



FILED

08/18/26

04:59 PM

C2608007

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

Uros Popovic

Complainant,

vs.

Pacific Gas and Electric Company (U 39 G)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Uros Popovic, 2784 Homestead Rd, #181 Santa Clara, CA 95051, +1 669 254 1324, pge@popovicu.com	Pacific Gas and Electric Company (U39G), Attn: Cliff Gleicher, Managing Counsel, 300 Lakeside Drive, Oakland CA 94612, T1: 415-971-2678, E-mail 1: Cliff.Gleicher@pge.com, E-mail 2: pgetariffs@pge.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	
Address	
Daytime Phone Number	
Email Address	

☒ 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	
Address	
Daytime Phone Number	
Email Address	

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)

Please see Attachment F: Complaint of Uros Popovic, attached hereto and incorporated by reference, with Exhibits 1 through 12.

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 properly classified the work (a gas riser relocation) and used the contract documents its filed tariff requires, including Form 62-4527.
2. Whether the \$13,564.57 retroactive invoice conforms to the actual-cost requirements of Gas Rules 15 and 16, and whether PG&E can substantiate it.
3. Whether the invoice includes Betterment or Utility Convenience costs excluded by Rule 15 B.3.a and Rule 16 D.3.a, or main and right-of-way costs not allocable solely to Complainant.
4. Whether the \$10,147.89 already paid included such costs, warranting reparation under Pub. Util. Code secs. 734 and 736.
5. Whether the work falls under Rule 16 F.2.a (PG&E convenience) or F.2.b (applicant convenience).
6. Whether PG&E may issue further retroactive charges for this completed project.

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: _____

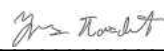
Signature: _____

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.

Executed on 08/04/26, at Santa Clara, 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

August 4, 2026

Date

Uros Popovic

Print your name

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Uros Popovic, Complainant, v. Pacific Gas and Electric Company (U 39 G), Defendant

ATTACHMENT F: COMPLAINT

I. SUMMARY

1. This complaint concerns a retroactive invoice of \$13,564.57 (Invoice No. 0008512470-9, dated May 1, 2026, Exhibit 3) that Pacific Gas and Electric Company (PG&E) issued approximately nineteen months after Complainant fully paid the \$10,147.89 contract price for a gas riser relocation at 720 Woodhams Rd, Santa Clara, California (PM No. 35576283; Notification No. 129353582; Contract No. 50109693 V1).

2. Complainant does not contend that PG&E lacks authority to bill qualifying post-July 1, 2023 work on an actual-cost basis under its Gas Rules 15 and 16. Complainant contends that PG&E did not administer the actual-cost process those rules prescribe, used a filed contract form that did not disclose or implement the actual-cost reconciliation process PG&E now invokes, has refused in writing to substantiate the invoice with any cost records, and included cost categories that the tariff excludes from any true-up or requires to be allocated to PG&E or to other beneficiaries. Under Public Utilities Code section 489, PG&E must file schedules including "all rules, contracts, privileges, and facilities which in any manner affect or relate to rates, tolls, rentals, classifications, or service," and under section 532 PG&E may not "charge, or receive a different compensation . . . than the rates, tolls, rentals, and charges applicable thereto as specified in its schedules on file and in effect at the time." The invoice, as issued and as defended in writing, is not the compensation specified in PG&E's filed schedules.

3. Finally, PG&E has **changed its stated justification for this charge multiple times over the course of the dispute**. The invoice itself rests on CPUC Decision 23-12-037, which by its terms is limited to "a newly constructed building that has never been used or occupied." PG&E's first response invoked a "line extension contract" that does not exist. Its report to the Consumer Affairs Branch invoked Decision 22-09-026 and Gas Tariff Rules 15 and 16. Its final pre-complaint message offered a new cost explanation and re-invoked the decision it had abandoned, while refusing to produce any cost records. The sequence is set out in Sections IV.D and IV.E.

II. PARTIES

4. Complainant Uros Popovic owns the residential property at 720 Woodhams Rd, Santa Clara, CA 95051, including an attached accessory dwelling unit addressed as 722 Woodhams Rd, and is a PG&E gas customer (Customer No. 4668540).

5. Defendant Pacific Gas and Electric Company (U 39 G) is a public utility gas corporation subject to the jurisdiction of this Commission.

III. INFORMAL RESOLUTION (Rule 4.2(c))

6. Complainant pursued informal resolution before filing. Complainant served a written dispute on PG&E on May 31, 2026 and detailed numbered written questions on June 4, 2026 (Exhibit 5), and filed an informal complaint with the Commission's Consumer Affairs Branch, File No. 732353, which CAB closed on June 10, 2026 with a finding that PG&E was "not in violation" (Exhibit 6). An earlier informal complaint concerning the underlying 2024 events, File No. 641361, was closed on August 1, 2024 (Exhibit 10). PG&E stated in writing on July 11, 2026 that it has completed its internal review, considers the charges proper, and that "the appropriate venue for independent review is the California Public Utilities Commission" (Exhibit 7). On July 29, 2026, Complainant notified PG&E in writing of his intent to file this complaint before the invoice's 120-day payment window closes, stated that the charges remain disputed with all rights reserved, and requested written confirmation that collection activity is suspended pending resolution (Exhibit 11). PG&E responded on July 30, 2026 that "there is no status change that gets applied to the account" and that once 120 days pass without payment the account "automatically goes to our in-house collection agency" (Exhibit 12).

IV. FACTUAL BACKGROUND

A. The 2024 project

7. On March 20, 2024, during a permitted remodel of Complainant's home, a PG&E representative dispatched to perform a scheduled meter change removed the existing gas meter. PG&E reported to CAB that the removal was made under Gas Rule 11 on account of active construction (Exhibit 10). The household was without gas service for several months while reinstatement was pursued.

8. PG&E personnel repeatedly described the immediate condition as a below-grade riser or valve that needed to be raised before the meter could be restored. On July 23, 2024, PG&E's assigned Service Planning representative, Ramon Mendoza Jr., stated in writing that the removal work order "was automatically generated and did not require any prior customer contact," that PG&E could not confirm whether its technician spoke with anyone on site, and that "the original meter location did not comply with PG&E Green Book standards/code" (Exhibit 8).

9. On August 12, 2024, PG&E reopened an application on Complainant's behalf "for the correct scope of work" (No. 129353582). PG&E invoiced a \$2,500 engineering advance on August 13, 2024 (Invoice No. 0008323972-3), which Complainant paid on August 15, 2024 (Exhibit 2).

B. The negotiated scope and the signed agreement

10. On August 30, 2024, following a site meeting with PG&E's lead estimator, Complainant's household memorialized the agreed solution in writing to PG&E's assigned representatives: PG&E would use a plastic insert ("plastic trench") method and would "cover the cost on the street," while Complainant would at his own expense perform four preparation items (extending a wall pipe to a compliant height, opening a section of cement at the new valve position, sealing a vent, and relocating an outdoor outlet). PG&E's representative, Mr. Mendoza, responded on September 28, 2024 by scheduling the pre-construction meeting "to go over John's action items," re-attaching the memorialized list, and confirming the owner items without disputing any term of the memorialization, including the statement that PG&E would cover the street cost (Exhibit 9). Complainant performed all four items and obtained the required city gas release on October 11, 2024. The executed contract described below is consistent with that agreement: it prices trenching, gas facilities, trench permits, and inspection at zero.

11. On September 20, 2024, PG&E issued, and on September 23, 2024 the parties executed, PG&E Form 62-4527, "Agreement to Perform Tariff Schedule Related Work" (Contract No. 50109693 V1, Exhibit 1). The agreement describes the work as "Gas Riser Relocation." Its accompanying payment coupon is captioned "Gas Reloc & Rearrangement Non-Refundable Payment." Paragraph 4 provides that the applicant shall pay "as the complete contract price hereunder" the sum of \$10,147.89. The agreement's itemization prices Facilities (Gas Pipe), Trench/Conduits and Substructures, Trench Permits and Land Rights, and Inspection Fees each at \$0.00. The agreement contains no actual-cost, reconciliation, or true-up provision, designates no amount as an estimate, and PG&E has since acknowledged in writing that "the original estimate and invoice did not include specific language explaining actual cost billing" (Exhibit 7).

C. Payment and completion

12. Complainant paid the \$7,647.89 balance on September 25, 2024 (Exhibit 2). Together with the \$2,500 engineering advance, Complainant paid \$10,147.89, the complete contract price to the cent. PG&E performed the work, the meter was reinstalled on the same wall of the residence near its prior location, and service was restored. PG&E completed the work and restored service in 2024, and no additional charge was communicated until May 2026.

D. The retroactive invoice

13. On May 1, 2026, PG&E issued Invoice No. 0008512470-9 for \$13,564.57, approximately 134 percent of the contract price, stating as its sole explanation: "Reasons for additional costs: Additional total labor needed to complete construction of this project" (Exhibit 3). The invoice's line items are:

Invoice category	NO ITCC	ITCC	Combined
Construction	\$1,257.78	\$2,888.12	\$4,145.90
Admin	\$278.54	\$639.58	\$918.12
Permit/Fees	\$473.31	\$1,086.82	\$1,560.13
Traffic Control	\$276.93	\$635.90	\$912.83
Paving	\$1,158.96	\$2,661.23	\$3,820.19
Materials	\$80.21	\$184.18	\$264.39
Line Item Subtotal			\$11,621.56
ITCC Tax			\$1,943.01
Amount Now Due			\$13,564.57

14. The invoice's printed justification quotes CPUC Decision 23-12-037 and its definition of mixed-fuel new construction as "a newly constructed building that has never been used or occupied for any purpose." Complainant's house was built in 1955, and the remodel was permitted as a remodel with addition (Exhibit 10).

E. The dispute correspondence

15. Complainant disputed the invoice in writing on May 31, 2026 and served numbered written questions on June 4, 2026 (Exhibit 5). PG&E's responses shifted materially over the course of the correspondence.

16. PG&E's June 4, 2026 response stated that "[a]s provided in your line extension contract, PG&E bills for the work based on the Actual Cost determined at project completion," and that "[t]his billing method applies to gas Distribution Main or Service Extensions submitted on or after July 1, 2023" (Exhibit 4). The only contract between the parties is the Form 62-4527 agreement described above, which contains no such provision. The June 4 response did not mention Decision 23-12-037, and PG&E has never answered Complainant's written question whether it withdraws that decision as a basis for the invoice.

17. PG&E likewise has never answered Complainant's written question, served June 4, 2026, asking PG&E to state whether it bills this work as PG&E Convenience under Gas Rule 16 Section F.2.a, performed at PG&E's expense, or as work at the request of the Applicant under Section F.2.b, and to identify the document on which any applicant-request classification rests (Exhibit 5). PG&E's classification of the work under Section F.2, and the date on and basis upon which PG&E determined that the original meter location did not comply with its Green Book standards, remain unanswered questions that Complainant will pursue in discovery.

18. In its report to CAB, PG&E represented that itemized costs were "provided as required" and characterized the initial payment as "an estimate" (Exhibit 6). On July 11, 2026, PG&E stated in writing that "[t]here is no additional itemized document beyond the final reconciliation invoice already provided," and that PG&E "does not generate or maintain customer-facing documentation" including crew-level labor allocations, daily personnel logs, contractor invoices, or internal cost ledgers (Exhibit 7). The only itemization Complainant has ever received is the invoice itself, which lists nine single-line categories, each with quantity "1" and unit "EA." The July 11, 2026 email attached, as "the original estimate," the signed Form 62-4527 agreement, a document that does not contain the word "estimate" and states a complete, non-refundable contract price.

19. On a June 8, 2026 telephone call initiated by PG&E, PG&E's representative stated in substance that PG&E is limited in how much expense detail it can share with the customer; Complainant memorialized the call in writing the same day and PG&E did not correct the summary (Exhibit 5).

20. In its July 30, 2026 response, PG&E further stated that "[t]he application date submitted for your project was on 9/20/2024." September 20, 2024 is the date PG&E issued the contract; the application PG&E itself reopened on Complainant's behalf is dated August 12, 2024. In the same message, PG&E attributed the timing of the retroactive invoice to an internal backlog, writing that its review team "is responsible for truing up thousands of jobs which has caused delays in either refunding or billing customers" (Exhibit 12). The same message described the charge as due to "construction and permit overages," an explanation different from the invoice's "[a]dditional total labor," and cited together Decision 22-09-026, Resolution G-3598, and Decision 23-12-037, the last being the decision limited to "a newly constructed building that has never been used or occupied," which PG&E has never withdrawn in response to Complainant's written question.

V. VIOLATIONS ALLEGED

Count I: Failure to administer the actual-cost billing process prescribed by the filed tariff, including the required contract documents (Gas Rule 15 Section A.6; Gas Rule 16 Sections A.8, D.3.a, F.2.b; Pub. Util. Code sections 489, 532)

21. PG&E's own project documents classify the work as a service relocation and rearrangement: the agreement describes "Gas Riser Relocation," and the payment coupon is captioned "Gas Reloc & Rearrangement." For such work at applicant convenience, Gas Rule 16 Section F.2.b provides that "the work shall be performed at Applicant expense in accordance with Section D.3.a."

22. Section D.3.a in turn prescribes a specific process for post-July 1, 2023 applications: the applicant "must pay PG&E its total estimated cost upon contract execution in advance of PG&E commencing its work," and "[u]pon completion of the work and determination of final actual costs, PG&E will provide Applicant with a final invoice or refund to account for a true-up to actual costs (excluding Betterment and Utility Convenience)." Gas Rule 16 Section A.8 further requires that

any contract "shall be in the form on file with the California Public Utilities Commission"; Gas Rule 15 Section A.6 imposes the same requirement for main extension work.

23. PG&E did not administer that process. It issued a fixed-price form agreement, Form 62-4527, whose operative term is a "complete contract price," not a "total estimated cost"; it designated no amount as an estimate in any project document; it disclosed no actual-cost reconciliation, as it has admitted in writing (Exhibit 7); and it provided no final invoice or refund upon "completion of the work and determination of final actual costs," instead issuing a retroactive charge nineteen months after the project closed fully paid, a delay PG&E has attributed in writing not to any determination of actual costs but to an internal backlog of "thousands of jobs" (Exhibit 12). A charge assembled outside the process and the contract documents specified in the filed schedules is not the compensation "specified in its schedules on file and in effect at the time," and under Public Utilities Code section 532 it is not collectible.

24. Moreover, PG&E maintains contract forms on file with the Commission whose purpose is to implement this exact process. Form 62-0980, "Distribution Service and Extension Agreement Declarations," together with Form 62-0982, "Distribution and Service Extension Agreement - Provisions," and Form 79-1018, "Residential Rule 16 Electric/Gas Single Service Extensions," each disclose at contract execution that the applicant "must pay PG&E its total estimated installed cost upon contract execution," and that "[u]pon completion of the work and determination of actual costs, PG&E will provide Applicant with a final invoice or refund to account for a true-up to actual costs (excluding Betterment and Utility Convenience)." PG&E used none of these instruments here. It instead issued Form 62-4527, whose filed versions contain no actual-cost, true-up, or reconciliation language and state a fixed sum "as the complete contract price hereunder." The actual-cost framework had been in effect for more than a year when PG&E issued Complainant's contract in September 2024, and on information and belief the versions of these forms then on file carried the same disclosure. PG&E accordingly had filed instruments designed to disclose and implement the billing method it now invokes, and it issued a fixed-price instrument instead.

25. The Commission resolution PG&E itself cites on the invoice confirms the contractual predicate. Resolution G-3598 (adopted June 8, 2023), which ordered PG&E to implement actual-cost billing effective July 1, 2023, stated that "the utility simply needs to modify its current tariff language and contract terms to clarify that the applicant will be required to pay actual costs once construction is complete," and required PG&E to "ensure that the corresponding changes to the contract between the applicant and the utility have been made" beginning July 1, 2023. Complainant's September 2024 contract, executed more than a year later, contains no such terms. The charge PG&E now seeks to collect rests on a billing method whose Commission-directed contractual predicate PG&E did not implement in this project.

Count II: Failure to bill actual recorded costs and refusal to substantiate (Gas Rules 15 and 16; Pub. Util. Code section 532)

26. Under Gas Rules 15 and 16, the lawful charge for qualifying work is the actual recorded cost of the work, subject to the exclusions addressed in Count III. PG&E represented in writing that all billed costs are "[p]roperly recorded in PG&E's billing systems" and "[r]eviewed for accuracy and regulatory compliance prior to billing" (Exhibit 4), yet has refused in writing to produce any reconciliation, ledger, subcontractor invoice, labor log, or allocation record supporting the invoice, and has stated that no itemized document exists beyond the invoice itself (Exhibit 7). The records necessary to establish whether the invoice reflects actual recorded, properly allocated costs are in PG&E's exclusive possession, and Complainant will seek them in discovery. The limited invoice and PG&E's inconsistent explanations provide insufficient information to determine whether the charge reflects actual project costs properly allocated under the tariff. Complainant therefore seeks production of the underlying records and a determination, based on that record, whether the invoice conforms to Rule 16. Unless and until each line item is shown to be an actual recorded cost of this project, properly allocated under PG&E's systems for allocating charges to customers, the invoice does not conform to the filed tariff and is not collectible under section 532.

Count III: Inclusion of costs the tariff excludes or allocates elsewhere (Gas Rule 15 Section B.3.a; Gas Rule 16 Sections D.3.a and F.2.a; tariff definitions of Betterment, Utility Convenience, and Distribution Main)

27. Gas Rule 15 Section B.3.a and Gas Rule 16 Section D.3.a provide that any true-up to actual costs is made "excluding Betterment and Utility Convenience." The tariff defines Betterment as facilities installed for PG&E's operating convenience, installed "at the expense of PG&E," and Utility Convenience as relocation or rearrangement necessary for the maintenance of adequate service or for the operating convenience of the utility, performed "at its own expense"; Gas Rule 16 Section F.2.a likewise places relocations made for PG&E's convenience at PG&E's expense. The invoice's largest non-construction categories, Paving (\$3,820.19), Traffic Control (\$912.83), and Permit/Fees (\$1,560.13), are characteristic of street and right-of-way work. A Distribution Main is by tariff definition "designed to supply three (3) or more services," and its costs cannot be allocated entirely to a single customer. Discovery should determine whether any invoiced street or right-of-way work involved a Distribution Main, system improvement, or work benefiting customers other than Complainant. In addition, PG&E agreed in writing, before the contract was executed, that PG&E would cover the street costs of the chosen construction method, in exchange for preparation work that Complainant fully performed, and the executed contract priced those categories at zero (Exhibits 1, 9).

28. Further, PG&E stated in writing that the original meter location did not comply with PG&E's own Green Book standards, and that the March 20, 2024 site visit was a scheduled meter change

on PG&E's own initiative (Exhibits 8, 10). That circumstance warrants examination of whether any portion of the work corrected a preexisting utility condition, improved PG&E's system, or was undertaken for PG&E's operating convenience, rather than solely for Applicant convenience. To the extent any portion of the work corrected the location or code compliance of PG&E's own facilities, that portion is work for PG&E's benefit within the tariff's Betterment and Utility Convenience definitions and may not be charged to Complainant, whether in the retroactive invoice or in the \$10,147.89 already collected. To the extent the amounts already paid included such excluded costs, Complainant seeks reparation under Public Utilities Code sections 734 and 736; a claim for reparation of amounts collected contrary to the filed tariff was presented to PG&E in writing on June 4, 2026, within the period section 736 prescribes (Exhibit 5).

VI. RELIEF REQUESTED

29. Wherefore, Complainant respectfully requests that the Commission issue an order:

1. Determining whether PG&E's use and administration of Form 62-4527 complied with the applicable requirements of Rule 16 and PG&E's filed forms for actual-cost projects;
2. Determining the amount, if any, lawfully chargeable to Complainant under the applicable filed tariff, after requiring PG&E to substantiate the invoice with the underlying project-cost and allocation records, and disallowing or cancelling all amounts not shown to be actual, properly allocated project costs or that constitute Betterment, Utility Convenience, or other costs chargeable to PG&E;
3. Pending final resolution, directing PG&E to refrain from referring the disputed invoice to any collection unit or reporting the disputed amount adversely, or alternatively establishing an appropriate procedure for preserving the parties' positions during the proceeding;
4. Awarding reparation under Public Utilities Code sections 734 and 736, with interest as permitted by law, for any portion of the \$10,147.89 previously collected that the Commission determines was contrary to the applicable tariff;
5. Requiring PG&E to provide a final accounting for the project and prohibiting further charges arising from the project except as expressly authorized by the Commission's final decision;
6. Granting such other and further relief as the Commission deems just and reasonable.

Complainant seeks no damages of any kind in this proceeding. The reparation requested in Paragraph 3 is limited to refund of charges collected contrary to PG&E's filed tariff, relief within the Commission's authority; it is not a claim for personal injury, property damage, emotional distress, lost wages, or other damages.

VII. SERVICE AND INFORMATION-ONLY LISTING

Complainant is self-represented, and service on Complainant should be directed to the contact information provided on the complaint form. Complainant respectfully requests that the Commission's official service list for this proceeding include the following counsel as Information

Only: Chad Colton, Best Best & Krieger LLP, chad.colton@bbklaw.com, (951) 750-7872; and Ryan M. F. Baron, Best Best & Krieger LLP, ryan.baron@bbklaw.com, (949) 263-6568. Complainant's designated email address for this proceeding is pge@popovicu.com. Email addresses and telephone numbers appearing in the historical correspondence attached as exhibits are superseded for purposes of this proceeding and should not be used for service.

LIST OF EXHIBITS

Exhibit 1. Agreement to Perform Tariff Schedule Related Work, PG&E Form 62-4527, Contract No. 50109693 V1, executed September 23, 2024, with Customer Payment Coupon.

Exhibit 2. Payment records: Engineering Advance Invoice No. 0008323972-3 (August 13, 2024) and payment confirmation (\$2,500, August 15, 2024); contract payment confirmation (\$7,647.89, September 25, 2024).

Exhibit 3. PG&E Non-Energy Invoice No. 0008512470-9, dated May 1, 2026 (\$13,564.57).

Exhibit 4. PG&E Customer Fund Management email, June 4, 2026.

Exhibit 5. Complainant's written dispute (May 31, 2026), numbered written questions (June 4, 2026), call memorandum (June 8, 2026), and consolidation letter (June 15, 2026).

Exhibit 6. Consumer Affairs Branch closure letter, File No. 732353 (June 10, 2026).

Exhibit 7. PG&E Customer Fund Management email, July 11, 2026, with attachment as transmitted.

Exhibit 8. Email of Ramon Mendoza Jr., PG&E Service Planning, July 23, 2024.

Exhibit 9. Email correspondence of August 30, 2024 (memorialized scope agreement) and September 28, 2024 (PG&E confirmation and pre-construction scheduling).

Exhibit 10. Consumer Affairs Branch closure letter, File No. 641361 (August 1, 2024); Santa Clara County permit record showing 1955 original construction and remodel with addition.

Exhibit 11. Complainant's written notice to PG&E of July 29, 2026 (intent to file; request for confirmation of collection suspension).

Exhibit 12. PG&E Customer Fund Management email, July 30, 2026 (refusal to suspend collection; "automatic" referral statement; application-date assertion; backlog statement).

EXHIBIT 1

Signed Agreement to Perform Tariff Schedule Related Work
PG&E Form 62-4527, Contract No. 50109693 V1 (executed September 23, 2024)



Customer Payment Coupon

September 20, 2024

Uros Popovic
720 Woodhams Rd
SANTA CLARA, CA 95051

References	
Notification #	129353582
Contract #	50109693 V1
GRR-PM#	35576283
Customer #	4668540

Customer Cost Summary

720 WOODHAMS RD, SANTA CLARA

Amounts Due		Total Due
Gas Reloc & Rearrangement Non-Refundable Payment	\$10,147.89	
Minus the following credit		
Advance Credit	(\$2,500.00)	
		\$7,647.89

Important Payment Information

To complete your contract ONLINE

- Follow the instructions provided with your electronic contract
- Submit payment at <https://www.pge.com/contractpayments>

To complete your contract BY MAIL

- Please make check payable to: **PG&E** or **Pacific Gas and Electric**
- Complete, sign and return the enclosed agreement(s), the SACAC form and the customer payment coupon with your payment
- Remit payment and SACAC form to:**
PG&E CFM/PPC Department
PO BOX 997340
Sacramento, CA 95899-7340

IMPORTANT MESSAGE

Please review the enclosed information and total due. This document needs to be returned with the enclosed agreements.

If you complete your contract ONLINE, a copy will be saved to your Customer Connections Online (CCO) account at pge.com/cco.

To learn more about PG&E's gas and electric safety initiatives and resources please visit pge.com/safety.

Have Questions?
Please Call 1-800-422-0436



129353582



® Pacific Gas and Electric Company
Agreement to Perform
Tariff Schedule Related Work

September 20, 2024

DISTRIBUTION:

- ☐ Applicant (Original)
☐ Division (Original)
☐ ACCTG. SVCS.

REFERENCES:

Notification # 129353582
Contract # 50109693 V1
RR-PM #

Uros Popovic, AN INDIVIDUAL (Applicant) has requested PACIFIC GAS AND ELECTRIC COMPANY, a California corporation (PG&E), to perform the tariff schedule related work as located and described in paragraph 3 herein. PG&E agrees to perform the requested work and furnish all necessary labor, equipment, materials and related facilities required therefore, subject to the following conditions:

1. Whenever part or all of the requested work is to be furnished or performed upon property other than that of Applicant, Applicant shall first procure from such owners all necessary rights-of-way and/or permits in a form satisfactory to PG&E and without cost to it.
2. Applicant shall indemnify and hold harmless PG&E, its officers, agents and employees, against all loss, damage, expense and liability resulting from injury to or death of any person, including but not limited to, employees of PG&E, Applicant or any third party, or for the loss, destruction or damage to property, including, but not limited to property of PG&E, Applicant or any third party, arising out of or in any way connected with the performance of this agreement, however caused, except to the extent caused by the active negligence or willful misconduct of PG&E, its officers, agents and employees. Applicant will, on PG&E's request, defend any suit asserting a claim covered by this indemnity. Applicant will pay all costs that may be incurred by PG&E in enforcing this indemnity, including reasonable attorneys' fees.
3. The location and requested work are described as follows: (Describe in detail the materials and facilities to be furnished and/or work to be performed by PG&E. If more space is required, use other side and attach any necessary drawings as Exhibits A, B, C, etc):

LOCATION: **720 WOODHAMS RD, SANTA CLARA**

DESCRIPTION OF WORK ELECTRIC:

DESCRIPTION OF WORK GAS: **Gas Riser Relocation**

		Electric	Gas
Engineering and Administrative Costs	(+)	<u>\$0.00</u>	<u>\$3,178.57</u>
Including Applicant Design Value of		<u>\$0.00</u>	<u>\$0.00</u>
Re-engineering/Comp Prep/Add'l AD Plan Checks	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Facilities (Cable, Transformers / Gas Pipe)	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Trench, Conduits & Substructures	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Tie-In / Meters	(+)	<u>\$0.00</u>	<u>\$2,878.07</u>
Trench Permits & Land Rights	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Inspection Fees	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Subtotal	(=)	<u>\$0.00</u>	<u>\$6,056.64</u>
Including Net Joint Pole Credit Value of		<u>\$0.00</u>	<u>\$0.00</u>
plus ITCC @ <u>0%</u> Electric <u>24%</u> Gas	(+)	<u>\$0.00</u>	<u>\$1,453.59</u>
plus Non Taxable Work	(+)	<u>\$0.00</u>	<u>\$2,637.66</u>
D.0405055 Line Extension Costs - Residential	(+)	<u>\$0.00</u>	<u>\$0.00</u>
D.0405055 Line Extension Costs - Non-Residential	(+)	<u>\$0.00</u>	<u>\$0.00</u>
less Value of Relocation Applicant Design Work	(-)	<u>\$0.00</u>	<u>\$0.00</u>
less Work Provided by Applicant	(-)	<u>\$0.00</u>	<u>\$0.00</u>
less Salvage	(-)	<u>\$0.00</u>	<u>\$0.00</u>
Total Payment	(=)	<u>\$0.00</u>	<u>\$10,147.89</u>



129353582

4. Applicant shall pay to PG&E, promptly upon demand by PG&E, as the complete contract price hereunder, the sum of
Ten thousand one hundred forty-seven dollars and eighty-nine cents \$10,147.89

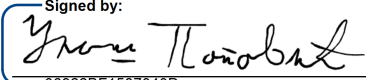
Upon completion of requested work, ownership shall vest in: ☒ PG&E ☐ Applicant

Executed this 23 day of September 2024

Uros Popovic, AN INDIVIDUAL

PACIFIC GAS & ELECTRIC COMPANY

Applicant

By: 
Signed by: 06922BF1587040D...

By: Brandon Tran

Uros Popovic
Print/Type/Name


Title: Owner

Title: Service Planning Supervisor


Mailing Address: 720 Woodhams Rd
SANTA CLARA, CA 95051



129353582

EXHIBIT 2

Payment Records

Engineering Advance Invoice and Payment (\$2,500); Contract Payment (\$7,647.89)



Engineering Advance

99970008323972300002500000000250000

Invoice Number	Invoice Date	Amount Due	Amount Enclosed
0008323972-3	08/13/2024	\$ 2,500.00	

Uros Popovic
720 Woodhams Rd
SANTA CLARA CA 95051

PG&E
Box 997300
Sacramento, CA
95899-7300

To Pay Online, please go to <http://www.pge.com/ProjectPayments> or
Please return this portion with your payment. Thank you.

*

When Making Inquiries or Address Changes,
Please Contact :

Customer Number
4668540

Ramon Mendoza
408-438-7389

Invoice Number
0008323972-3

In connection with your application for new gas and/or electric service and as explained in the application, PG&E will require a cash payment in advance for your project. This advance payment is required for the cost of an engineering review, design work, and cost development. The amount of the advance is based upon PG&E's current costs, utilizing the information submitted in your application for new service addressing the scope of your project.

Your project manager will review the scope of work needed to complete a construction quality estimate. If the billed engineering advance is insufficient to cover PG&E's design and project management costs or other work as required, PG&E may require an additional advance before proceeding.

The engineering advance will be applied to the total contract cost upon completion of the design and cost estimate. Any difference between the engineering advance and contract cost will either be refunded (without interest) or billed, as applicable. At any time you may request that we stop your project, however, we may retain all or a portion of the engineering advance and bill any costs incurred above that amount. This fee is dependent upon the amount of work PG&E has performed at the time of cancellation.

If this requested advance payment is not received by PG&E within 30 days from the date of this invoice, PG&E reserves the right to cancel this application for service.

IMPORTANT: By going forward with this project and paying the engineering advance to PG&E you are also agreeing to pay PG&E for all costs PG&E incurs for your project in the event that your project is cancelled, even if the costs PG&E incurs are more than this advance.

Notification : 129353582

Project Description : GP 720 WOODHAMS RD SANTA CLARA

Line Item Subtotal 2,500.00

AMOUNT NOW DUE \$ 2,500.00



Uros Popovic
720 Woodhams Rd
SANTA CLARA CA 95051

PG&E
Box 997300
Sacramento, CA
95899-7300

*When Making Inquiries or Address Changes,
Please Contact :*

Ramon Mendoza
408-438-7389

Customer Number
4668540

Invoice Number
0008323972-3

*NOTE : This invoice reflects current charges only.
Any past due amounts will be billed separately.*

Thank You

Your payment has been received and a confirmation email has been sent to the email address provided. You may also print this screen for your records. Please note that payments will post to your PG&E project on the next business day.

Confirmation Number: 2289201485271

Customer Number: 0004668540

Invoice Number: 00083239723

Payment Amount: \$2,500.00

Payment Date: 08/15/2024

Bank Routing Number: 021000021

Bank Account Number: Checking *****8797

Name on Bank Account: Uros Popovic

Email: urospopov@gmail.com

A rectangular orange button with the word "Print" in white text.

[Terms of Use](#) | [Privacy](#)

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Uros Popovic <urospopov@gmail.com>

PG&E Contract Payment Confirmation

1 message

DoNotReply@billpay.pge.com <DoNotReply@billpay.pge.com>
To: urospopov@gmail.com

Tue, Sep 24, 2024 at 10:26 PM

alt="" height="106" src="https://secure8.i-doxs.net/PGE CFM/resources/images/pge_masthead.png" width="800" />

Thank you. Your payment for PG&E Contract Number *****3 V1 was successfully submitted on 9/25/2024. Please make sure there are sufficient available funds in your account on the day your payment is scheduled to be processed.

Name: Uros Popovic

Confirmation Number: 2699V01515171

Date of Payment: 9/25/2024

Payment Amount: \$7647.89

We thank you for being a valued PG&E customer.

Please allow 24 - 48 hours after the payment date to see the payment reflected in [Your Projects](#).

ThankYou

Pacific Gas and Electric Company

PG&E is committed to protecting our customers' privacy.
To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>

You are receiving this email because you submitted a one-time payment for contracts online. To stop receiving these emails, you may contact your PG&E Representative to update the project details. Please do not reply to this message as the response will not be delivered to the originator.

EXHIBIT 3

PG&E Non-Energy Invoice No. 0008512470-9
Dated May 1, 2026 (\$13,564.57)



Non-Energy Invoice

99950008512470900013564570001356457

Invoice Number	Invoice Date	Amount Due	Amount Enclosed
0008512470-9	05/01/2026	\$ 13,564.57	

Uros Popovic
720 Woodhams Rd
SANTA CLARA CA 95051

Please mail payment to:
PG&E
Box 997300
Sacramento, CA
95899-7300

Please return this portion with your payment. Thank you.

*

When Making Inquiries or Address Changes,
Please Contact :

Customer Number

4668540

Customer Fund Management

For inquiries, call 1-800-422-0436, which is a 24 hour voicemail only service. Your call will be returned within 2 business days. Or email this invoice along with your questions to helpline@pge.com.

Invoice Number

0008512470-9

Per CPUC Resolution G-3598 all gas construction projects applied for on or after July 1, 2023, shall receive actual cost billing of the gas line extension. Effective January 1, 2025, per CPUC Decision 23-12-037, all new construction* mixed-fuel project applications will receive actual cost billing of the gas and electric line extensions. * CPUC Decision 23-12-037 defines mixed-fuel new construction as a newly constructed building that has never been used or occupied for any purpose. Actual Cost Billing will require the applicant to pay for the total actual costs of the extension once work is completed. If estimated costs exceed actual costs, the applicant will receive a refund.

PM Number: 35576283

Project Location: 720 WOODHAMS RD, SANTA CLARA

Reasons for additional costs: Additional total labor needed to complete construction of this project.

Description	Quantity	Unit Factor	Amount
Reference Number: 35576283			
CONSTRUCTION COSTS - NO ITCC	1	EA	1,257.78
ADMIN - NO ITCC	1	EA	278.54
PERMIT/FEES - NO ITCC	1	EA	473.31



Uros Popovic
720 Woodhams Rd
SANTA CLARA CA 95051

Please mail payment to:
PG&E
Box 997300
Sacramento, CA
95899-7300

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For inquiries, call 1-800-422-0436, which is a 24 hour
voicemail only service. Your call will be returned within 2
business days. Or email this invoice along with your
questions to helpline@pge.com.

Customer Number

4668540

Invoice Number

0008512470-9

TRAFFIC CONTROL - NO ITCC	1	EA	276.93
PAVING - NO ITCC	1	EA	1,158.96
MATERIALS - NO ITCC	1	EA	80.21
CONSTRUCTION - ITCC	1	EA	2,888.12
ADMIN - ITCC	1	EA	639.58
PERMIT/FEES - ITCC	1	EA	1,086.82
TRAFFIC CONTROL - ITCC	1	EA	635.90
PAVING - ITCC	1	EA	2,661.23
MATERIALS - ITCC	1	EA	184.18
Line Item Subtotal			11,621.56
ITCC Tax			1,943.01

AMOUNT NOW DUE \$ 13,564.57

NOTE : This invoice reflects current charges only.
Any past due amounts will be billed separately.

EXHIBIT 4

PG&E Customer Fund Management Email
June 4, 2026



Uros Popovic <urospopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

CFM Helpline <helpline@pgeservicesf.pge.com>

Thu, Jun 4, 2026 at 12:46 PM

To: "urospopov@gmail.com" <urospopov@gmail.com>

Cc: "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>

Hi Uros Popovic,

Thanks for reaching out to us about your recent invoice. I know these charges can be unexpected, and I appreciate the chance to walk through what the bill reflects and why you received it.

Why You are Receiving a True-Up Invoice

As provided in your line extension contract, PG&E bills for the work based on the **Actual Cost** determined at project completion. The True-up invoice compares the original project estimate to the actual costs incurred on the project. This billing method applies to gas Distribution Main or Service Extensions submitted on or after July 1, 2023, and is required under PG&E's Gas Tariff Rules 15 and 16, on file with the California Public Utilities Commission (CPUC).

Once a project is complete, customers may receive:

- A **True-Up Invoice** if actual costs end up higher than the original estimated, or
- A **refund** if the final costs are lower.

What Drives the Difference Between Estimated and Actual Costs

Initial estimates are developed before construction begins and are based on expected scope and typical conditions. During construction, factors such as field conditions, safety requirements, permitting, or site-specific complexities may affect the labor and materials required. These recorded costs are reflected in the final invoice.

Your invoice reflects the reconciliation of the actual costs incurred to complete the construction of your project. All costs billed are:

- Directly attributable to your project
- Properly recorded in PG&E's billing systems
- Reviewed for accuracy and regulatory compliance prior to billing.

To support customers, PG&E has extended the payment window from **90 days to 120 days** for true-up invoices. If your project results in a refund, those are typically issued within **4–6 weeks** of the final review. Please let me know if you would like to help review any part of your True-Up Invoice or if you have additional questions. We are here to help.

Kind regards, Customer Fund Management Helpline

----- Original Message -----

From: Uros Popovic [urosipopov@gmail.com]

Sent: 5/31/2026 6:47 PM

To: rh1e@pge.com; helpline@pge.com; berylangela@gmail.com; bvt2@pge.com

Subject: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the **REPORT PHISH BUTTON**.

Good evening,

I recently received a notice requiring me to pay \$13.5k retroactively for a PG&E job that was conducted and paid for in 2024.

Specifically, PG&E disconnected my gas service during the home renovation project, leaving my household (which included a baby, and now two children) without gas for months.

Despite the chaotic process, we paid roughly \$10k for the new gas installation. We were notified of this cost only after moving in. (I repeat: the process was chaotic and we were not told during construction that we needed an entirely new gas line.)

This month, the attached notice asks us to pay additional \$13.5k for a very vague reason: "Additional total labor needed to complete construction of this project".

There is absolutely no detailed explanation on why are we now hit with this massive bill. Furthermore, asking for additional 130% of the contract retroactively seems very wrong.

I formally dispute this billing and request a detailed breakdown of this new bill.

The vague items in the letter such as "ADMIN - NO ITCC" and the repetition "ADMIN - ITCC," do not provide the necessary detail to justify this massive bill.

We need a very detailed breakdown of the expenses and want to understand how much of the work conducted is specifically for our home (720 Woodhams Rd), versus work for other properties on the street.

I formally dispute this billing and request a full, line-item Job Cost Reconciled Ledger, including third-party subcontractor invoices and daily field labor logs. To the best of my understanding, I am explicitly not liable for any costs associated with "Betterment" or "Utility Convenience" along Woodhams Rd.

Last thing I want to note in this message is that the justification for invoking a CPUC decision to retroactively charge us relates to the new construction, which has never been used or occupied for any purpose.

This does not apply to our home. I am attaching a screenshot of the building permit from the Santa Clara County. It clearly indicates that the house was originally built in 1955. I am not the original owner of this property.

The permit indicates that this is a remodel with an addition; therefore, it cannot be classified as "a newly constructed building that has never been used or occupied for any purpose" (quote from the PG&E notice).

We intended to reuse the existing gas installation after the remodel, however, PG&E disconnected us without notice during construction, promising reconnection once the project was complete.

The reconnection occurred only after we were charged roughly \$10k for the connection project.

I am attaching the receipts for the original project payments. There was a \$2.5k engineering advance, followed by a \$7.5k payment for the full contract.

Additionally, I am attaching the scan of the notice I received from PG&E demanding this payment, as well as the screenshot of the build permit indicating this is a remodel of a previous house.

Please respond as soon as possible. Additionally, please log this as an active, formal billing dispute in your system and pause any automated collection or service escalation while this file is under administrative audit. I will be also logging this with CPUC, and I would like that process to be followed before any funds can process, if any are really due.

Customer number: 4668540

EXHIBIT 5

Complainant's Dispute Correspondence
May 31, June 4, June 8, and June 15, 2026



Uros Popovic <urospopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

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Thu, Jun 4, 2026 at 12:46 PM

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Sent: 5/31/2026 6:47 PM

To: rh1e@pge.com; helpline@pge.com; berylangela@gmail.com; bvt2@pge.com

Subject: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

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Customer number: 4668540



Uros Popovic <urosopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

Uros Popovic <urosopov@gmail.com>

Thu, Jun 4, 2026 at 2:37 PM

To: CFM Helpline <helpline@pgeservicesf.pge.com>

Cc: "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>

Good afternoon,

Thank you for your reply. I will be blunt: it is not an acceptable response to a formal dispute. I asked specific, case-relevant questions and the reply answered none of them, then closed by offering to explain the invoice "if I have additional questions." I am not asking for a definition of a true-up. I am demanding accountability for an unverified, retroactive charge of more than 130 percent of the original contract, on a project that was fully paid and closed in 2024.

Because your first response avoided every specific question, I have reformatted them as numbered interrogatories. I require a direct, line-by-line written answer to each. Generic or templated language will be treated as a failure to substantiate.

For the record: under California Public Utilities Code section 532, PG&E may collect only the compensation specified in its schedules on file, and under section 489 those filed schedules include Gas Rules 15 and 16. Rules 15 and 16 specify the lawful charge as actual recorded cost, and expressly exclude Betterment and Utility Convenience from the true-up. A charge that is not proven to be actual, allocable to my project, and free of betterment is not the charge specified in the filed schedule, and is therefore not collectible.

1. CLASSIFICATION UNDER D.23-12-037.

Your retroactive notice expressly invoked CPUC Decision 23-12-037, which applies to a "newly constructed building that has never been used or occupied for any purpose." My home was built in 1955, and I have provided the Santa Clara County building permit showing a remodel with addition. Your reply then silently dropped that justification and pivoted to Rules 15/16. State explicitly, in writing: (a) Does PG&E classify my 1955-built home as a newly constructed building that has never been used or occupied, yes or no? (b) If no, confirm in writing that PG&E withdraws D.23-12-037 as any basis for this invoice.

2. APPLICATION SUBMISSION DATE.

Actual cost billing applies only to applications "submitted on or after July 1, 2023." State the exact date my application was submitted, and identify the document that fixes it, applying the "approval date" definition in Rule 15 section A.1.b and Rule 16 section A.2.c (the earlier of the contract effective date or PG&E's first invoice). If my application predates July 1, 2023, actual cost billing does not apply and the prior allowance regime governs this project.

3. PRODUCTION OF THE COST RECORD.

You state that all costs are "properly recorded in PG&E's billing systems." If they are recorded, they can be produced. Please provide the full, line-item Job Cost Reconciled Ledger for PM 35576283, including every third-party subcontractor invoice, material receipt, and daily field labor log, together with the original estimate and the estimate-to-actual reconciliation. Also provide the cost allocation methodology referenced in the Rules 15/16 definition of Actual Costs ("billed in accordance with PG&E's systems for allocating charged to customers"), as actually applied to this job. Under PU Code section 532, until each line item is shown to be (a) an actual recorded cost and (b) properly allocable to 720 Woodhams Rd under Rules 15/16, the amount of 13,564.57 dollars is not tariff-conforming and I am not liable for it. Section 451 independently makes any unjust or unreasonable charge unlawful.

4. BETTERMENT AND UTILITY CONVENIENCE.

Gas Rule 15 section B.3.a and Gas Rule 16 section D.3.a state that the true-up to actual costs is made "(excluding Betterment and Utility Convenience)." The filed definitions place both categories at PG&E's own expense. Provide a line-by-line certification that zero dollars of this invoice represent Betterment, which the tariff defines to include larger-than-necessary pipe, increases to the capacity of the existing system, and pressure work, or Utility Convenience. Separately, allocate every line item among (a) 720 Woodhams Rd, (b) the 722 Woodhams Rd ADU, and (c) any main or right-of-way work on Woodhams Rd that serves or benefits other parcels. Your paving, traffic control, and materials lines are facially right-of-way work, and a Distribution Main by tariff definition is designed to supply three or more services, so it cannot be allocated entirely to me.

5. HOW A METER REINSTATEMENT BECAME A LINE EXTENSION.

Let me be clear here about the original project: I did not apply for a new gas line. I asked PG&E to restore pre-existing service that PG&E itself unilaterally disconnected. The record shows the following: PG&E removed my existing gas meter during construction without notifying me; I retained gas only for water heaters; PG&E's own engineer identified the entire required fix as raising a low valve and reinstalling the meter, and stated that everything else was already in place; and a later crew confirmed that nothing else was missing to set the meter. Only through repeated visits, conflicting instructions, and multiple reassignments did PG&E convert that valve-raise into a "full project package." Please answer directly: (a) What specific condition converted a meter reinstatement into a billable line extension, and who at PG&E authorized that scope expansion? (b) Under Rule 16 section F.2, state whether PG&E is billing this as PG&E Convenience (section F.2.a, performed at PG&E's expense) or as work at the request of the Applicant (section F.2.b); if F.2.b, produce the document in which I requested a line replacement, as distinct from reinstatement of the service PG&E disconnected. (c) Under PU Code section 783 and Rule 15 section A.1.b, identify which authorized basis justified expanding the scope: a CPUC order, a customer-driven scope change, or a safety or material-defect fix. I drove none of these.

6. THE ORIGINAL PROJECT AND THE APPROXIMATELY 10,000 DOLLARS ALREADY PAID.

Given PG&E's handling of this matter, I am also reviewing what drove the original project. Please provide the original signed line-extension contract, and confirm that it is the form on file with the CPUC, as required by Rule 15 section A.6 and Rule 16 section A.8. Please also provide the original estimate and full cost substantiation for the approximately 10,000 dollars already paid (the 2,500 dollar engineering advance and the 7,500 dollar contract payment), on the same actual-cost, betterment-excluded basis demanded above. Treat this paragraph as a written claim, under California Public Utilities Code section 736, for reparation of any portion of that approximately 10,000 dollars that was collected contrary to PG&E's filed tariff.

Please be advised that I have opened a matter with the California Public Utilities Commission regarding this invoice and the underlying project, and I intend that process to run its course before any funds are processed, if any are in fact owed.

Please do not send another templated response. Escalate this file to a manager, regulatory compliance officer, or legal analyst with the authority to review the county records and answer these interrogatories directly. I require a complete written response within 14 calendar days of this email. I reserve all rights, including referral of this matter to the Commission for a special ruling under the current rules.

Please also note that I request all further communication to be in writing. In the past, I conducted phone calls with PG&E and discussed questions in person (mainly through unannounced PG&E visits to my house). However, given what feels like complete mistreatment by PG&E and arbitrary, large charges, I can no longer operate that way; I need written communication.

[Quoted text hidden]



Uros Popovic <urospopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

Uros Popovic <urospopov@gmail.com>

Mon, Jun 8, 2026 at 2:43 PM

To: CFM Helpline <helpline@pgeservicesf.pge.com>

Cc: "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>

Good afternoon,

Thank you for your call on 8th Jun regarding the active CPUC matter for 720 Woodhams Rd. As I stated on the call, and in my previous email, I request that all further communication on this dispute be in writing, so I am documenting our conversation here and requesting your response in writing. I accepted the call today since the representative came from the CPUC channel and otherwise wasn't aware of this email thread, but since we're now consolidating the communication channels, I kindly ask to please continue exclusively with the written communication.

During the call, you stated, in substance, that PG&E is limited in how much expense detail it can share with the customer regarding the retroactive true-up invoice. Please confirm or correct that summary in writing.

To make the request unambiguous, please answer the following:

Is PG&E declining to provide the line-item Job Cost Reconciled Ledger, the third-party subcontractor invoices, and the daily field labor logs for PM 35576283? Yes or no, please. If yes, please identify the specific provision of PG&E's CPUC-filed Gas Tariffs or the California Public Utilities Code that authorizes PG&E to bill an applicant the actual cost of a project while withholding the records establishing that cost.

For the record: to the extent PG&E considers any cost detail confidential or proprietary, such as a subcontractor's pricing, that is a matter for production under a protective order in a formal proceeding. It is not a basis to withhold substantiation from the applicant being billed. Per my understanding of California Public Utilities Code, a charge that PG&E cannot substantiate does not conform to its filed tariff, and is therefore not collectible.

Please provide the substantiation, or a written answer to the questions above, within 10 business days of this email. If PG&E does not substantiate the invoice through this channel, I will escalate the current informal CPUC matter to a formal complaint, in which these records are producible through discovery. I would prefer to resolve this without that step, and I am giving PG&E a clear opportunity to do so, but I will take it if PG&E continues to bill an unsubstantiated amount.

Regardless of this email, the questions I outlined previously remain open and unresolved, and I still require item-by-item clarification. The representative on the phone today mentioned that they would work with CFM (Customer Fund Management) to get these items resolved, so I look forward to getting those specific questions answered as well.

Thank you.

[Quoted text hidden]



Uros Popovic <urosopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

Uros Popovic <urosopov@gmail.com>

Mon, Jun 15, 2026 at 11:35 PM

To: CFM Helpline <helpline@pgeservicesf.pge.com>

Cc: "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>

Good evening,

I am writing to consolidate our communication following the Consumer Affairs Branch closure letter for the informal complaint, dated June 10, 2026 in File 732353, in which PG&E represented that it relies on CPUC Decision 22-09-026 and Gas Tariff Rules 15 and 16 and considers this charge correct. **I dispute that the charge is correct, and I am addressing it in writing so the record is complete.**

On channel. As I have stated previously, I require all further communication on this dispute in writing. **Please confirm whether PG&E will continue this dispute on this email thread, or solely through the CAB channel.** I will not discuss this matter substantively by telephone, and any phone contact will be answered only with a request to put the matter in writing.

On substantiation. PG&E told the Commission that itemized costs were provided as required. **They were not provided to me.** Under California Public Utilities Code, PG&E may collect only the compensation specified in its filed schedules, and Gas Rules 15 and 16 are parts of those schedules. Those rules specify the lawful charge as actual recorded cost and expressly exclude Betterment and Utility Convenience from the true-up. I again request the full line-item Job Cost Reconciled Ledger for PM 35576283, the third-party subcontractor invoices, the daily field labor logs, the original estimate, and the estimate-to-actual reconciliation, together with the allocation of each line item among 720 Woodhams Rd, the 722 Woodhams Rd ADU, and any work on Woodhams Rd that serves or benefits other parcels. The meter was relocated only slightly along the same wall and reset in the same area. Please state, in writing, what specifically required a full service installation rather than a minor relocation of the existing service, and what specifically required the paving and traffic control reflected on the invoice. Until each line item is shown to be an actual recorded cost, free of Betterment and Utility Convenience, and properly allocable to my parcels, the sum of 13,564.57 dollars is not tariff-conforming and is not collectible.

On the disputed-bill procedure. Because PG&E has stated that it completed its review and considers the bill correct, this dispute is governed by Gas Rule 10. Under Rule 10, Section C.3.b, in lieu of paying the disputed bill a customer may deposit the disputed amount with the California Public Utilities Commission, and a residential customer who is unable to pay the full disputed amount is not required to deposit it during the Commission's review. Under Rule 10, Section C.3.e, service may not be discontinued for nonpayment of the disputed bill while the matter is pending. Please confirm in writing whether PG&E asserts any right to discontinue gas service at 720 or 722 Woodhams Rd for nonpayment of this construction true-up, and please state any payment deadline PG&E claims and the specific consequences it contends will follow. This dispute is active and unresolved, and nothing in this message is an acknowledgment that the charge is valid, owed, or tariff-conforming, nor a request for an amortization arrangement, which under Rule 10 Section C.1 would presuppose an agreement on the amount that does not exist.

On the prior justifications. PG&E's original retroactive notice invoked Decision 23-12-037, which applies only to a newly constructed building never used or occupied. Please confirm in writing that PG&E withdraws Decision 23-12-037 as any basis for this invoice and relies solely on Decision 22-09-026. Please also state the exact date my application was submitted and identify the document that fixes it.

I require a complete written response. I reserve all rights, including escalation of this matter to a formal complaint before the Commission, in which the records demanded above are producible through discovery.

Thank you.

[Quoted text hidden]

EXHIBIT 6

Consumer Affairs Branch Closure Letter
File No. 732353 (June 10, 2026)

PUBLIC UTILITIES COMMISSION

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



June 10, 2026

Uros Popovic
720 Woodhams Rd
Santa Clara CA 95051

Subject: Commission File No: 732353 for Complaint with Pacific Gas & Electric Company

Dear Uros Popovic:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) has completed its review of your complaint against **Pacific Gas & Electric Company (PG&E)**. As part of the review, CAB considered the information that you provided, the information that **Pacific Gas & Electric Company** provided to us about your account and applicable codes, orders and tariffs.

In your complaint, you raised concerns about a retroactive true-up invoice. PG&E reports that the charges relate to a gas construction project at 720 Woodhams Rd and were issued in accordance with CPUC Decision 22-09-026 and Gas Tariff **Rules 15 and 16**, which require customers to pay the actual construction cost after project completion. PG&E explains that the initial payment was an estimate and the true-up amount reflects final costs that cannot be shifted to other ratepayers. The utility contacted you on June 3 and June 8, 2026, reviewed the findings with you, and referred you to Customer Fund Management for further assistance. PG&E states that no adjustment is warranted and advises that you may request a payment plan through the Non-Energy Collection Unit. The utility adds that itemized costs were provided as required, though some details are restricted under regulatory rules.

Based on the review of this information, CAB has determined that **PG&E** is not in violation of the rules or regulations of the CPUC. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

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

ATTACHED: Appeal Instructions

PUBLIC UTILITIES COMMISSION

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



June 10, 2026

File No:732353

WHAT YOU MUST DO IF YOU WANT CAB TO RECONSIDER ITS REVIEW OF YOUR COMPLAINT

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) does its best in all cases to use the information available to us to obtain a favorable resolution of each consumer's complaint. We realize that the outcome of this case may disappoint you. If you meet either one of the two limited exceptions below, you have the opportunity to file a request to review your case **within 15 business days of the date on this letter:**

If you have new evidence that would result in a favorable finding on your complaint, then file a **REQUEST TO CONSIDER NEW EVIDENCE**, or if you are able to show CAB made a mistake by failing to consider evidence, made a factual mistake, or made a mistake on law, then file an **INFORMAL APPEAL**.

The remainder of this letter provides both a summary and detailed requirements for these two processes.

SUMMARY: REQUEST TO CONSIDER NEW EVIDENCE

Prominently label your letter as "REQUEST TO CONSIDER NEW EVIDENCE."

Please include all of the following:

- Our informal complaint number; **732353**
- A brief description of the new evidence.
- A statement that shows how the new evidence would necessarily change the disposition of your complaint.
- Attach a copy of any new evidence.

SUMMARY: INFORMAL APPEAL

Prominently label your letter as **INFORMAL APPEAL** (for example this label might appear in the subject line or header/footer, in capital letters, in a larger font etc.)

Include all of the following:

- Our informal complaint number; **732353**
- The type of error(s) you think CAB made.
- A description of each error.
- A statement that shows how correcting the error(s) would necessarily change the disposition of your complaint.

DETAILED INSTRUCTIONS FOR SUBMISSION OF NEW EVIDENCE

You have one chance, and one only, to present new evidence. If you find additional new evidence after you have

PUBLIC UTILITIES COMMISSION

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



already sent your request to us, CAB will not consider that as new evidence. All additional information is not evidence. Merely supplying us with additional information is not enough to warrant further consideration. The new evidence must be significant. "Significant" means that the new evidence, either by itself or in consideration with the other existing evidence, would justify a favorable finding in your case. Simply attaching a copy of a bill, etc., does not meet this requirement.

There is no limit to additional evidence that you may provide. However, please observe the following guidelines:

Do not re-submit material that you already sent to us. It is not the quantity of evidence, but the quality that is critical. Rearguing or repeating your case IS NOT new evidence. CAB will reject any such request at once, and will send you a form letter stating the reason for rejecting your request.

Some examples of valid additional information are: once you read the utility response to your complaint, you realized the utility's reasoning relied on a document that you have, and your additional document contradicts the utility's justification.

If you submit a request to us, and we deny it, you may still submit an **Informal Appeal**. Please note that the requirements to file an Informal Appeal are very strict.

You should address your request as outlined. Should you fail to include any of the information that we require, your request for additional consideration can be dismissed at once. CAB will inform you of whether we re-opened your case or not.

DETAILED INSTRUCTIONS FOR SUBMISSION OF AN INFORMAL APPEAL

In order to successfully appeal CAB's findings, you must meet requirements that are both strict and narrow. You must show that CAB made one or the three specific types of errors below:

- 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 that would have resulted in a favorable finding in your case.

There is no limit to how many errors you may identify. Your identification of errors should refer to your existing documentation, such as CAB's letter closing the case or your original complaint letter. An appeal must strictly relate to the information provided to CAB. If you did not previously send evidence to CAB, CAB did not make any error. If we dismiss your appeal, you MAY NOT file a REQUEST TO CONSIDER NEW EVIDENCE.

You must provide a list of the mistakes that you contend that CAB made, and you must relate those mistakes to the case findings. You may not submit new evidence. If you wish to submit new evidence, you should file a REQUEST TO CONSIDER NEW EVIDENCE.

EXHIBIT 7

PG&E Customer Fund Management Email with Attachment
July 11, 2026



Uros Popovic <urosopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

CFM Helpline <helpline@pgeservicesf.pge.com>

Sat, Jul 11, 2026 at 7:19 AM

To: "urosopov@gmail.com" <urosopov@gmail.com>

Cc: "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>, "rzb8@pge.com" <rzb8@pge.com>, "aske@pge.com" <aske@pge.com>

Hello Uros,

Thank you for reaching out regarding your recent bill. We understand that receiving a bill after the original estimate(attached) can raise questions, and we appreciate the opportunity to provide clarification.

The amount billed reflects actual costs billing, which means the final invoice is based on the actual costs incurred to complete your project, compared to the original estimated amount. When actual project costs exceed the original estimate, the customer remains responsible for the difference between the estimated amount and the final costs.

We recognize that the original estimate and invoice did not include specific language explaining actual cost billing. While the California Public Utilities Commission does not require this language to be included as part of the estimate or invoice, we understand that additional explanation can be helpful. Our goal is to provide accurate information, so you have a clear understanding of what the bill represents.

The information below explains how the charges on your invoice were determined and why the final amount differs from the original estimate.

How Actual Cost Billing Works

Under PG&E-approved tariffs, Actual Cost Billing reflects the actual labor hours, administrative effort, and materials required to complete the work, rather than the original estimate. Estimates are not guaranteed and may change based on field conditions, safety requirements, or construction needs identified during execution of the work.

Breakdown of Your Invoice

Your invoice includes the following cost categories:

Construction

Construction charges represent the field labor required to complete the work. Portions of construction may be non-taxable, while other construction labor is taxable in accordance with applicable tax rules.

Administrative

Administrative charges cover project support activities, including work coordination, job setup, tracking of labor and materials, billing preparation, and internal processing necessary to support the construction effort.

Materials

Material charges reflect the actual materials used for your project. Some materials are non-taxable, while others are taxable based on regulatory requirements.

All charges shown on your invoice are itemized and billed in compliance with PG&E's Electric and Gas tariff rules governing Actual Cost Billing projects.

When additional field time is required to complete the work safely and in compliance with operational and regulatory requirements, related construction, administrative support, and material costs increase accordingly.

Why Estimates Can Change

Estimates are developed using information available at the time they are prepared. Actual conditions encountered during construction, including site conditions, scope adjustments, or safety and operational requirements, may require additional time and resources. Under ACB tariffs, customers are responsible for these actual incurred costs.

Summary

- **The invoice reflects actual costs incurred, not a flat-rate charge**
- **All charges are consistent with PG&E tariff requirements**
- **Increased costs are primarily due to additional construction hours required**

Request for Itemized Billing

PG&E does not generate or maintain customer-facing documentation that includes:

- Crew-level labor allocations
- Individual daily personnel logs
- Contractor invoices or internal cost ledgers

There is no additional itemized document beyond the final reconciliation invoice already provided.

Dispute Resolution

PG&E has completed its internal review and determined that the charges were properly assessed in accordance with applicable tariffs.

If you believe that PG&E misapplied the tariffs or did not comply with CPUC-approved rules, the appropriate venue for independent review is the California Public Utilities Commission (CPUC). PG&E will fully cooperate with any CPUC inquiry.

Customers who have questions or wish to share concerns about actual cost billing are encouraged to contact the CPUC directly at: <https://www.cpuc.ca.gov/consumer-support/file-a-complaint>

Warm Regards,

Pacific Gas and Electric Company

SP&D Customer Fund Management Ops.

----- Original Message -----

From: Uros Popovic [urospopov@gmail.com]

Sent: 6/15/2026 11:35 PM

To: helpline@pgeservicesf.pge.com

Cc: berylangela@gmail.com; bvt2@pge.com; rh1e@pge.com

Subject: Re: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the **REPORT PHISH BUTTON**.

Good evening,

I am writing to consolidate our communication following the Consumer Affairs Branch closure letter for the informal complaint, dated June 10, 2026 in File 732353, in which PG&E represented that it relies on CPUC Decision 22-09-026

and Gas Tariff Rules 15 and 16 and considers this charge correct. **I dispute that the charge is correct, and I am addressing it in writing so the record is complete.**

On channel. As I have stated previously, I require all further communication on this dispute in writing. **Please confirm whether PG&E will continue this dispute on this email thread, or solely through the CAB channel.** I will not discuss this matter substantively by telephone, and any phone contact will be answered only with a request to put the matter in writing.

On substantiation. PG&E told the Commission that itemized costs were provided as required. **They were not provided to me.** Under California Public Utilities Code, PG&E may collect only the compensation specified in its filed schedules, and Gas Rules 15 and 16 are parts of those schedules. Those rules specify the lawful charge as actual recorded cost and expressly exclude Betterment and Utility Convenience from the true-up. I again request the full line-item Job Cost Reconciled Ledger for PM 35576283, the third-party subcontractor invoices, the daily field labor logs, the original estimate, and the estimate-to-actual reconciliation, together with the allocation of each line item among 720 Woodhams Rd, the 722 Woodhams Rd ADU, and any work on Woodhams Rd that serves or benefits other parcels. The meter was relocated only slightly along the same wall and reset in the same area. Please state, in writing, what specifically required a full service installation rather than a minor relocation of the existing service, and what specifically required the paving and traffic control reflected on the invoice. Until each line item is shown to be an actual recorded cost, free of Betterment and Utility Convenience, and properly allocable to my parcels, the sum of 13,564.57 dollars is not tariff-conforming and is not collectible.

On the disputed-bill procedure. Because PG&E has stated that it completed its review and considers the bill correct, this dispute is governed by Gas Rule 10. Under Rule 10, Section C.3.b, in lieu of paying the disputed bill a customer may deposit the disputed amount with the California Public Utilities Commission, and a residential customer who is unable to pay the full disputed amount is not required to deposit it during the Commission's review. Under Rule 10, Section C.3.e, service may not be discontinued for nonpayment of the disputed bill while the matter is pending. Please confirm in writing whether PG&E asserts any right to discontinue gas service at 720 or 722 Woodhams Rd for nonpayment of this construction true-up, and please state any payment deadline PG&E claims and the specific consequences it contends will follow. This dispute is active and unresolved, and nothing in this message is an acknowledgment that the charge is valid, owed, or tariff-conforming, nor a request for an amortization arrangement, which under Rule 10 Section C.1 would presuppose an agreement on the amount that does not exist.

On the prior justifications. PG&E's original retroactive notice invoked Decision 23-12-037, which applies only to a newly constructed building never used or occupied. Please confirm in writing that PG&E withdraws Decision 23-12-037 as any basis for this invoice and relies solely on Decision 22-09-026. Please also state the exact date my application was submitted and identify the document that fixes it.

I require a complete written response. I reserve all rights, including escalation of this matter to a formal complaint before the Commission, in which the records demanded above are producible through discovery.

Thank you.

[Quoted text hidden]

 **Signed Gas Contract 50109693 V1.pdf**
1308K



Customer Payment Coupon

September 20, 2024

Uros Popovic
720 Woodhams Rd
SANTA CLARA, CA 95051

References	
Notification #	129353582
Contract #	50109693 V1
GRR-PM#	35576283
Customer #	4668540

Customer Cost Summary

720 WOODHAMS RD, SANTA CLARA

Amounts Due	Total Due
Gas Reloc & Rearrangement Non-Refundable Payment	\$10,147.89
Minus the following credit	
Advance Credit	(\$2,500.00)
	\$7,647.89

Important Payment Information

To complete your contract ONLINE

- Follow the instructions provided with your electronic contract
- Submit payment at <https://www.pge.com/contractpayments>

To complete your contract BY MAIL

- Please make check payable to: **PG&E** or **Pacific Gas and Electric**
- Complete, sign and return the enclosed agreement(s), the SACAC form and the customer payment coupon with your payment
- **Remit payment and SACAC form to:**
PG&E CFM/PPC Department
PO BOX 997340
Sacramento, CA 95899-7340

IMPORTANT MESSAGE

Please review the enclosed information and total due. This document needs to be returned with the enclosed agreements.

If you complete your contract ONLINE, a copy will be saved to your Customer Connections Online (CCO) account at [pge.com/cco](https://www.pge.com/cco).

To learn more about PG&E's gas and electric safety initiatives and resources please visit [pge.com/safety](https://www.pge.com/safety).

Have Questions?
Please Call 1-800-422-0436



129353582



Pacific Gas and Electric Company
Agreement to Perform
Tariff Schedule Related Work

September 20, 2024

DISTRIBUTION:

- ☐ Applicant (Original)
☐ Division (Original)
☐ ACCTG. SVCS.

REFERENCES:

Notification # 129353582
Contract # 50109693 V1
RR-PM #

Uros Popovic, AN INDIVIDUAL (Applicant) has requested PACIFIC GAS AND ELECTRIC COMPANY, a California corporation (PG&E), to perform the tariff schedule related work as located and described in paragraph 3 herein. PG&E agrees to perform the requested work and furnish all necessary labor, equipment, materials and related facilities required therefore, subject to the following conditions:

1. Whenever part or all of the requested work is to be furnished or performed upon property other than that of Applicant, Applicant shall first procure from such owners all necessary rights-of-way and/or permits in a form satisfactory to PG&E and without cost to it.
2. Applicant shall indemnify and hold harmless PG&E, its officers, agents and employees, against all loss, damage, expense and liability resulting from injury to or death of any person, including but not limited to, employees of PG&E, Applicant or any third party, or for the loss, destruction or damage to property, including, but not limited to property of PG&E, Applicant or any third party, arising out of or in any way connected with the performance of this agreement, however caused, except to the extent caused by the active negligence or willful misconduct of PG&E, its officers, agents and employees. Applicant will, on PG&E's request, defend any suit asserting a claim covered by this indemnity. Applicant will pay all costs that may be incurred by PG&E in enforcing this indemnity, including reasonable attorneys' fees.
3. The location and requested work are described as follows: (Describe in detail the materials and facilities to be furnished and/or work to be performed by PG&E. If more space is required, use other side and attach any necessary drawings as Exhibits A, B, C, etc):

LOCATION: 720 WOODHAMS RD, SANTA CLARA

DESCRIPTION OF WORK ELECTRIC:

DESCRIPTION OF WORK GAS: Gas Riser Relocation

		Electric	Gas
Engineering and Administrative Costs	(+)	<u>\$0.00</u>	<u>\$3,178.57</u>
Including Applicant Design Value of		<u>\$0.00</u>	<u>\$0.00</u>
Re-engineering/Comp Prep/Add'l AD Plan Checks	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Facilities (Cable, Transformers / Gas Pipe)	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Trench, Conduits & Substructures	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Tie-In / Meters	(+)	<u>\$0.00</u>	<u>\$2,878.07</u>
Trench Permits & Land Rights	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Inspection Fees	(+)	<u>\$0.00</u>	<u>\$0.00</u>
Subtotal	(=)	<u>\$0.00</u>	<u>\$6,056.64</u>
Including Net Joint Pole Credit Value of		<u>\$0.00</u>	<u>\$0.00</u>
plus ITCC @ <u>0%</u> Electric <u>24%</u> Gas	(+)	<u>\$0.00</u>	<u>\$1,453.59</u>
plus Non Taxable Work	(+)	<u>\$0.00</u>	<u>\$2,637.66</u>
D.0405055 Line Extension Costs - Residential	(+)	<u>\$0.00</u>	<u>\$0.00</u>
D.0405055 Line Extension Costs - Non-Residential	(+)	<u>\$0.00</u>	<u>\$0.00</u>
less Value of Relocation Applicant Design Work	(-)	<u>\$0.00</u>	<u>\$0.00</u>
less Work Provided by Applicant	(-)	<u>\$0.00</u>	<u>\$0.00</u>
less Salvage	(-)	<u>\$0.00</u>	<u>\$0.00</u>
Total Payment	(=)	<u>\$0.00</u>	<u>\$10,147.89</u>



129353582

4. Applicant shall pay to PG&E, promptly upon demand by PG&E, as the complete contract price hereunder, the sum of
Ten thousand one hundred forty-seven dollars and eighty-nine cents \$10,147.89

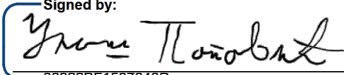
Upon completion of requested work, ownership shall vest in: ☒ PG&E ☐ Applicant

Executed this 23 day of September 2024

Uros Popovic, AN INDIVIDUAL

PACIFIC GAS & ELECTRIC COMPANY

Applicant

By:  Signed by:
06922BF1587040D...

By: Brandon Tran

Uros Popovic
Print/Type/Name

 Initial
Title: Owner

Title: Service Planning Supervisor

 Initial
Mailing Address: 720 Woodhams Rd
SANTA CLARA, CA 95051



129353582

EXHIBIT 8

PG&E Service Planning (R. Mendoza) Email with GSR Notice
July 23, 2024

Uros Popovic <urosopov@gmail.com>

Thu, Jul 18, 2024 at 11:05 AM

To: "Mendoza Jr., Ramon" <RH1E@pge.com>

Cc: Alan Liu <Xiaoqianliu69@gmail.com>, Chenfan Zhang <berylangela@gmail.com>, "Mendoza Jr., Ramon" <RH1E@pge.com>, "Tran, Brandon" <BVT2@pge.com>

Hi Ramon,

Many thanks for providing this. You are correct, there is a lot of info here.

I think we really need to dig deeper here into what happened at the time of the meter removal. I would specifically ask PG&E to find records of how the notification was done for the removal. On the call, we mentioned that typically the team would talk to someone or leave a paper. To make sure we have it in writing, I'm capturing my response and what I would like to look into additionally:

- 1) There was no letter, email, or a phone call to me as the home owner regarding the meter removal. I was a paying PG&E customer for that address at the time of the removal, and I had been paying the gas bills previously. PG&E had all my contact information.
- 2) You mentioned on the call that a service report paper is left on site in this situation when there is no one on-site. I have not received any such report. It also would have been difficult to leave it on the door or something given that most of the house was demo'd in that period due to the full remodel of the house. There was also nothing in the mailbox.
- 3) I believe the PG&E team must have spoken to someone on site to even access the meter. At the time of the remodel, the contractor installed very tall green fence which was secured with a locked chain. Nobody would have been able to access the site without contractor's permission. However, the contractor did not speak to anyone from PG&E. So the question is — who has been notified and how?

I would kindly ask PG&E to investigate internal records on how exactly the notice has been placed. I would also like to reiterate that right after the meter removal I called customer support a couple of times. The only thing they told me was I need to get a city approval and the meter would be reinstalled. There were no mentions of any information on my PG&E account or profile or the address records. No one even brought up that there is a specific procedure to be followed in these scenarios, as I heard yesterday in the call, that would have allowed us to avoid having to go through the new service application and so on.

My point here is that yes, I understand there is a procedure here, but I am afraid we have not been informed properly.

All this said, I want to still extend a huge thanks to both Brandon and Ramon for working hard in the last week or so to figure out what has been going on here. It is a major improvement compared to the previous communication we have had with PG&E.

I hope this all makes sense.

Thank you.

[Quoted text hidden]

Mendoza Jr., Ramon <RH1E@pge.com>

Tue, Jul 23, 2024 at 6:30 AM

To: Uros Popovic <urosopov@gmail.com>, Chenfan Zhang <berylangela@gmail.com>, Alan Liu <Xiaoqianliu69@gmail.com>

Cc: "Tran, Brandon" <BVT2@pge.com>, "Mendoza Jr., Ramon" <RH1E@pge.com>

Good morning Uros,

I am writing to provide you with information regarding your recent inquiries:

1. The work order in question was automatically generated and did not require any prior customer contact.

These orders are assigned to the Gas Service Representatives (GSRs) daily for execution in between their scheduled service calls.

When a GSR takes on one of these generated work orders, they will attempt to make contact upon arrival.

If they are unable to reach anyone, they can still proceed with the work and carry out the necessary tasks.

After completion, they typically leave a front door hanger explaining the reason for their visit.

2. In general, the supervisor of the GSRs confirms that a door hanger is usually left at the front door once any work has been completed, see attached carbon copy of the door hanger left at your property.

Additionally, the attached photo provided by the GSR show that the house walls were already stuccoed and the cement around the gas riser had been poured and cured.

3. Currently this GSR is on vacation, we cannot confirm if they spoke with anyone on-site.

However, the GSR did mention the presence of a green gate and it was open.

It is standard procedure to leave a door hanger in a visible spot, although the exact location cannot be verified due to the GSR's absence.

4. While the call center may have advised you to obtain a city meter release to resume gas services, it is important to note that the original meter location did not comply with PG&E Green Book standards/code.

This information was not known to the call taker at the time of your inquiry.

Feel free to call me if you have any questions or would like to speak on the phone.

[Quoted text hidden]



GSR Notice and Site Photos - 720 Woodhams Rd.pdf

1566K

Uros Popovic <urosopov@gmail.com>

Tue, Jul 23, 2024 at 12:57 PM

To: "Mendoza Jr., Ramon" <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>, Alan Liu <Xiaoqianliu69@gmail.com>, "Tran, Brandon" <BVT2@pge.com>, "Mendoza Jr., Ramon" <RH1E@pge.com>

Hi Ramon,

Thanks a lot for such a detailed investigation and getting back to me very promptly. I really appreciate it.

Let me discuss this further with the CPUC. As I understand, they are getting a copy of this report as well. In particular, I am worried about this part: "This information was not known to the call taker at the time of your inquiry." Additionally, "However, the GSR did mention the presence of a green gate and it was open." -- that indicates that the workers were on-site and I think we should also understand what was communicated to them, if anything.

The service report form (and this is the first time I see it) contains no information in addition to what was already obvious, i.e. that the meter was removed.

I'm looking to understand through CPUC what was the exact quoted reason for the removal (I understand safety has been quoted, but which concerns exactly), how it was approved and what are the state regulations in terms of communicating this with the customer. It seems odd that while we're essentially penalized for allegedly not following the procedure, we were not told what exactly we were penalized for and now we're going through this uncomfortable situation to retroactively fix the problems now when it's a lot more difficult.

Again, many thanks for finding all this information on such a short notice. I will let you know shortly how we should proceed.

[Quoted text hidden]

Uros Popovic <urosopov@gmail.com>

Mon, Aug 5, 2024 at 8:20 PM

To: "Mendoza Jr., Ramon" <RH1E@pge.com>



**Pacific Gas and
Electric Company®**

SERVICE REPORT

**PG&E Visited your Property Today
to Service Your Account**

Valued Customer: 720 Woodhams Rd Address

Service Date/Time: 3-20-24 A.M./P.M.

Service Technician: Vina Confirmation/Field Order # _____

Transaction Type: _____

☐ SORRY WE MISSED YOU: Unfortunately we were not able to complete your service request because it requires your presence or the presence of an adult. Please call us at **1-800-743-5000**

☐ SORRY WE MISSED YOU: Please see reverse side for additional information

Gas Service

Service/Inspection of Gas Equipment

Appliance Type	Inspected	Cleaned Burner Pilot	Filter Inspected	Adjusted	Repaired	Gas Leak Repaired	Appliance Parts Replace Program	Unsafe Condition Identified	Refer to Licensed Contractor
Range									
Oven									
Water Heater									
Heating Appliance									
Dryer									
Pool/Spa Heater									
Other									

Electric Service

Service/Inspection of Electric Equipment

Equipment Type	Inspected	Voltage Read	Problem Corrected	Parts/Contractor Referral	Unsafe Condition Identified	Refer to Dealer
Service Panel						
Voltage Problem						
Complete Outage						
Partial Outage						
Electric Range						
Electric Water Heater						
Other						

Remarks:

Repaired Gas Motor

Case # _____

Additional PG&E Work Required

☐ The work you requested will require additional PG&E follow up or repairs to complete. Please refer to your case number above when calling for additional information regarding your request.

Thank you for the opportunity to serve you

Were you satisfied with the service? Yes ☐ No ☐ If your answer is "No" how can we improve? _____

Comments

See the back of this form for additional services







EXHIBIT 9

Memorialized Scope Agreement (August 30, 2024)
and PG&E Confirmation (September 28, 2024)



Uros Popovic <urospopov@gmail.com>

720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582

Chenfan Zhang <berylangela@gmail.com>

Fri, Aug 30, 2024 at 5:29 PM

To: "Mendoza Jr., Ramon" <RH1E@pge.com>

Cc: Alan Liu <Xiaoqianliu69@gmail.com>, "Tran, Brandon" <BVT2@pge.com>, Uros Popovic <urospopov@gmail.com>

Hi Ramon,

Happy Friday!

We have talked to John, the lead estimator from PGE today and aligned on the solution below, please make sure the contract follows...

PGE will use plastic trench method and cover the cost on the street, when owner will implement a few changes below, to enable PGE to raise the valve in a new position with a cheaper solution for us.

Please compare the note with John and let us know if any problems. Otherwise, we'd expect to receive the official contract in a couple of weeks.

Owner will

1. Extend the existing water tank gas pipe on the wall so it will sit in front of the fence door instead of behind. The pipe will be 26" tall to be in compliance. John left a mark there for us to position the pipe.

This gas line extension will be revised in city permit as well and owner will perform a new gas release.

2. Owner will open up - 10" wide of cement next to the position that allows PGE to put the new valve there (see photo attached with remark)

3. Owner will seal the vent near that position

4. Owner will move the outdoor outlet to the other spot so it doesn't interfere with gas pipe (see photo)









Uros Popovic <urospopov@gmail.com>

720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283

Mendoza Jr., Ramon <RH1E@pge.com>

Sat, Sep 28, 2024 at 2:08 PM

To: Uros Popovic <urospopov@gmail.com>

Cc: Chenfan Zhang <berylangela@gmail.com>, Alan Liu <Xiaoqianliu69@gmail.com>, "Tran, Brandon" <BVT2@pge.com>, "Mendoza Jr., Ramon" <RH1E@pge.com>

Classification: Public

Hi Uros,

Yes the payment has reflected on our end as well and I have already requested scheduling.

Please schedule the pre-con meeting, this way the Gas Inspector and I can go over John's actions items that you sent me on Aug 30th see attached and below:

Owner will

- 1. Extend the existing water tank gas pipe on the wall so it will sit in front of the fence door instead of behind. The pipe will be 26" tall to be in compliance. John left a mark there for us to position the pipe.*
- 2. This gas line extension will be revised in city permit as well and owner will perform a new gas release.*
- 3. Owner will open - 10" wide of cement next to the position that allows PGE to put the new valve there (see photo attached with remark)*
- 4. Owner will seal the vent near that position*
- 5. Owner will move the outdoor outlet to the other spot, so it doesn't interfere with gas pipe (see photo)*

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urospopov@gmail.com>**Sent:** Saturday, September 28, 2024 11:06 AM**To:** Mendoza Jr., Ramon <RH1E@pge.com>**Cc:** Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>**Subject:** Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283

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Good morning Ramon,

The payment is now processed on my side. What's the right next step? I saw some mentions in the initial email about scheduling a pre construction meeting and so on.

Should I begin that process as well?

On Wed, Sep 25, 2024 at 7:46 AM Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Will do, thank you Sir

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urospopov@gmail.com>

Sent: Tuesday, September 24, 2024 10:29 PM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283

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Hi Ramon,

This is now paid. I'm waiting for the processing to finish. Please let me know when you see it done on your end so we can proceed.

On Mon, Sep 23, 2024, 18:25 Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Correct.

Ramon Mendoza

San Jose Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urospopov@gmail.com>

Sent: Monday, September 23, 2024 3:23:20 PM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283

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I see, so we are not able to do the scheduling without paying. Thanks, Ramon.

On Mon, Sep 23, 2024 at 15:22 Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Means we will maintain and be responsible for the underground gas lines once construction has been completed.

Refer to my email sent to you Wed, Sep 11, 2024 at 1:15 PM which will answer questions 1 and 2.

Ramon Mendoza

San Jose Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urospopov@gmail.com>

Sent: Monday, September 23, 2024 3:17 PM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: [720 Woodhams Rd Santa Clara](#) - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283

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Good afternoon Ramon,

The contract is now signed.

I mostly have a question about one part of the contract -- "Upon completion of requested work, ownership shall vest in: PG&E", why is this? Can you please be more specific?

Additionally, since the contract is now signed, two questions:

- 1) Where do I pay the rest of the expenses for this to be implemented?
- 2) How soon can we begin the work and when can this happen?

I would prefer to have an answer to 2) first before we pay because I would prefer to pay closer to the actual work.

On Thu, Sep 19, 2024 at 2:08 PM Uros Popovic <urospopov@gmail.com> wrote:

Thanks a lot Ramon, we'll be waiting for your updates.

On Thu, Sep 19, 2024 at 2:01 PM Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Hi Uros,

I'm reaching out to the CFM department to see where we are at processing the contract.

Ramon Mendoza

San Jose Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urosipopov@gmail.com>**Sent:** Thursday, September 19, 2024 12:59:01 PM**To:** Mendoza Jr., Ramon <RH1E@pge.com>**Cc:** Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>**Subject:** Re: [720 Woodhams Rd Santa Clara](#) - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283**CAUTION: EXTERNAL SENDER!**

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Hi Ramon,

I don't think we have received the contract yet. Can you please provide an update so we can get this moving a little faster?

Thanks a lot!

On Thu, Sep 12, 2024 at 2:48AM Mendoza Jr., Ramon <RH1E@pge.com> wrote:

No problem.

Once you sign and pay it, the system will allow me to schedule the work.

I wont know the date until this happens.

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urospopov@gmail.com>
Sent: Wednesday, September 11, 2024 8:46 PM
To: Mendoza Jr., Ramon <RH1E@pge.com>
Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>
Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582 / 51F PM# 35576283

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Many thanks for sending this over, Ramon, much appreciated.

Given that the design is approved, do you know how long before we can schedule the works and how long the works could take, once the contract is signed?

We'll spend some time reviewing this, and we will be awaiting the final bill.

Please keep us updated, thank you.

On Wed, Sep 11, 2024 at 1:15 PM Mendoza Jr., Ramon <RH1E@pge.com> wrote:

**** Updated subject line to reflect Project Management Number aka PM# ****

***** Please keep all communications on this email thread for tracking purposes and so I can use the subject lines information to quickly look up your project *****

Greetings,

Your PG&E Gas Design has been completed and approved.

I have attached the Final Design for your reference.

You should be receiving the Contract via email within the next 2 – 4 business days.

The title of the email usually starts with “PG&E Project Contract” and will be sent from “no-reply@yourprojects.pge.com”.

I encourage you to save this address as a “safe sender” so it doesn’t go to your spam or junk folder.

Contract Instructions:

1. You will receive the Contract via Email, open it, click on “view contract”, review (*see instructions below*) and docu sign.
2. **REMINDER:** Download a copy of the contract and locate the contract / notification number and click this link to pay your contract: [Pay PG&E Contract Link](#).

Scheduling a Pre-Construction Meeting Instructions:

1. Attached is your design and the pre-construction submittal form.
2. **If you haven’t done so already**, submit an 811 via online at [USA North 811 | Call 811 Before You Dig](#) or by calling 811.

(CA Law requires this to be submitted and completed before any digging can commence. This also needs to be completed prior to any PG&E pre-construction meeting).

3. Your Gas PM# is 35576283
4. Fill out the attached a pre-construction form and email your request directly to the PG&E Inspection Desk Email listed below:
5. SJSPInspections@pge.com
6. Once they provide you a date, ensure your contributors are present at the top of the hour: Contributors = Trencher (If gas trench, ensure he has his OQ Certificate), Electrician and Representative.
7. Please be aware: Weather, PG&E emergencies, your listed Field Contact, Contributors, Representative late arrivals can cause the meeting to be canceled and you will be required to initiate a new pre-con request.

How to Schedule a PG&E Inspection (After above Pre-Con has taken place):

1. Attached is the new Inspection form.
2. Your Gas PM# is 35576283
3. Fill out the attached inspection form and indicate what type of inspection you are requesting and email your request directly to the PG&E Inspection Desk Email listed below.

(You can also add notes at the bottom of the first page describing what type of inspection you are requesting if unsure)

4. SJSPInspections@pge.com
5. They will provide you a window time frame but ensure your listed Field Contact is present at the beginning of the hour to avoid missed PG&E Inspector arrivals.
6. Please be aware, Weather, PG&E emergencies or your listed Field Contact late arrivals can cause the inspection to be canceled and you will be required to initiate a new inspection request.

IMPORTANT:

I cannot apply for city or county permits for PG&E's portion of work until you have signed your contract.

I cannot apply for city or county permits for PG&E's portion of work until you have paid your contract.

It may take up to three months for the city or county to approve our permit request to work.

Once PG&E permits have been approved AND you have passed your inspections OR with the PG&E Inspector's approval is when I can start scheduling PG&E's portion of the work.

Depending on the amount of PG&E work and dependencies involved, scheduled dates may range between 3 to 6 months out, *reference the attached PG&E Journey Map*.

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urosipopov@gmail.com>

Sent: Monday, September 2, 2024 10:44 AM

To: Chenfan Zhang <berylangela@gmail.com>

Cc: Mendoza Jr., Ramon <RH1E@pge.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: [720 Woodhams Rd Santa Clara](#) - PG&E - Gas Riser - App# 129353582

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Good morning Ramon,

I also wanted to follow up to this email myself to make a request for a couple of things:

1) Can we please formalize the work in a contract form? During the last visit by PG&E, I was told that no concrete modifications would have to be done, but now I'm hearing differently. None of this is binding though until it is in a written form and I would be very

grateful if we could formalize the project description and finalize it. Otherwise, we keep getting conflicting advice.

2) Can we also please make sure that the subsequent visits by PG&E are agreed on before they happen? Last few visits have been unannounced, and for one of them I had to leave work early to meet PG&E. I am unable to do this repeatedly on such a short notice. Mon-Fri are our work days and we spend most of our work hours at the office away from home.

Thank you and please let me know what you think.

On Fri, Aug 30, 2024 at 5:29 PM Chenfan Zhang <berylangela@gmail.com> wrote:

Hi Ramon,

Happy Friday!

We have talked to John, the lead estimator from PGE today and aligned on the solution below, please make sure the contract follows...

PGE will use plastic trench method and cover the cost on the street, when owner will implement a few changes below, to enable PGE to raise the valve in a new position with a cheaper solution for us.

Please compare the note with John and let us know if any problems. Otherwise, we'd expect to receive the official contract in a couple of weeks.

Owner will

1. Extend the existing water tank gas pipe on the wall so it will sit in front of the fence door instead of behind. The pipe will be 26" tall to be in compliance. John left a mark there for us to position the pipe.

This gas line extension will be revised in city permit as well and owner will perform a new gas release.

2. Owner will open up - 10" wide of cement next to the position that allows PGE to put the new valve there (see photo attached with remark)

3. Owner will seal the vent near that position

4. Owner will move the outdoor outlet to the other spot so it doesn't interfere with gas pipe (see photo)

Have a good weekend!

Thank you,
Chenfan

On Thu, Aug 29, 2024 at 6:59 PM Uros Popovic <urospopov@gmail.com> wrote:

Good evening Ramon,

I am writing just to check in on the status and see how everything is looking so far, do we need to take any action at the moment, and do you have any estimate on the waiting time at this point?

Thank you.

On Mon, Aug 19, 2024 at 10:21 AM Chenfan Zhang <berylangela@gmail.com> wrote:

Hi Ramon,

Thanks for the call.

As discussed, our residential address is qualified to do either 1 or 2 meters and the option has no impact to valve raising design. As start point, we will use 1 gas meter as scope of work and wait for your updated queue estimate.

Thank you,
Chenfan

On Mon, Aug 19, 2024 at 9:25 AM Uros Popovic <urospopov@gmail.com> wrote:

We're looking for the fastest and cheapest solution here, however, we have previously been told that we *must* have 2 meters. Our question here is — was that a correct advice or not? We're having trouble giving our definitive answer here until we know what PG&E requirements here. However, the GC has already made the plumbing changes to have 2 meters because that was the prior guidance. Can you please let us know what the PG&E requirements here are?

On Mon, Aug 19, 2024 at 09:22 Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Uros and Chenfan,

It's sounds like you want two gas meters, one for main house and one for ADU?

Ramon Mendoza

San Jose Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urosipopov@gmail.com>

Sent: Monday, August 19, 2024 8:23:21 AM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu

<Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: [720 Woodhams Rd Santa Clara](#) - PG&E - Gas Riser - App# 129353582

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Hi Ramon,

I think there is a misunderstanding here. Chenfan corrected me that we have been explicitly told that we must have a separate gas meter for the attached ADU, and the GC has made the change in the piping because this was indeed required by PG&E before.

Does this mean that now we have to revert the piping changes back?

On Mon, Aug 19, 2024 at 05:13 Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Hi Chen,

You are correct, thus I should of not asked you if you were interested in a second Gas Meter.

An Attached ADU sharing a wall with the Main House is not eligible for its own Gas Meter.

Your Requested Scope of Work:

1. Gas Riser is below grade and needs construction to bring it above grade.
2. Applicant has requested using the ½” plastic insert method to avoid trenching, he has been advised this will be decided by the PG&E engineers during their engineering.
3. If the engineers decide ½” plastic insert is not an option, then the applicant has elected the following:
4. Applicant has elected to perform On Property Trenching.
5. Applicant has elected PG&E to perform Off Property Trenching including the installation of the gas pipe.
6. Applicant has elected PG&E to perform any restoration if needed.
7. One Gas Meter installation eligible for this location.

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Chenfan Zhang <berylangela@gmail.com>

Sent: Friday, August 16, 2024 1:19 PM

To: Uros Popovic <urosipopov@gmail.com>; Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582

CAUTION: EXTERNAL SENDER!

This email was sent from an EXTERNAL source. Do you know this person? Are you expecting this email? Are you expecting any links or attachments? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the "Report Phish" button.**

Hi Ramon,

I have to correct the condition here.

In your last visit, you probably see - the pipe is already split into two. We did it because previously the PGE expression connection rep refused to send technician to install meter, until we separated the ADU from main house, the way he preferred.

With that said, yes we prefer one meter at beginning; however, now it truly depends on how your design team gonna react to the meter qty. We choose whichever option that allows an easier design and construction process.

Thank you,

Chenfan

On Fri, Aug 16, 2024 at 12:51 PM Uros Popovic <urosipopov@gmail.com> wrote:

Hi Ramon,

We do not require separate bills and I believe all the plumbing is already done for one meter. Let's stick with one meter if you're able to approve it.

Thanks!

On Fri, Aug 16, 2024, 11:57 Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Hi Uros,

When I get an estimating date I will provide it to you.

Regarding your question about 1 or 2 gas meters, please reach out to your plumber for their advice.

Based on my experience, people tend to get a second Meter to have separate bills.

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urospopov@gmail.com>

Sent: Friday, August 16, 2024 11:13 AM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582

CAUTION: EXTERNAL SENDER!

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Report it by using the "Report Phish" button.

Hi Ramon,

Sorry for being pushy here, but given the context of our situation, can we get some rough date on anything? At least a date on when do we expect to hear back from the team about the queue?

As far as the gas meters go, we're looking for the simplest and cheapest solution. We won't be renting the ADU out so we do not care about splitting the bills, metering them separately etc. If one meter is possible and will get us the gas service the quickest and cheapest that's what we'd prefer to do. Now that said, we've received many conflicting advice from PG&E regarding whether we need two meters since we have a separate unit with its own address. Can you please provide an authoritative answer?

On Fri, Aug 16, 2024, 04:51 Mendoza Jr., Ramon <RH1E@pge.com> wrote:

When they give me the date, I will pass it along to you.

Also, I just want to verify, your requested scope of work is for one PG&E gas meter or two?

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urosipopov@gmail.com>

Sent: Thursday, August 15, 2024 8:56 PM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu

<Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582

CAUTION: EXTERNAL SENDER!

This email was sent from an EXTERNAL source. Do you know this person? Are you expecting this email? Are you expecting any links or attachments? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the "Report Phish" button.**

Hi Ramon,

Can you maybe provide some info about what the queue line is like right now?

Basically can we estimate when it's our turn?

On Thu, Aug 15, 2024 at 2:01 AM Mendoza Jr., Ramon <RH1E@pge.com> wrote:

TY Uros.

We are currently in the engineering que line waiting for an issued design start date.

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urosipopov@gmail.com>

Sent: Wednesday, August 14, 2024 8:37 PM

To: Mendoza Jr., Ramon <RH1E@pge.com>

Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>

Subject: Re: 720 Woodhams Rd Santa Clara - PG&E - Gas Riser - App# 129353582

CAUTION: EXTERNAL SENDER!

This email was sent from an EXTERNAL source. Do you know this person? Are you expecting this email? Are you expecting any links or attachments? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the "Report Phish" button.**

Good evening Ramon,

This is now paid. Please let me know what are the next steps.

On Wed, Aug 14, 2024 at 4:35 PM Mendoza Jr., Ramon <RH1E@pge.com> wrote:

Use this link I provided you below and the information on the invoice attached.

Pay the \$2,500 Engineering Advance Fee online at [Pay PG&E Contract or Invoice Link](#) (*refer to attached invoice*)

Ramon Mendoza

Service Planning & Design

Cell: (408) 438-7389

Working Hours: Mon – Fri / 7:00am – 3:30pm

From: Uros Popovic <urosipopov@gmail.com>
Sent: Wednesday, August 14, 2024 4:33 PM
To: Mendoza Jr., Ramon <RH1E@pge.com>
Cc: Chenfan Zhang <berylangela@gmail.com>; Alan Liu <Xiaoqianliu69@gmail.com>; Tran, Brandon <BVT2@pge.com>
Subject: Re: [720 Woodhams Rd Santa Clara](#) - PG&E - Gas Riser - App# 129353582

CAUTION: EXTERNAL SENDER!

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Hi Ramon,

I'm trying to pay for the EA, but I do not see the option for payment in any project I have in my account.

I saw something in "My orders" too:

For all of these, when I go to the Actions tab, I do not see the option to pay for \$2500.

Additionally, the number listed in your other email (129353582) does not match any of these, as you can see in the screenshots.

Please assist.

On Wed, Aug 14, 2024 at 4:27 PM Uros Popovic <urosipopov@gmail.com> wrote:

Hi Ramon,

That looks more accurate, thanks for updating.

On Wed, Aug 14, 2024 at 2:15 AM Mendoza Jr., Ramon
<RH1E@pge.com> wrote:

Hi Uros,

I modified it below, let me know if this accurately depicts
your scope of work request:

Your Requested Scope of Work:

1. Gas Riser is below grade and needs construction to bring it above grade.
2. Applicant has requested using the ½” plastic insert method to avoid trenching, he has been advised this will be decided by the PG&E engineers during their engineering.
3. If the engineers decide ½” plastic insert is not an option, then the applicant has elected the following:
4. Applicant has elected to perform On Property Trenching.

You can read about PG&E’s data privacy practices at [PGE.com/privacy](https://www.pge.com/privacy).

 **Action Items.pdf**
516K

EXHIBIT 10

Consumer Affairs Branch Closure Letter, File No. 641361 (August 1, 2024)
and Santa Clara County Permit Record (1955 Construction)

PUBLIC UTILITIES COMMISSION

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



August 1, 2024

Uros Popovic
720 Woodhams Rd
Santa Clara CA 95051

Subject: Commission File No: 641361 for Complaint with Pacific Gas & Electric Company

Dear Uros Popovic:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) has completed its review of your complaint against **Pacific Gas & Electric Company** (PG&E). As part of the review, CAB considered the information that you provided, the information that **Pacific Gas & Electric Company** provided to us about your account and applicable codes, orders and tariffs.

In your complaint to CAB, you stated that you have been without gas for 4 months. While you were renovating your home the meter was removed. After renovations were completed, you contacted PG&E regarding the meter and were advised you would need a city approval for installation; however, once you received the city approval, you were told by PG&E it would take an additional 3-6 months to install the meter. They advised a work order is needed to raise the valve, as it is too low. Lastly, you have been given mixed information regarding the delay and would like correct information on the process needed to start your service. You requested that we assist with reviewing this matter.

Pacific Gas & Electric Company investigated and reported to CAB that on 03/20/2024 a service representative was dispatched to perform a scheduled meter change. As a result, the representative observed active construction and was advised to remove the meter in accordance with Rule 11. (Rule 11: Discontinuance and Restoration of Service). On 07/22/2024 their Customer Relations Department emailed you that you will need to meet gas standard designs to move forward with installing the meter in accordance with Rule 16. (Rule 16: Service Extensions). PG&E confirmed you have a direct contact should you have additional questions regarding the complaint.

Based on the review of this information, CAB has determined that **Pacific Gas & Electric Company** is not in violation of the rules or regulations of the CPUC. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570

ATTACHED: Appeal Instructions

Record BLD23-70376:
Regular Building Permit
Record Status: Finaled

Record Info ▼

Payments ▼

Work Location

720 WOODHAMS RD *

[View Additional Locations>>](#)

Record Details

Licensed Professional:

SPV CONSTRUCTION
11603 BRIDGE PARK CT
CUPERTINO, CA, 95014
Contractor 1053469

Project Description:

SINGLE FAMILY HOUSE ONE-STORY ADDITION 499 SF, NEW ATTACHED ADU 322 SF, CHANGE EXTERIOR MATERIAL TO STUCCO, ELEC. PANEL UPGRADE TO 200AMP, NEW HEAT PUMP FOR MAIN DWELLING, NEW HEAT PUMP FOR ADU, NEW TANKLESS W.H. FOR MAIN DWELLING, NEW TANKLESS W.H. FOR ADU -Scope of work description on the cover sheet shall include demo of existing wall shown on sheet A1.01, and remodel of kitchen, bath and bedrooms in the existing house. ***NEW ADU ADDRESS: 722 WOODHAMS RD*** REV1- Change to electric water heater (Cancelled) REV2- Gas Piping (in review 9.6.24)

▼More Details

☒ Additional Information

Job Value(\$):
\$300,000.00

☒ Parcel Information

Parcel Number:293-17-020 *

Block:100108980

Lot:779.56384916

Subdivision:51x103

FEMAZONE: X

GENERAL PLAN DESIGNATION: VLDR

SCHOOL DISTRICT: SCUNSD

YEAR BUILT: 1955

ZONING: R1-6L

EXHIBIT 11

Complainant's Written Notice to PG&E
July 29, 2026



Uros Popovic <urospopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)

Uros Popovic <urospopov@gmail.com>

Wed, Jul 29, 2026 at 12:23 PM

To: CFM Helpline <helpline@pgeservicesf.pge.com>

Cc: "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>, "rzb8@pge.com" <rzb8@pge.com>, "aske@pge.com" <aske@pge.com>

Good afternoon,

I write further to this thread regarding disputed Invoice 0008512470-9 (PM 35576283, Customer No. 4668540). This message concerns payment status only; the substantive record of this dispute stands as previously written.

I acknowledge PG&E's June 4, 2026 statement that the payment window for true-up invoices has been extended from 90 to 120 days from the invoice date of May 1, 2026.

Please be advised that I have retained counsel in this matter and that I will be filing a formal complaint with the California Public Utilities Commission regarding the disputed charges before that window expires. I do not intend to pay the disputed charges unless and until the Commission's proceeding determines that any amount is in fact owed.

Please confirm in writing that PG&E will suspend collection activity on the disputed charges, including any referral to or activity by the Non-Energy Collection Unit, while the formal complaint is pending. If PG&E does not agree, please say so in writing, together with the specific actions PG&E intends to take and their dates.

For scheduling purposes, please note that I will be out of the country from August 6 through August 27, 2026. Please respond by email on this thread. I will check email while traveling as connectivity allows, which is precisely why I ask for PG&E's response by August 4, 2026, before my departure. Any correspondence sent by postal mail during that period will not reach me until after August 27, and no deadline or notice communicated only by mail in that window should be treated as received before that date. I would appreciate PG&E's response by August 4, 2026.

For the record: these charges are and remain disputed. Nothing in this message, in any prior correspondence, or in any future correspondence is an acknowledgment that any portion of the invoice is valid, owed, or tariff-conforming, and I reserve all rights. As previously requested, please keep all communication on this matter in writing.

Thank you.

[Quoted text hidden]

EXHIBIT 12

PG&E Customer Fund Management Email
July 30, 2026



Uros Popovic <urosopov@gmail.com>

RE: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)**CFM Helpline** <helpline@pgeservicesf.pge.com>

Thu, Jul 30, 2026 at 7:08 AM

To: "urosopov@gmail.com" <urosopov@gmail.com>

Cc: "rzb8@pge.com" <rzb8@pge.com>, "rh1e@pge.com" <rh1e@pge.com>, "berylangela@gmail.com" <berylangela@gmail.com>, "bvt2@pge.com" <bvt2@pge.com>

Good morning,

Unfortunately, there is no status change that gets applied to the account.

Once the period of 120 days has passed without a payment, it automatically goes to our in-house collection agency.

In accordance with the California Public Utilities Commission Resolution G-3598, you received an actual cost bill due to construction and permit overages on your project. Applicant pays PG&E its total estimated installed cost. Applicants who submit a new application for gas Service Extension(s) or service relocation or rearrangement at Applicant convenience, on or after July 1, 2023, must pay PG&E its total estimated cost upon contract execution in advance of PG&E commencing its work. Upon completion of the work and determination of final actual costs, PG&E will provide Applicant with a final invoice or refund to account for a true-up to actual costs (excluding Betterment and Utility Convenience).

With the directive from the CPUC, PG&E's review team is responsible for truing up thousands of jobs which has caused delays in either refunding or billing customers for the balance of the actual costs of their projects. The application date submitted for your project was on 9/20/2024 which falls within the timeframe for review of actual costs.

Below are some resources and links that refer back to the CPUC decision for reference.

Rules/Tariffs:

These changes to the tariffs were adopted as part of the CPUC's Rulemaking proceedings ([Decision 22-09-026](#), [Resolution G-3598](#), and [Decision 23-12-037](#)) regarding [Building Decarbonization, R. 19-01-011](#), and apply to [Rule 15](#) Distribution Line Extension and/or [Rule 16](#) Service Extension projects.

Warm Regards,

Pacific Gas and Electric Company***SP&D Customer Fund Management Ops.***

----- Original Message -----

From: Uros Popovic [urosopov@gmail.com]**Sent:** 7/29/2026 12:23 PM**To:** helpline@pgeservicesf.pge.com**Cc:** aske@pge.com; rh1e@pge.com; rzb8@pge.com; berylengela@gmail.com; bvt2@pge.com**Subject:** Re: FORMAL BILLING DISPUTE: Invoice 0008512470-9 | Ref number: 35576283 (720 Woodhams Rd)**!!! EXTERNAL SENDER !!!**

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the **REPORT PHISH BUTTON**.

Good afternoon,

I write further to this thread regarding disputed Invoice 0008512470-9 (PM 35576283, Customer No. 4668540). This

message concerns payment status only; the substantive record of this dispute stands as previously written.

I acknowledge PG&E's June 4, 2026 statement that the payment window for true-up invoices has been extended from 90 to 120 days from the invoice date of May 1, 2026.

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For scheduling purposes, please note that I will be out of the country from August 6 through August 27, 2026. Please respond by email on this thread. I will check email while traveling as connectivity allows, which is precisely why I ask for PG&E's response by August 4, 2026, before my departure. Any correspondence sent by postal mail during that period will not reach me until after August 27, and no deadline or notice communicated only by mail in that window should be treated as received before that date. I would appreciate PG&E's response by August 4, 2026.

For the record: these charges are and remain disputed. Nothing in this message, in any prior correspondence, or in any future correspondence is an acknowledgment that any portion of the invoice is valid, owed, or tariff-conforming, and I reserve all rights. As previously requested, please keep all communication on this matter in writing.

Thank you.

On Sat, Jul 11, 2026 at 7:19AM CFM Helpline <helpline@pgeservicesf.pge.com> wrote:

[Quoted text hidden]