if I did not file this formal complaint my rebate application would continue to sit there with no explanation and continued gaslighting anytime I follow up, if any response at all is given. At what point is it that somebody says that this is an unreasonable amount of time to wait? Is there preferential treatment given? Does the third party administrators just keep the rebate money without giving it to consumers? Why is there not a place to show where I am at in the queue or the "waitlist" as stated in my most recent email I received? Why is it that no status was changed and no update was given between the time where I was told "expect 6 to 8 weeks" to after 13 weeks later being told "you are on a waitlist". The "stop contacting us" vibe is strong and the whole program stinks with no accountability, opaque rules, no clear way to follow up and it is rife for exploitation by bad actors. Maybe that is already happening, there is no way for a consumer to know anything.

(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.

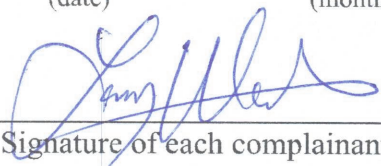
No objections to any dates. Set the date at your discretion.

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

Pay complainant the promised \$225 rebate for installing the tankless water heater in his residence

OPTIONAL (OPT OUT OF ELECTRONIC SERVICE): I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by mail (paper only). My/our mailing address(es) is/are:

Dated Big Bear Lake, California, this 19th day of June, 2026
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

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: LARRY WORD

Address: PO BOX 4306

Telephone Number: 323-338-8931

E-mail: larryrargo@gmail.com

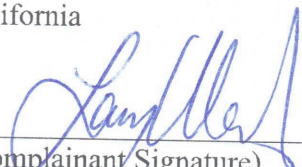
Signature: 

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.

Executed on June 19, 2026, at Big Bear Lake, 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.

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

Signature of Officer

Title

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.

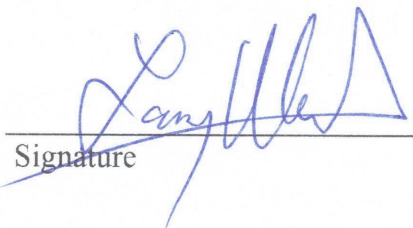
Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

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.



SignatureJune 19, 2026

DateLARRY WORD

Print your name