



FILED

08/31/26

04:59 PM

C2608024

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

Complainant,
vs.

Case (C.) _____

Defendant.

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)

(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)

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):

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

Hearing (Example: 7/1/09): _____

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Signature of each complainant

Formal Complaint Form – Page 3 of 6

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: _____

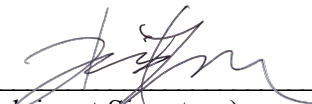
Signature: _____

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 _____, at _____, 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

Date

Print your name

PUBLIC UTILITIES COMMISSION

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



June 29, 2026

David Tran
6414 E Raven Ct
Orange CA 92869

Subject: Commission File No: 733136 for Complaint with Southern California Edison Company

Dear David Tran:

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

In your complaint, you expressed concerns about charges added to your account that you believe are not yours and may lead to disconnection. SCE reports that they received your complaint on June 8, 2026, regarding a \$119.97 balance transferred from an inactive account you stated is more than nine years old. After speaking with you, SCE reviewed the matter and determined the balance is over eight years old; therefore, they created a new account number for your current service, so the past due amount remains on the inactive account. SCE confirms it will not pursue collection of the old balance or report it to credit bureaus. They also note you paid \$20.76 toward the old balance and requested that it be transferred to your new account, which SCE states will post within 3–5 business days. Based on this resolution, SCE indicates the CPUC complaint will be closed.

Based on the review of this information, CAB has determined that **SCE** 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

Customer account
701057842537

Rotating outage
Group N001

Amount due \$209.50
Due by 07/20/26

Service account
8022733535
10401 GARDEN GROVE BLVD
APT 44
GARDEN GROVE, CA 92843

POD-ID
101760940002423151
Date bill prepared
06/30/26

Your account summary

Previous Balance	\$99.21
Your new charges	\$110.29
 Total amount you owe by 07/20/26	\$209.50

Your cost varies by time of day



Summer cost periods (Jun 01-Sep 30)

	Weekdays	Weekends & Holidays
On peak	4pm - 9pm	
Mid peak		4pm - 9pm
Off peak	12am - 4pm 9pm - 12am	12am - 4pm 9pm - 12am

Please return the payment stub below with your payment and make your check payable to Southern California Edison.
If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574)

Tear here

Tear here



Customer account 701057842537
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Previous charges - pay by 07/20/26	\$99.21
New charges - pay by 07/20/26	\$110.29
Total amount you owe	\$209.50

Amount enclosed

\$

STMT 06302026 P

TRAN, DAVID
6414 E RAVEN CT
ORANGE CA 92869-4398

P.O. BOX 600
ROSEMEAD, CA 91771-0002

Ways to contact us

Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

Relay calls accepted

Request a large print bill 1-800-655-4555

Multicultural services

Cambodian / ភ្នំ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

Correspondence:

Southern California Edison
P.O. Box 6400
Rancho Cucamonga, CA
91729-6400

www.sce.com

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356
	Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

Rates and applicable rules: Available at www.sce.com or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 06/30/26.

- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
- For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit www.sce.com/safety or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.8% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit www.sce.com/rotating outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

Disputed bills

If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555. If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/ complaints/. The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:

Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)

Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

Definitions

- **Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- **Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- **SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 701057842537

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

Direct Payment (Automatic Debit) Enrollment: 701057842537

I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.

Signature _____ Date _____

To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit www.sce.com/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

☐

Every
Month

☐

One Month
only

 Usage	 Avg. cost	 Total cost
On peak 	48 kWh x \$0.57875 =	\$27.78 
Mid peak 	27 kWh x \$0.45889 =	\$12.39 
Off peak 	216 kWh x \$0.34079 =	\$73.61 
291 kWh		\$113.78 Energy Charges
		-\$3.49 Other credits/charges
		\$110.29 Total

Costs are rounded and include applicable energy charges from SCE. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

Your past and current electricity usage

For meter 222012-826794 from 06/01/26 to 06/29/26

Total electricity you used this month in kWh

291

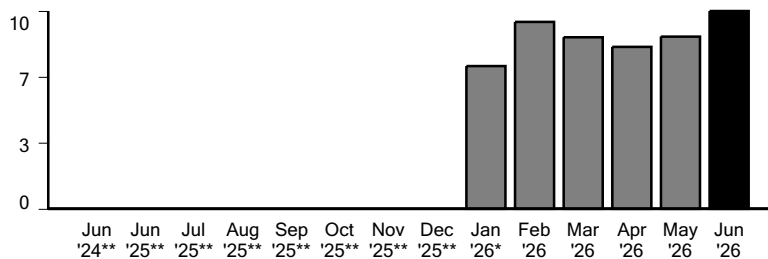
Your next billing cycle will end on or about 07/29/26.

Your daily average electricity usage (kWh)

2 Years ago: N/A

Last year: N/A

This year: 10.03



* Irregular billing period

** No data available

Details of your new charges

Your rate: TOUD-4-9PM

Billing period: 06/01/26 to 06/29/26 (29 days)

Delivery charges - Cost to deliver your electricity

Base services charge	29 days x \$0.76862
Baseline credit	291 kWh x -\$0.10099
Energy-Summer	
On peak	48 kWh x \$0.32565
Mid peak	27 kWh x \$0.32565
Off peak	216 kWh x \$0.26679
Wildfire fund charge	291 kWh x \$0.00591

\$22.29	Your Delivery charges include:
-\$29.39	• \$7.21 transmission charges
	• \$54.67 distribution charges
\$15.63	• \$0.01 nuclear decommissioning charges
\$8.79	• \$10.34 public purpose programs charge
\$57.63	• \$2.42 new system generation charge
\$1.72	

Generation charges - Cost to generate your electricity

SCE	
Energy-Summer	
On peak	48 kWh x \$0.25321
Mid peak	27 kWh x \$0.13326
Off peak	216 kWh x \$0.07396

\$12.15	Your Generation charges include:
\$3.60	• \$0.04 competition transition charge
\$15.98	• -\$1.63 power charge indifference adjustment (PCIA)

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Details of your new charges (continued)

Other charges or credits

Fixed recovery charge	291 kWh x \$0.00619	\$1.80
Subtotal of your new charges		\$110.20
State tax	291 kWh x \$0.00030	\$0.09
Your new charges		\$110.29

Your overall energy charges include:

- \$1.02 franchise fees

Additional information:

- Service voltage: 240 volts
- Your summer baseline allowance: 371.0 kWh

Rate Identification Number - RIN



USCA-SCSC-0400-0000

In the future, you might use the Rate Identification Number (RIN) to program smart devices like smart thermostats, EV chargers, or energy management systems once the manufacturer has enabled its use. Once these smart device features are available, simply scan the QR code using the smart device app for setup. To learn more, visit sce.com/helpcenter/rin.

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

You may notice a change in your billing statement

Effective 6/1/2026, the billing rates used to calculate your bill have been modified. For more information, please visit www.sce.com/bill_change.