



FILED

08/21/26

04:59 PM

C2608025

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

Eal H. Lee

Complainant,

vs.

Southern California Edison Company

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Eal H. Lee 7504 Sweetheart Court Riverside, CA 92507 Phone: 661-214-5330 Email: lee.eal@gmail.com Authorized Representative: Joseph Y. Lee 31 Auburn Aisle Irvine, CA 92612 (949) 294-1469 josephylee@alumni.usc.edu	Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 Phone: 626-302-6008 Anna.Valdborg@sce.com case.admin@sce.com AdviceTariffManager@sce.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)

Complainant Eal H. Lee is an SCE residential customer with solar photovoltaic generation at 7504 Sweetheart Court, Riverside. Customer Account No. 700626699967; Service Account No. 8002196612. This complaint concerns SCE Net Energy Metering (NEM) billing, solar credits, notice of accumulating annual charges, and a \$775.86 DirectPay withdrawal from the family Bank of America account on June 23, 2026. SCE later stated the amount was an annual NEM true-up and that AutoPay/DirectPay was active. Complainant disputes whether SCE clearly and timely disclosed the accumulating balance, correctly calculated usage, exports and NEM credits, and properly supported the withdrawal. The matter was previously reviewed by CPUC Consumer Affairs Branch as File Nos. 739088 and 740545. Complainant seeks formal review of the NEM accounting, meter/usage and solar export records, DirectPay enrollment/authorization records, customer notices, and historical solar-related credits/payments. See attached Statement of Facts and Exhibits A-G.

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):

Whether SCE correctly calculated the \$775.86 annual NEM true-up; properly credited solar generation/exports and historical NEM credits; gave clear and timely notice that a substantial balance and automatic withdrawal were accumulating; can document valid DirectPay/AutoPay enrollment and authorization; and should refund, credit, adjust, or otherwise correct the charge and related account records.

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: Joseph Y. Lee

Address: 31 Auburn Aisle, Irvine, CA 92612

Telephone Number: (949) 294-1469

E-mail: josephylee@alumni.usc.edu

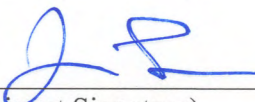
Signature: _____

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 8/21/2026, at Irvine, 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

8/21/2026

Print your name

Joseph Lee

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



August 06, 2026

File No:739088

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; **739088**
- 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; **739088**
- 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

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



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.

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



August 14, 2026

File No:739088

Eal Lee
31 Auburn Aisle
Irvine CA 92612

Dear Eal Lee:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:739088**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

CAB made one of three specific types of errors:

- 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*.

You are required to show that correction of CAB's error/s would have otherwise resulted in the disposition being in your favor. Your appeal did not provide new evidence, or you disagreed with the utility's response and CAB's position that does not fulfill CAB's Appeal requirements. Therefore, your appeal has been **denied**.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

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

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



July 30, 2026

File No: 740545

Joseph Lee
7504 Sweetheart Ct
Riverside CA 92507

Dear Joseph Lee:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) assists consumers with resolving regulated complaints against their utility providers. CAB is reviewing the complaint you have submitted against **Southern California Edison Company**.

As part of our review process, we asked that the utility provide CAB with information about your account and to specifically address your concerns. We will review the information provided by you and the utility and verify whether the utility has followed all the applicable CPUC Rules and Regulations.

After completing our review, we will contact you in writing to inform you of our conclusion. Generally, you should expect our review to take a *minimum* of at least forty-five calendar (45) days. If we find the process needs to take additional time due to the complexities of your case, we will notify you in writing. Please keep a record of the file number as shown above and have it available if you contact us regarding your case. We appreciate the opportunity to assist you.

Sincerely,

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

Details of your tracked charges

Your rate: TOUD-4-9PM-SDP

Billing period: 06/10/26 to 07/09/26 (30 days)

Delivery charges - Cost to deliver your electricity

Baseline credit	546 kWh x -\$0.10099	-\$55.14
Energy-Summer		
On peak	189 kWh x \$0.32391	\$61.22
Mid peak	62 kWh x \$0.32391	\$20.08
Off peak	295 kWh x \$0.26505	\$78.19

Generation charges - Cost to generate your electricity

SCE

Energy-Summer		
On peak	189 kWh x \$0.25307	\$47.83
Mid peak	62 kWh x \$0.13312	\$8.25
Off peak	295 kWh x \$0.07382	\$21.78

Other charges or credits

Fixed recovery charge	546 kWh x \$0.00619	\$3.38
Energy Charge Total		\$185.59

Additional information regarding your Net Consumption/Generation:

- Your year-to-date energy charges total as of previous month: \$0.00
- Your current month energy charge total: \$185.59
- Your year-to-date energy charges: \$185.59
- Your year-to-date kWh: 546 kWh

Additional information:

- Service voltage: 240 volts
- Your summer baseline allowance: 579.0 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.

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

Your past and current electricity usage

	Consumption	Net generation	Electricity (kWh) Total
Summer Season			
On peak	194	-5	189
Mid peak	64	-2	62
Off peak	470	-175	295
Total electricity usage this month in kWh			546

Your next billing cycle for meter 222014-132360 will end on or about 08/09/26.

Consumption is the total amount of electricity imported from SCE.

Net generation is the amount of excess electricity exported to the grid by your generating system.

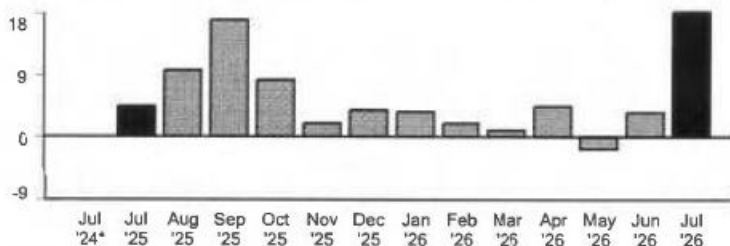
Total electricity usage is your system's total consumption minus your net generation

Your daily average electricity usage (kWh)

2 Years ago: N/A

Last year: 4.35

This year: 18.20



* No data available

Details of your new charges

Your rate: TOUD-4-9PM-SDP

Billing period: 06/10/26 to 07/09/26 (30 days)

Delivery charges - Cost to deliver your electricity

Base services charge 30 days x \$0.76900

A/C cycling discount

\$23.07
-\$13.67

Your Delivery charges include:

- \$12.87 distribution charges
- \$10.20 public purpose programs charge

Nonbypassable charges (NBCs)

CTC, NDC, PPPC 662 kWh x \$0.00188

Wildfire fund charge 662 kWh x \$0.00591

\$1.24
\$3.91

Your overall energy charges include:

- \$1.86 franchise fees

Subtotal of your new charges

State tax 546 kWh x \$0.00030

\$14.55
\$0.16

Your new charges

\$14.71

Additional information:

- Net Surplus Compensation (NSC) option: Rollover



SERVICING

[lar.com](#) **SUNSTRONG****HELP CENTER****279-262-9539****WEBSITE** [placersolarsolutions.net](#)**EMAIL** estimating@placersolarsolutions.net**CALIFORNIA • SOUTHERN****GREEN CONVERGENCE****661-294-9495**

DAY

MONTH

YEAR

LIFETIME

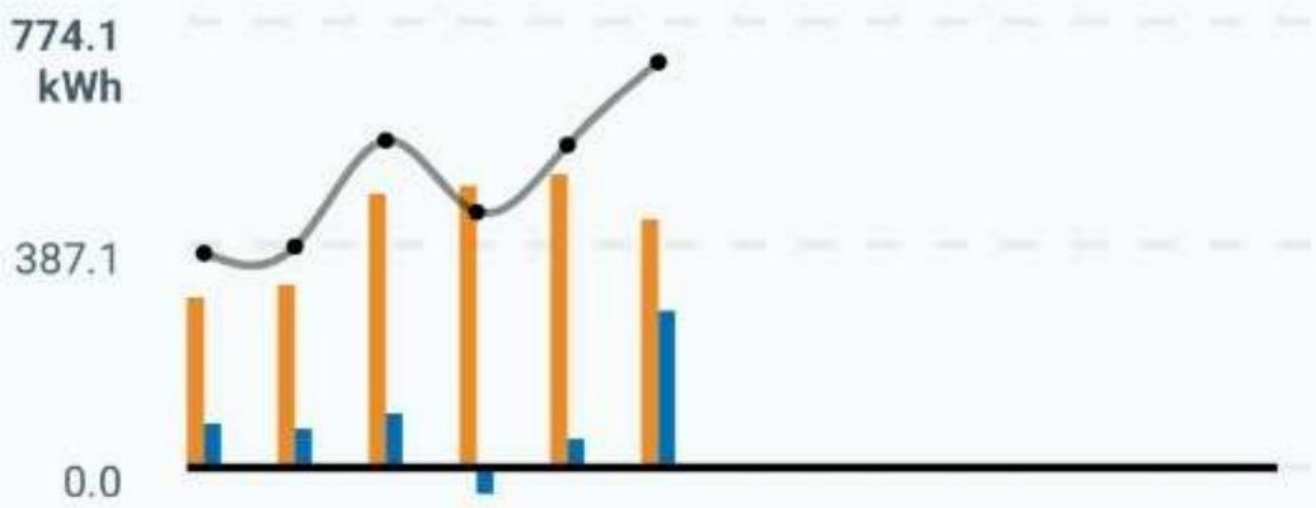


<

2026

>

	Home Consumption	3,031.4 kWh
	Solar Production	2,516.9 kWh
	Net Grid Usage (Import)	514.5 kWh



Adv Plus Banking - 2808 : Account Activity

Transaction details

Posting date	Jun 23, 2026
Description	SO CAL EDISON CO DES:DIRECTPAY ID:XXXXX6699967 INDN:EAL LEE CO ID:XXXXX78600 PPD
Type	Other Payment
Status	Cleared
Amount	-\$775.86
Description	SO CAL EDISON CO DES:DIRECTPAY ID:XXXXX6699967 INDN:EAL LEE CO ID:XXXXX78600 PPD
Merchant name	SOUTHERN CALIFORNIA EDISON
Transaction category	Home & Utilities : Utilities

AUTHORIZATION TO ASSIST WITH BANK OF AMERICA CHARGE INVESTIGATION

뱅크오브아메리카 카드 청구 내역 조사 지원 동의서

Date / 날짜: 6/24/2026

I, **Minja C. Lee**, authorize my son, **Joseph Y. Lee**, to assist me in reviewing and investigating a potentially unauthorized or unrecognized charge on my Bank of America credit card.

저, **Minja C. Lee** 는 제 아들 **Joseph Y. Lee** 에게 제 뱅크오브아메리카 신용카드에 발생한 승인되지 않았거나 확인되지 않은 청구 내역을 검토하고 조사하는 일을 도와줄 권한을 부여합니다.

The transaction I wish to investigate is:

• Merchant / 가맹점: Southern California Edison (SCE)

• Amount / 금액: \$775.86

• Transaction Date / 거래 날짜: 6/23/2026

• Card ending in / 카드 끝번호: CC # 1222

I authorize Joseph Y. Lee to help me organize records, review statements, contact Bank of America and Southern California



Edison for information, ask questions about this transaction, and assist me in preparing or submitting a dispute or fraud claim.

저는 Joseph Y. Lee 가 관련 서류를 정리하고, 명세서를 검토하며,뱅크오브아메리카 및 Southern California Edison 에 연락하여 거래 관련 정보를 확인하고, 이 거래에 대해 질문하며, 분쟁 신청 또는 부정 사용 신고를 준비하거나 제출하는 일을 도와주는 것을 허락합니다.

This authorization is limited to assistance regarding this transaction and related account-security concerns. It does not authorize Joseph Y. Lee to make purchases, withdraw funds, open accounts, change ownership, or use my credit card for personal purposes.

이 동의서는 위 거래 및 관련 카드 보안 문제에 대한 지원에만 한정됩니다. 이 동의서는 Joseph Y. Lee 가 물건을 구매하거나, 돈을 인출하거나, 계좌를 개설하거나, 소유권을 변경하거나, 제 개인적인 목적으로 제 신용카드를 사용하는 것을 허락하는 것이 아닙니다.

I understand that Bank of America may require me to speak directly, verify my identity, or complete its own authorization or fraud-reporting forms.

A handwritten signature in black ink, appearing to read 'Mel JL'.

저는뱅크오브아메리카가 본인 확인을 위해 제가 직접
통화하거나 신원을 확인하거나 자체 동의서 또는 부정 사용
신고 양식을 작성하도록 요구할 수 있음을 이해합니다.

Cardholder Signature / 카드 소유자 서명:

Minja Lee

Printed Name / 성명: Minja C. Lee

Date / 날짜: 6/24/2026

Witness Signature / 목격자 서명:

Joseph Y. Lee

Printed Name / 성명: Joseph Y. Lee

Date / 날짜: 6/24/2026

Adv Plus Banking - 2808 : Account Activity

Transaction details

Posting date	Jun 23, 2026
Description	SO CAL EDISON CO DES:DiRECTPAY ID:XXXXX6699967 INDN:EAL LEE CO ID:XXXXX78600 PPD
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Description	SO CAL EDISON CO DES:DIRECTPAY ID:XXXXX6699967 INDN:EAL LEE CO ID:XXXXX78600 PPD
Merchant name	SOUTHERN CALIFORNIA EDISON
Transaction category	Uncategorized: Pending



CALIFORNIA

Public Utilities Commission

You have successfully filed a complaint! Here is the confirmation number 234606

Once your complaint has been reviewed, a complaint number will be provided to you.

Contact Us

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Ave.

San Francisco, CA 94102-3298

Call us toll-free, Monday – Friday, 9 a.m. to 3 p.m. at 1-800-649-7570 Fax us at 1-415-703-1158

[Home](#)

Date: August 15, 2026

Southern California Edison Company Attn: Law Department / Regulatory Affairs
P.O. Box 800 Rosemead, CA 91770

Re: Service of CPUC Formal Complaint and Accompanying Exhibits

- Complainant: Eal H. Lee (Represented by Joseph Y. Lee)
- Customer Account No.: 700626699967
- Service Account No.: 8002196612
- Service Address: 7504 Sweetheart Court, Riverside, CA 92507
- Prior Informal CPUC File Nos.: 739088 / 740545

To the SCE Law Department and Regulatory Affairs:

Enclosed please find a true and correct copy of the CPUC Formal Complaint Form, along with all supporting exhibits (Exhibits A through G) and the Certificate of Service, filed with the California Public Utilities Commission (CPUC) against Southern California Edison Company.

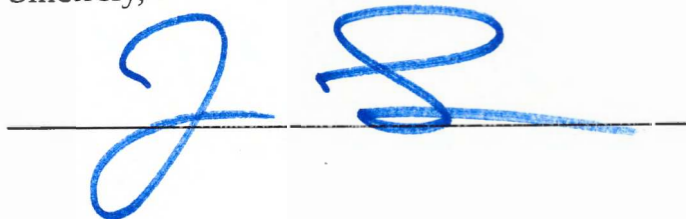
This formal complaint challenges the Net Energy Metering (NEM) billing calculations, lack of adequate advance notice regarding accumulating balances, and the \$775.86 DirectPay withdrawal processed on June 23, 2026 from the customer's Bank of America checking account.

Please note that the primary named customer, Eal H. Lee, is bedridden in hospice care and unable to manage this dispute. All communications, formal notices, and legal correspondence regarding this matter must be directed to his authorized representative:

Joseph Y. Lee
31 Auburn Aisle
Irvine, CA 92612
Phone: (949) 294-1469
Email: josephylee@alumni.usc.edu

Thank you for your attention to this filing.

Sincerely,



2026-08-17

Joseph Y. Lee
Authorized Representative for Eal H. Lee
7504 Sweetheart Court, Riverside, CA 92507
(949) 294-1469 | josephylee@alumni.usc.edu

Enclosures:

- CPUC Formal Complaint Form (Sections A–I)
- Verification Statement
- Exhibits A through G
- CPUC Certificate of Service

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



File No:739088

August 14, 2026

Eal Lee
31 Auburn Aisle
Irvine CA 92612

Dear Eal Lee:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:739088**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

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- CAB made a mistake by *not considering evidence*.

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Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

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

Step-by-Step Guide to Filling the CPUC Formal Complaint Form

Use the official **Formal Complaint Form** provided in the document pack:

Section (A) & (B) – Parties

- **(A) COMPLAINANT(S):** Eal Lee (represented by Joseph Lee)
- **(B) DEFENDANT(S):** Southern California Edison Company (SCE) (U 338-E)

Section (C) – Informal Complaint History

- Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff? **[X] YES**
- Has staff responded to your complaint? **[X] YES**
- Did you appeal to the Consumer Affairs Manager? **[X] YES** (File No: 739088 / 740545)
- Do you have money on deposit with the Commission? **[X] NO**
- Is your service now disconnected? **[X] NO**

Section (D) & (E) – Contact Details

- **(D) Complainant:**
 - **Name:** Eal Lee & Minja C. Lee (both suffering from dementia)
Best to contact me (their son):
Joseph Y. Lee
31 Auburn Aisle, Irvine, CA 92612
josephylee@alumni.usc.edu
949-294-1469
 - **Parents' Address:** 7504 Sweetheart Court, Riverside, CA 92507
 - **Daytime Phone:** 661-214-5330 (Eal H. Lee – massive hearing loss)

Section (E) – Defendant Contact Details (Continued)

- **Name:** Southern California Edison Company
- **Address:** P.O. Box 800, Rosemead, CA 91770

- **Phone:** (800) 655-4555

Section (F) – Statement of Facts

Complainants Eal H. Lee and Minja C. Lee are residential customers of Southern California Edison Company (“SCE”) with a solar photovoltaic system installed at their residence. The dispute concerns SCE’s billing, Net Energy Metering (“NEM”) accounting, communications regarding accumulated annual charges, and a \$775.86 DirectPay withdrawal that posted to the family’s Bank of America account on or about June 23, 2026.

The family has had concerns regarding SCE’s solar billing and credits for several years. Historical records show that the residence generated substantial solar electricity and that prior SCE materials reflected credits and payments associated with the solar/NEM account. The family had understood that the solar system substantially reduced or offset electricity charges.

Despite this history, SCE later asserted that approximately \$775.86 had accumulated as an annual NEM settlement or true-up charge because solar production allegedly did not fully offset the home’s electricity usage over the relevant 12-month period. The family disputes whether SCE adequately and clearly communicated that such a substantial balance was accumulating and whether the NEM credits, usage, exports, and charges were properly calculated and explained.

On June 23, 2026, SCE processed a \$775.86 DirectPay withdrawal from the family’s Bank of America account. The transaction appeared as “SO CAL EDISON CO DES:DIRECTPAY.” The family did not recognize or understand that a withdrawal of this size would occur and requested documentation concerning the applicable SCE service account, billing period, DirectPay authorization, enrollment history, and the basis for the amount withdrawn.

Joseph Lee contacted SCE on behalf of his parents because his father, Eal H. Lee, was in hospice care and unable to meaningfully pursue the matter himself, and his mother was unable to manage the dispute. Joseph Lee was authorized to communicate with SCE and Bank of America concerning this transaction.

SCE subsequently explained that the \$775.86 was an annual NEM true-up or settlement amount and stated that AutoPay/DirectPay had been active. SCE also provided billing explanations and usage information. However, the family continues to dispute whether SCE gave adequate advance notice that such a large true-up balance was accumulating, whether all solar production/export credits were properly applied, and whether the underlying accounting was accurate.

The matter was presented to the California Public Utilities Commission Consumer Affairs Branch ("CAB") as File No. 739088. CAB ultimately closed that complaint after accepting SCE's explanation that the \$775.86 charge represented an annual NEM true-up amount processed through AutoPay.

The family thereafter submitted additional information and a related complaint under File No. 740545, seeking further review of historical SCE billing, solar credits, NEM accounting, and the circumstances surrounding the \$775.86 withdrawal.

The family contends that the issue is broader than whether AutoPay was technically enabled. The central dispute is whether SCE correctly calculated and communicated the accumulating NEM charges, properly credited solar generation and exports, and gave the customers reasonable and understandable notice before withdrawing \$775.86 from their bank account.

The family also seeks review of historical solar-related credits and payments, including prior records showing SCE credits/checks and solar production, because those records may affect whether the annual true-up and related charges were calculated correctly.

The Complainants therefore request formal review of SCE's NEM billing, crediting, meter and usage records, DirectPay authorization and enrollment records, and customer communications relating to the disputed \$775.86 amount.

Proposed Exhibits

Exhibit A: Bank of America record showing the \$775.86 SCE DirectPay withdrawal dated June 23, 2026.

Exhibit B: SCE correspondence explaining the annual NEM true-up and AutoPay/DirectPay position.

Exhibit C: CPUC Consumer Affairs Branch File No. 739088 correspondence and closure determination.

Exhibit D: CPUC File No. 740545 correspondence.

Exhibit E: Historical SCE bills and solar/NEM records showing prior credits, payments, production, exports, or related account activity.

Exhibit F: Prior correspondence raising concerns regarding solar credits, NEM billing, or missing/unclear payments.

Exhibit G: Authorization allowing Joseph Lee to assist his parents with this SCE billing dispute.

Section (G) – Relief Requested

Complainants respectfully request that the Commission order or direct SCE to:

1. Conduct a complete review and reconciliation of the customers' NEM account for the period relevant to the \$775.86 annual true-up, including:
 - electricity imported from the grid,
 - solar electricity exported to the grid,
 - all applicable NEM credits,
 - monthly accumulated charges,
 - annual true-up calculations, and
 - any adjustments or credits.
2. Provide a complete written accounting explaining exactly how the \$775.86 amount was calculated.
3. Produce or identify the records establishing the customers' enrollment and authorization for DirectPay/AutoPay, including the date and manner of enrollment and the account to which the authorization applied.
4. Review whether SCE adequately notified the customers that a substantial annual NEM balance was accumulating and that a withdrawal of approximately \$775.86 would occur.
5. Correct any billing, meter, NEM credit, solar export, or tariff errors identified through the Commission's review.
6. Refund or credit the \$775.86, in whole or in part, if the Commission determines that the amount was incorrectly calculated, inadequately supported, improperly withdrawn, or resulted from billing or crediting errors.
7. Alternatively, grant an equitable one-time billing adjustment or credit if the Commission determines that SCE technically calculated the charge correctly

but failed to provide sufficiently clear and timely notice of the accumulating balance and resulting withdrawal.

8. Review the customers' historical solar/NEM credits and payments to determine whether all amounts owed to the customers were properly credited or paid.
9. Direct SCE to provide a clear written explanation of how future NEM charges and annual true-up amounts will be shown so that similar unexpected withdrawals do not occur.
10. Grant any other relief the Commission determines to be just and reasonable.

Section (H) – Hearing and Procedure

Proposed Proceeding Category

Adjudicatory

This complaint concerns the application of SCE billing practices, NEM accounting, DirectPay/AutoPay processing, solar credits, and the correctness of a specific customer charge rather than a request to establish a generally applicable utility rate.

Preferred Hearing Location

Orange County, California, if available and permitted by the Commission.

If the form only permits locations designated by the CPUC, select the closest available location or San Francisco as required by the Commission's procedures.

Language / Accommodation

No special accommodation is requested for Joseph Lee as the representative.

The underlying customers are elderly, and Eal H. Lee has been in hospice care and has been unable to personally manage the dispute. Joseph Lee is assisting his parents with the matter pursuant to written authorization.

Section (I) – Verification

I, Joseph Lee, declare that I am assisting the Complainants, Eal H. Lee and Minja C. Lee, regarding the matters stated in this complaint. I have reviewed the facts and supporting records described herein and, to the best of my knowledge and based upon the records available to me, the statements in this complaint are true and correct.

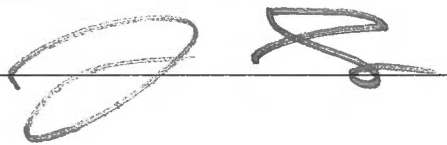
I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on: _____

8/15/2026

At: Irvine, California

Signature: _____

A handwritten signature in black ink, appearing to be 'J. Lee', written over a horizontal line.

Joseph Lee

On behalf of / assisting:

Eal H. Lee and Minja C. Lee

Step-by-Step Guide to Filling the CPUC Formal Complaint Form

Use the official Formal Complaint Form provided in the document pack:

Section (A) & (B) - Parties

- (A) COMPLAINANT(S): Eal H. Lee (represented by Joseph Y. Lee)
- (B) DEFENDANT(S): Southern California Edison Company (SCE) (U 338-E)

Section (C) - Informal Complaint History

- Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff? [X] YES
- Has staff responded to your complaint? [X] YES
- Did you appeal to the Consumer Affairs Manager? [X] YES (File Nos. 739088 / 740545)
- Do you have money on deposit with the Commission? [X] NO
- Is your service now disconnected? [X] NO

Section (D) & (E) - Contact Details

(D) Complainant:

- Name: Eal H. Lee (represented by Joseph Y. Lee)

Best to contact me (his son):

Joseph Y. Lee
31 Auburn Aisle, Irvine, CA 92612
josephylee@alumni.usc.edu
949-294-1469

- Customer's Address: 7504 Sweetheart Court, Riverside, CA 92507
- Daytime Phone: 661-214-5330 (Eal H. Lee - massive hearing loss)

Section (E) - Defendant Contact Details (Continued)

- Name: Southern California Edison Company
- Address: P.O. Box 800, Rosemead, CA 91770
- Phone: (800) 655-4555

Section (F) - Statement of Facts

Complainant Eal H. Lee is a residential customer of Southern California Edison Company ("SCE") with a solar photovoltaic system installed at his residence. The dispute concerns SCE's billing, Net Energy Metering ("NEM") accounting, communications regarding accumulated annual charges, and a \$775.86 DirectPay withdrawal that posted to the family's Bank of America account on or about June 23, 2026.

The Complainant has had concerns regarding SCE's solar billing and credits for several years. Historical records show that the residence generated substantial solar electricity and that prior SCE materials reflected credits and payments associated with the solar/NEM account. The Complainant understood that the solar system substantially reduced or offset electricity charges.

Despite this history, SCE later asserted that approximately \$775.86 had accumulated as an annual NEM settlement or true-up charge because solar production allegedly did not fully offset the home's electricity usage over the relevant 12-month period. The Complainant disputes whether SCE adequately and clearly communicated that such a substantial balance was accumulating and whether the NEM credits, usage, exports, and charges were properly calculated and explained.

On June 23, 2026, SCE processed a \$775.86 DirectPay withdrawal from the family's Bank of America account. The transaction appeared as "SO CAL EDISON CO DES:DIRECTPAY." The Complainant did not recognize or understand that a withdrawal of this size would occur and requested documentation concerning the applicable SCE service account, billing period, DirectPay authorization, enrollment history, and the basis for the amount withdrawn.

Joseph Lee contacted SCE on behalf of his father, Eal H. Lee, because Eal H. Lee was in hospice care and unable to meaningfully pursue the matter himself. Joseph Lee was authorized to communicate with SCE and Bank of America concerning this transaction.

SCE subsequently explained that the \$775.86 was an annual NEM true-up or settlement amount and stated that AutoPay/DirectPay had been active. SCE also provided billing explanations and usage information. However, the Complainant continues to dispute whether SCE gave adequate advance notice that such a large true-up balance was accumulating, whether all solar production/export credits were properly applied, and whether the underlying accounting was accurate.

The matter was presented to the California Public Utilities Commission Consumer Affairs Branch ("CAB") as File No. 739088. CAB ultimately closed that complaint after accepting SCE's explanation that the \$775.86 charge represented an annual NEM true-up amount processed through AutoPay.

Joseph Lee thereafter submitted additional information and a related complaint under File No. 740545, seeking further review of historical SCE billing, solar credits, NEM accounting, and the circumstances surrounding the \$775.86 withdrawal.

The Complainant contends that the issue is broader than whether AutoPay was technically enabled. The central dispute is whether SCE correctly calculated and communicated the accumulating NEM charges, properly credited solar generation and exports, and gave the customer reasonable and understandable notice before withdrawing \$775.86 from the bank account.

The Complainant also seeks review of historical solar-related credits and payments, including prior records showing SCE credits/checks and solar production, because those records may affect whether the annual true-up and related charges were calculated correctly.

The Complainant therefore requests formal review of SCE's NEM billing, crediting, meter and usage records, DirectPay authorization and enrollment records, and customer communications relating to the disputed \$775.86 amount.

Proposed Exhibits

Exhibit A: Bank of America record showing the \$775.86 SCE DirectPay withdrawal dated June 23, 2026.

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Exhibit F: Prior correspondence raising concerns regarding solar credits, NEM billing, or missing/unclear payments.

Exhibit G: Authorization allowing Joseph Lee to assist his father with this SCE billing dispute.

Section (G) ~ Relief Requested

Complainant respectfully requests that the Commission order or direct SCE to:

1. Conduct a complete review and reconciliation of the customer's NEM account for the period relevant to the \$775.86 annual true-up, including electricity imported from the grid, solar electricity exported to the grid, all applicable NEM credits, monthly accumulated charges, annual true-up calculations, and any adjustments or credits.
2. Provide a complete written accounting explaining exactly how the \$775.86 amount was calculated.
3. Produce or identify the records establishing the customer's enrollment and authorization for DirectPay/AutoPay, including the date and manner of enrollment and the account to which the authorization applied.
4. Review whether SCE adequately notified the customer that a substantial annual NEM balance was accumulating and that a withdrawal of approximately \$775.86 would occur.
5. Correct any billing, meter, NEM credit, solar export, or tariff errors identified through the Commission's review.
6. Refund or credit the \$775.86, in whole or in part, if the Commission determines that the amount was incorrectly calculated, inadequately supported, improperly withdrawn, or resulted from billing or crediting errors.
7. Alternatively, grant an equitable one-time billing adjustment or credit if the Commission determines that SCE technically calculated the charge correctly but failed to provide sufficiently clear and timely notice of the accumulating balance and resulting withdrawal.
8. Review the customer's historical solar/NEM credits and payments to determine whether all amounts owed to the customer were properly credited or paid.
9. Direct SCE to provide a clear written explanation of how future NEM charges and annual true-up amounts will be shown so that similar unexpected withdrawals do not occur.
10. Grant any other relief the Commission determines to be just and reasonable.

Section (H) - Hearing and Procedure

Proposed Proceeding Category

Adjudicatory

This complaint concerns the application of SCE billing practices, NEM accounting, DirectPay/AutoPay processing, solar credits, and the correctness of a specific customer charge rather than a request to establish a generally applicable utility rate.

Preferred Hearing Location

Orange County, California, if available and permitted by the Commission.

If the form only permits locations designated by the CPUC, select the closest available location or San Francisco as required by the Commission's procedures.

Language / Accommodation

No special accommodation is requested for Joseph Lee as the representative.

The underlying customer is elderly, and Eal H. Lee has been in hospice care and has been unable to personally manage the dispute. Joseph Lee is assisting his father with the matter pursuant to written authorization.

Section (I) - Verification

I, Joseph Lee, declare that I am assisting the Complainant, Eal H. Lee, regarding the matters stated in this complaint. I have reviewed the facts and supporting records described herein and, to the best of my knowledge and based upon the records available to me, the statements in this complaint are true and correct.

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

Executed on: 8/17/2026

At: Irvine, California

Signature: 

Joseph Lee

On behalf of / assisting:

Eal H. Lee



Joseph Lee <josephylee@alumni.usc.edu>

0000236404 - California Public Utilities Commission Rejection of Filing -

1 message

CPUCElectronicFiling@cpuc.ca.gov <CPUCElectronicFiling@cpuc.ca.gov>

Thu, Aug 20, 2026 at 10:10 AM

Reply-To: CPUCElectronicFiling@cpuc.ca.gov

To: josephylee@alumni.usc.edu

This is a notification that the filing you submitted in to the California Public Utilities Commission, transaction number 0000236404, received on 8/17/2026 has been rejected by the Clerk for the following reason:

1. Proceeding caption is incorrect.
2. Document title is incorrect or incomplete.
3. Document fails to contain the required information.
4. Other: Please use the link below to access the CPUC's Formal Complaint Instructions and Formal Complaint Form (Template).
[https://urldefense.com/v3/___https://www.cpuc.ca.gov/consumer-support/file-a-complaint/filing-a-formal-complaint___!!Llr3w8kk_Xxm!o0hDmGbX4H2qqaZeZZuFE9wxXagtFdEuqJNnh6T6mQzTO1NZ1X5yY8NVPyTaVRT-jRrKUxvM9rPL5_072VkDhb1-lp0sNkLSOUDmwdY\\$](https://urldefense.com/v3/___https://www.cpuc.ca.gov/consumer-support/file-a-complaint/filing-a-formal-complaint___!!Llr3w8kk_Xxm!o0hDmGbX4H2qqaZeZZuFE9wxXagtFdEuqJNnh6T6mQzTO1NZ1X5yY8NVPyTaVRT-jRrKUxvM9rPL5_072VkDhb1-lp0sNkLSOUDmwdY$)
5. Please read the instructions that are available online which are the "Formal Complaint Instructions", this will assist you with completing the Formal Complaint form and what information is required before you resubmit.
6. "Title page" The Defendant's information is listed below. Please include this information in the Defendant(D1) box of the Formal Complaint form, which is located under the document title "Complaint". (see "Formal Complaint instructions" available online for more details.)

- Southern California Edison Company (U338E), Attn: Anna Valdborg, Director & Managing Attorney, 2244 Walnut Grove Avenue, Rosemead, CA 91770, T-626-302-6008, E-mail 1: Anna.Valdborg@sce.com, E-mail 2: case.admin@sce.com, E-mail 3: AdviceTariffManager@sce.com
7. Please combined and save your Formal Complaint form and attachments as one pdf/a compliant document before you resubmit.
8. Please make the corrections and re-file the document(s) as soon as you are able. If the document deficiencies are cured within seven days, the document will be filed as of the original date it was tendered for filing (Rule 1.14(d))
9. When you re-file, check the box on Tab 1 labeled Resubmission, and enter the receipt number of the original filing that was rejected. If your filing has been rejected multiple times, list all receipt numbers in Tab 4 in the box for Filer Notes.

Thank you,
Charisse Wayne
charisse.wayne@cpuc.ca.gov

If you have questions about this rejection, please contact the CPUC Docket Office at the address listed below.

Docket Office
California Public Utilities Commission
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102
Voice: (415) 703-2121