



COM/DH7/cg7 07/23/2026

FILED

07/23/26

09:45 AM

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

62604007

Karine Markarian,

Complainant

vs.

Case 26-04-007

Southern California Edison Company
(U338E),

Defendant.

ASSIGNED COMMISSIONER'S SCOPING MEMO AND RULING

This scoping memo and ruling sets forth the issues, need for hearing, schedule, category, and other matters necessary to scope this proceeding pursuant to Public Utilities Code Section 1701.1 and Article 7 of the Commission's Rules of Practice and Procedure (Rules).

1. Procedural Background

On April 8, 2026, Karine Markarian (Complainant) filed an expedited complaint (ECP) alleging that Southern California Edison (SCE) improperly withdrew \$42,300.78 twice from her account, and \$1,251.80 once, resulting in overdraft fees and financial hardship. Complainant alleges that SCE made these charges without offering reasonable or affordable payment plans. Complainant requests that SCE verify the amount of the outstanding balance on their utility bill through production of records and provide a workable payment plan.

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

After the remote ECP hearing was held, the complaint was converted to a regular formal complaint on June 25, 2026, pursuant to Rule 4.6(g).

A prehearing conference was held on July 15, 2026, to address the issues of law and fact, determine the need for hearing, set the schedule for resolving the matter, and address other matters as necessary. After considering the Complaint, Answer, and discussion at the prehearing conference, I have determined the issues and initial schedule of the proceeding to be set forth in this scoping memo.

Given the Complainant's age, disability, and status as a customer enrolled in California Alternate Rates for Energy, the Commission has determined that an environmental and social justice issue has been raised under Goal 6.1 and 6.3. This proceeding will be conducted in light of the environmental and social justice issues raised.

2. Issues

The issues to be determined or otherwise considered are:

1. Were the bills charged to the Complainant for their electricity usage accurate? If not, identify each monthly bill with an error and the amount of the alleged error.
2. Did SCE conduct its collection efforts in accordance with its rules, policies, and best practices?
3. Was there a remediable harm? Should the Commission grant relief, and if so, what relief?
4. What impacts, if any, do the billing and collection actions of SCE have on environmental and social justice

communities and the achievement of any of the nine goals of the Commission's Environmental and Social Justice Action Plan?

3. Need for Evidentiary Hearing

Issue numbers one and two are contested, material issues of fact. Accordingly, we will allow parties to present evidence on these issues and evidentiary hearings are needed.

4. Schedule

The following schedule is adopted here and may be modified by the Administrative Law Judge (ALJ) as required to promote the efficient and fair resolution of the complaint:

Event	Date
Meet and confer, held	July 21, 2026 ¹ and at Parties' discretion
Deadline to complete discovery	July 31, 2026
Joint Status Update, served	August 7, 2026
Evidentiary hearing, held	August 20, 2026
Briefs filed and served	TBD
Presiding officer decision, issued	No later than 60 days after submission
Commission decision, issued	No sooner than 30 days after Presiding officer decision

The proceeding will stand submitted upon closing statements or alternatively upon the filing of briefs, unless the ALJ requires further evidence or

¹ Date confirmed on behalf of both parties in an email sent to the service list by Robert Rojas, representative for SCE, on July 15, 2026.

argument. Based on this schedule, the proceeding will be resolved within 12 months as required by Public Utilities Code Section 1701.2(i).

5. Accessing the Evidentiary Hearing

This Ruling sets an evidentiary hearing for August 20, 2026, commencing at 10:00 a.m., via the Webex platform.

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

Access to the Webex platform is as follows:

Webex link:

<https://cpuc.webex.com/cpuc/j.php?MTID=m709ef07c018a960071b336822c0d528e>

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

6. Alternative Dispute Resolution (ADR) Program and Settlements

The Commission's Alternative Dispute Resolution (ADR) program offers mediation, early neutral evaluation, and facilitation services, and uses ALJs who have been trained as neutrals. At the parties' request, the assigned ALJ can refer this proceeding to the Commission's ADR Coordinator. Additional ADR information is available on the Commission's website.²

Any settlement between parties, whether regarding all or some of the issues, shall comply with Article 12 of the Rules and shall be served in writing. Such settlements shall include a complete explanation of the settlement and a

² <https://www.cpuc.ca.gov/PUC/adr/>

complete explanation of why it is reasonable in light of the whole record, consistent with the law and in the public interest. The proposing parties bear the burden of proof as to whether the settlement should be adopted by the Commission.

7. Category of Proceeding and Ex Parte Restrictions

The Commission determined that this is an adjudicatory proceeding.³ Accordingly, ex parte communications are prohibited pursuant to Article 8 of the Rules.

8. Public Advisor

Any person interested in participating in this proceeding who is unfamiliar with the Commission's procedures or has questions about the electronic filing procedures is encouraged to obtain more information at <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/public-advisors-office> or contact the Commission's Public Advisor at 866-849-8390 or 866-836-7825 (TTY), or send an e-mail to public.advisor@cpuc.ca.gov.

9. Filing, Service, and Service List

The official service list has been created and is on the Commission's website. Parties should confirm that their information on the service list is correct and serve notice of any errors on the Commission's Process office, the service list, and the ALJ. Persons may become a party pursuant to Rule 1.4.⁴

³ Instructions to Answer/OII at page.

⁴ The form to request additions and changes to the Service list may be found at <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/administrative-law-judge-division/documents/additiontoservicelisttranscriptordercompliant.pdf>

When serving any document, each party must ensure that it is using the current official service list on the Commission's website.

This proceeding will follow the electronic service protocol set forth in Rule 1.10. All parties to this proceeding shall serve documents and pleadings using electronic mail, whenever possible, transmitted no later than 5:00 p.m., on the date scheduled for service to occur.

When serving documents on Commissioners or their personal advisors, whether or not they are on the official service list, parties must only provide electronic service. Parties must not send hard copies of documents to Commissioners or their personal advisors unless specifically instructed to do so.

Persons who are not parties but wish to receive electronic service of documents filed in the proceeding may contact the Process Office at process_office@cpuc.ca.gov to request addition to the "Information Only" category of the official service list pursuant to Rule 1.9(f).

The Commission encourages those who seek information-only status on the service list to consider the Commission's subscription service as an alternative. The subscription service sends individual notifications to each subscriber of formal e-filings accepted by the Commission. Notices sent through subscription service are less likely to be flagged by spam or other filters. Notifications can be for a specific proceeding, a range of documents and daily or weekly digests.

10. Receiving Electronic Service from the Commission

Parties and other persons on the service list are advised that it is the responsibility of each person or entity on the service list for Commission proceedings to ensure their ability to receive emails from the Commission. Please add "@cpuc.ca.gov" to your email safe sender list and update your email

screening practices, settings and filters to ensure receipt of emails from the Commission.

11. Assignment of Proceeding

Darcie L. Houck is the assigned commissioner and Camille Watts-Zagha is the assigned ALJ for the proceeding.

IT IS RULED that:

1. The scope of this proceeding is described above and is adopted.
2. The schedule of this proceeding is set forth above and is adopted.
3. Evidentiary hearing is needed.
4. The presiding officer is Administrative Law Judge Camille Watts-Zagha.

Dated July 23, 2026, at San Francisco, California.

/s/ DARCIE L. HOUCK

Darcie L. Houck
Assigned Commissioner