



FILED

09/09/26

04:59 PM

C2609008

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

Rob Bertholf

Ann Bertholf

Complainant,

vs.

San Diego Gas and Electric Company (U902E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Ann Bertholf 11968 Tivoli Park Row, UNIT 5 San Diego, CA 92128 T: (808) 542-6033 Email: ann@in-touchmarketing.com	San Diego Gas and Electric Company (U902E) Attn: Greg Anderson, Regulatory Tariff Manager 8330 Century Park Court, CP32F San Diego CA 92123 T: 858-654-1717 Email 1: ganderson@sdge.com Email 2: SDGETariffs@sdge.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	Rob Bertholf
Address	11968 Tivoli Park Row, UNIT 5, San Diego CA 92128
Daytime Phone Number	(808) 217-7077
Email Address	rob@bertholf.com

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

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

Name of Defendant	San Diego Gas and Electric Company Attn: Greg Anderson, Regulatory Tariff Manager
Address	8330 Century Park Court, CP32F San Diego CA 92123
Daytime Phone Number	858-654-1717
Email Address	ganderson@sdge.com, SDGETariffs@sdge.com

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

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

☒ YES ☐ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Has staff responded to your complaint?

☒ YES ☐ NO

Is your service now disconnected?

☐ YES ☒ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES ☐ NO

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

Complainant Rob Bertholf and Ann Bertholf (♂ Complainant→) brings this Expedited Complaint against San Diego Gas & Electric Company (♂ SDG&E→ or ♂ Defendant→) for unlawfully back-billing Complainants' account \$1,547.45 in gas charges spanning a three-year period from June 14, 2022 through June 11, 2025. SDG&E's own tariff, Rule 18, and the Commission's foundational decision on retroactive billing, D.86-06-035, limit residential back-billing for utility-caused billing errors to three months. SDG&E exceeded this limit by approximately 33 months.

Please see attached Statement of Facts and Complaint for full details:

01_Complaint_Narrative_ATTACH_TO_SECTION_F.pdf

Scoping Memo Information (Rule 4.2[a])

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

- ☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
☐ ratesetting (check this box if your complaint challenges the reasonableness of rates pursuant to Rule 4.1(b))

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

(3) ☐ Regular Complaint ☒ Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

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

The Utility, SDG&E should *refund the overbilled amount of \$1,547.45.

*The Complainant is on a payment plan for the overbilled amount. The amount paid toward the overbilled amount should be refunded to the Complainant and the balance due on the payment plan should be cleared, with no amount due on the payment plan for the backbilled amount.

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

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

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09): 10/15/2026

Hearing (Example: 7/1/09): 11/02/2026

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

Complainant requests the hearing be held in San Diego, California, as Complainant resides in San Diego County.

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

Complainant requests that the Commission order SDG&E to rescind the \$1,547.45 in back-billed gas charges for June 14, 2022 through June 11, 2025, which exceed the three-month residential back-billing limit under D.86-06-035 and SDG&E Rule 18. Please refer to attachment Statement of Facts and Complaint, Section IV (Relief Requested).

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

Dated San Diego, California, this 4th day of September, 2026
(City) (date) (month) (year)



Signature of each complainant



(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

REPRESENTATIVE'S INFORMATION:

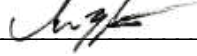
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: Ann Bertholf

Address: 11968 Tivoli Park Row, UNIT 5, San Diego, CA 92128

Telephone Number: (808) 542-6033

E-mail: ann@in-touchmarketing.com

Signature: 

VERIFICATION
(For Individual or Partnerships)

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

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

Executed on 9/04/26, at San Diego, 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

09/04/2026

Date

Rob Bertholf

Print your name