



FILED

10/15/26

04:59 PM

C2610008

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

Critical Innovations LLC

Complainant,

vs.

Southern California Edison Company (U338E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Critical Innovations LLC Attn: Perry Lew, Director of Operations 4228 Marine Avenue, Lawndale, CA 90260 Phone: 323-410-4060 ext. 007 Email: plew@criticalinnovations.com	Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue, Rosemead, CA 91770 Phone: 626-302-6008 E-mail 1: Anna.Valdborg@sce.com E-mail 2: case.admin@sce.com E-mail 3: 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)

SCE has failed to provide timely and adequate service on SCE Project 270377, the electrical upgrade for Complainant's facility at 4221 Marine Ave, Lawndale, CA 90260.

In February 2026, Yowanto Engineering, retained by Complainant, submitted the electrical plans for Project 270377 to SCE. The project was assigned to SCE representative Amanda Johnson. From February through June 2026, Yowanto Engineering repeatedly requested status updates by email, telephone, and web portal and received no response.

SCE responded only after Complainant filed CPUC informal complaint Case 735984 in June 2026, and completed the technical review (phase one) in August 2026. Since August 2026, Yowanto Engineering has repeatedly requested design approval (phase two) and has received no response. Complainant's further informal complaints (Case 237950 on 9/3/2026 and an emailed complaint on 9/17/2026) did not resolve the matter, and CPUC staff advised Complainant to file a formal complaint.

More than seven months after submission, SCE has neither approved the design nor identified any deficiency preventing approval.

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 SCE failed to review and act on Project 270377 within a reasonable time.

2. Whether SCE's conduct violates Public Utilities Code Section 451 (adequate, efficient, just, and reasonable service) and SCE's applicable tariff rules, including Electric Rules 15 and 16.

3. What relief is appropriate to ensure prompt design approval and completion of the remaining service-extension steps for Project 270377.

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: N/A - Complainant is self-represented through Perry Lew, Director of Operations

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 10/15/2026, at Lawndale, California
(date) (City)

Perry Lew

Digitally signed by Perry Lew
Date: 2026.10.14 11:50:11 -07'00'

Director of Operations

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.

Perry Lew

Digitally signed by Perry Lew
Date: 2026.10.14 11:50:35 -07'00'

Signature

10/15/2026

Date

Perry Lew

Print your name