



FILED

07/31/26

04:59 PM

C2607018

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

Elier Zermeno

Complainant,

vs.

Pacific Gas and Electric Company (U39E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Elier Zermeno 627 Stage Coach Dr, Lathrop CA 95330 (209) 518-5128 elierzermeno@comcast.net	Pacific Gas and Electric Company (U39E), Atten: Cliff Gleicher, Managing Counsel, 300 Lakeside Drive, Oakland CA 94612, T1: 415-971-2678, E-mail 1: Cliff.Gleicher@pge.com, Email 2: pgetariffs@pge.com Prior Case Number: CAB Informal Appeal Commission File No. 733325

(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	Elier Zermeno
Address	627 Stage Coach Dr, Lathrop CA 95330
Daytime Phone Number	(209) 518-5128
Email Address	elierzermeno@comcast.net

☐ 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	Pacific Gas and Electric Company (PG&E)
Address	300 Lakeside Drive, Oakland CA 94612
Daytime Phone Number	(415) 973-1000 or (415) 973-6976
Email Address	PGETariffs@pge.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)

1. Improper Physical Disconnection Under False Pretenses

On June 6, 2025, PG&E dispatched a service truck to my property and physically disconnected the electricity from my house. The PG&E personnel on-site stated that the immediate disconnection was mandatory because the setup constituted a "fire hazard." However, PG&E personnel did not call the local fire department or any emergency services to manage this allegedly dangerous public safety situation. If a genuine fire hazard existed, standard safety protocols would dictate emergency intervention. Instead, PG&E used the unverified claim of a fire hazard as a pretext to bypass standard customer shut-off protections and immediately disconnect my electricity.

2. Exorbitant and Improper Connection and Disconnection Fees

Following this physical shut-off, PG&E assessed a Delivery & Charge (D&C) fee of \$1,960.93 under the guise of Tariff Rule 17.2. This exorbitant charge operates in practice as an unauthorized, punitive connection and disconnection fee tied to the service truck deployment. Under CPUC regulations, utilities are strictly prohibited from charging excessive, non-cost-justified fees to disconnect or restore service. PG&E must provide a strict, itemized breakdown to prove how a standard connection and disconnection could legally or reasonably cost \$1,960.93.

3. Unjustified and Inflated Back-Billing Charge

PG&E has also assessed a \$4,418.87 back-billing charge from its Energy Diversion investigation. Because PG&E bypassed standard procedural protocols during the physical shut-off, the validity of the entire investigation is in dispute. Furthermore, PG&E has failed to provide transparent, verifiable math to prove how they calculated this massive estimated balance.

4. Failure to Apply Lawful CARE Program Discounts

I am an active participant in California's Alternate Rates for Energy (CARE) program, which legally entitles low-income households to a 30% to 35% discount on electric rates under California Public Utilities Code Section 739.1. PG&E completely omitted my lawful CARE discount from both the \$4,418.87 back-billing charge and the \$1,960.93 connection/disconnection fee. Even under Tariff Rule 17.2, any billing adjustments must reflect the customer's actual, lawful low-income rate profile. PG&E's failure to apply the CARE discount makes the entire \$6,379.80 balance inaccurate, inflated, and legally non-compliant.

5. Failure to Provide Mandatory Written Notification of Resolution

The Consumer Affairs Branch (CAB) closed Case No. 733325 based on PG&E's report that a written notification of the resolution was sent to me. I explicitly state that I never received this written notification. By failing to provide this documentation, PG&E violated standard consumer notice procedures, leaving me unable to verify, understand, or timely contest the specific details, evidence, or calculations regarding the alleged energy diversion.

6. Active Violation of CPUC Investigation Protections

This week (June 2026), while my CPUC Informal Appeal inquiry was still active and open for review, PG&E issued an urgent 24-hour disconnection notice on my account. This is a direct violation of CPUC consumer protection rules, which explicitly freeze all collections, enforcement actions, and shut-offs for disputed balances while an official commission investigation is pending. I request an immediate formal order keeping my service protected and punishing PG&E for violating the active investigation stay.

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):

1. Whether PG&E violated customer protection rules by using an unverified "fire hazard" claim as a pretext to immediately disconnect service on June 6, 2025, without involving emergency services or providing standard notice.
2. Whether PG&E's \$1,960.93 connection/disconnection fee under Tariff Rule 17.2 is excessive, punitive, and non-cost-justified in violation of CPUC regulations.
3. Whether PG&E's \$4,418.87 energy diversion back-billing charge is inaccurate, unverified, and procedurally invalid.
4. Whether PG&E violated CA Public Utilities Code Section 739.1 by failing to apply mandatory CARE program discounts to the back-billing and connection/disconnection fees.
5. Whether PG&E violated consumer notice procedures by failing to provide the mandatory written notification of resolution claimed in CAB Case No. 733325.
6. Whether PG&E violated CPUC investigation stay protections by issuing a 24-hour disconnection notice in June 2026 while an active commission review was pending, and whether service protections should be formally ordered.

REPRESENTATIVE'S INFORMATION:

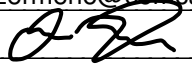
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: Self-Represented

Address: 627 Stage Coach Dr, Lathrop CA 95330

Telephone Number: (209) 518-5128

E-mail: elierzermeno@comcast.net

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 6/24/202, at Lathrop, 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.



Signature

6/24/2026

Date

Elier Zermeno

Print your name