



FILED

10/13/26

04:59 PM

C2610007

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

AVC Corporation

Complainant,

vs.

Southern California Edison Company (U338E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
AVC Corporation 10240 Alameda Street SouthGate , CA 90280 (310) 972-0949 michael@avccorp.com	Southern California Edison Company (U338E) ATTN: ANNA VALDBERG DIRECTOR AND MANAGING ATTORNEY 2244 WALNUT GROVE AVENUE, ROSEMEAD, CALIFORNIA 91770 T 626326008 Anna.valdberg@sce.com case.admin@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	AVC Corporation
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 ATTACHED "DETAILS OF AVC's FORMAL COMPLAINT" to be incorporated herein.

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):

REINSTATEMENT OF THE puc NEGOTIATED AGREEMENT FOR 10 MONTHLY PAYMENTS OF \$5338 AS
 AGREED UPON BY THE PARTIES AND MEMORIALIZED BY THE PUCFILE NO. 744162

(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): October 4, 2026

Hearing (Example: 7/1/09): NOVEMBER 15, 2026

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

The dates used are from the original submission Plaintiff asked for an October 4th hearing because defendnat would disconnect power on October 5 causing irreparable damages. On this resubmission Plaintiff was told to NOT change dates. However Plaintiff asks for November 12, 2026 for prehearing and November 22 hearing.

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

SCE SHOULD BE ESTOPPED FROM CUTTING SERVICE BECAUSE OF ALLEGED BREACH OF THE PUC BROKERED AGREEMENT. THE ORIGINAL AGREEMENT IS TO BE REINSTATED AND ANY PREPAID BALANCES BEFORE A HEARING OR DECISION SHOULD BE RETURNED TO AVC WHICH WILL THEN PAY AS AGREED IN THE CONTRACT. DEFENDANT SHOULD PAY PLAINTIFF FOR ANY DAMAGES CAUSED.

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 SouthGate, California, this 25 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: _____

Address: _____

Telephone Number: _____

E-mail: _____

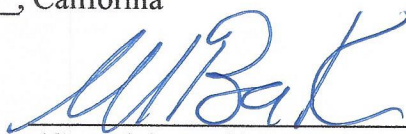
Signature: _____

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 10/12/26, at SouthGate, California
(date) (City)

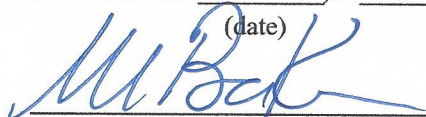

(Complainant Signature)

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 10/12/26, at SouthGate, California
(date) (City)



Signature of Officer

General Counsel/Corp Secretary
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

10/12/2026

Date

MichaelBaker

Print your name

DETAILS OF AVC'S FORMAL COMPLAINT TO THE PUC

AVC corporation began a business relationship with defendant Southern California Edison ("SCE") in 2012, while at their corporate location at 17707 S Santa Fe Ave, Rancho Dominguez, CA 90221. AVC paid all their bills and never received a disconnect notice from SCE.

In September 2025, AVC moved to Southgate, CA, and again used SCE as its electrical utility supplier. SCE set up accounts for AVC and continued to supply electrical demand until this day. SCE failed to correctly read meters for 10 months and did not bill AVC correctly. AVC paid all bills sent by Edison with no notice of past due payment or of disconnection. SCE finally realized their error in August 2026 and billed AVC in August 2026 for an amount of \$55,000. AVC attempted to reach an accommodation with Edison stating that no billing was made for 10 months and therefore AVC would like to set up a payment plan for this \$55,000 bill over the next 12 months. AVC was connected to a "Gina" (no last name) who denied the errors but agreed to a 3-month agreement.

AVC did not agree and filed an informal complaint with this body (COMMISSION FILE. NO. 744162 on August 21, 2026. (attached) The PUC contacted SCE, and SCE admitted their errors over 10 months and, through the PUC intervention, reached an accommodation with AVC for a 10-month installment payment agreement. SCE refused to put an agreement in writing but did acknowledge it in billing. The agreement was to pay ten monthly installments of \$5338.00 beginning September 15, 2026. This agreement is acknowledged in the PUC letter of September 8, 2026 (attached).

On or about September 15, 2026, AVC dutifully, in accordance with the agreement, mailed a check for \$5338.00 to SCE. SCE acknowledges receiving the check but stated it arrived on September 18. They allege that it must have been 'received' by September 15. No such agreement ever existed.

SCE sent a "past due service disconnection notice" on September 19, 2026 (attached), stating that service will be disconnected on October 5, 2026, unless \$48,044.83 (the balance due on the installment agreement) is paid October 5, 2026. AVC called SCE and SCE claimed that the payment was received on September 18 (3 days later than they **expected** it) and that the monthly regular payment was received one day late. SCE wrongly stated this amounted to two past due payments and therefore the installment agreement was void.

AVC called SCE to discuss the issue. This same "Gina" obviously unhappy about being previously overruled on her edict, stated that the agreement was void, she would not re-instate it, and that the best she would do is a 3-month payment plan. AVC disagreed and once again went to the PUC, on September 24, 2026, asking for a re-opening on case 744162. The PUC notified Edison's executive who then went to "Gina" once again who refused to reinstate the agreement.

AVC therefore files this formal complaint against SCE. The two-payment rule does not apply in this case. Even if it would be applicable, it is incorrectly applied. The agreement of ten payments was not breached twice because, very simply, this was the first payment. The attempt to void this agreement (made through the PUC) is malicious, egregious, and capricious. The actions of SCE violate the intent and rules of both the California legislature and the California PUC.

Failure to estop SCE will cause irreparable harm to AVC and put over 200 jobs in jeopardy. AVC asks for the agreement to be reinstated and if some larger payments have already been made then any such amount should be credited to AVC and then amortized by \$5338.00 per month.

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



September 08, 2026

Attn: Michael Baker
AVC Corporation
10240 Alameda St
South Gate CA 90280

Subject: Commission File No: 744162 for Complaint with Southern California Edison Company

Dear Michael Baker:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission 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 to CAB, you reported that **SCE** did not bill you for many months. Once you received the bill, it was in the amount of \$55,000. You requested a 10–12-month payment plan, but **SCE** declined and only offered a four-month plan. You stated that you were unable to speak with someone who could assist you with this matter.

Your complaint was investigated by **Southern California Edison** and the utility determined that your account had been impacted by multiple delayed bills, including a bill for \$53,382.83 issued on August 11, 2026. After reviewing the account, **SCE** approved your request for a 10-month installment payment arrangement. The payment plan begins on September 15, 2026, and continues through June 15, 2027, with nine monthly payments of \$5,338.00 and a final payment of \$5,340.83.

SCE also explained that the installment payments are in addition to any newly generated monthly charges and submitted a billing escalation to ensure your most current usage is billed as soon as possible. You acknowledged the explanation and expressed appreciation for the resolution.

Returned Funds / Credits: The utility did not issue any refunds, credits, or billing adjustments. Instead, **SCE** approved a 10-month installment payment arrangement and initiated a billing escalation to ensure current usage is reflected on future bills.

Based on this positive outcome, we are closing your complaint in our files. If you feel that your complaint has not been resolved satisfactorily, please contact CAB with your assigned file number **744162**, and a representative will provide further assistance. We appreciate the opportunity to assist you.

Sincerely,

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



SOUTHERN CALIFORNIA
EDISON

An EDISON INTERNATIONAL Company

Go paperless at www.sce.com/ebilling. It's fast, easy and secure.
P.O. Box 800
Rosemead, CA
91771-0002
WWW.SCE.COM

A V C CORP / Page 1 of 3

For billing and service inquiries call 1-800-990-7788

Customer account 700265896545

10240 ALAMEDA ST
SOUTH GATE CA 90280-5551

Date notice prepared: September 19, 2026

Past due service disconnection notice



Past due \$48,044.83 must be paid by 5:00 pm on October 05, 2026

Utility services past due amount	\$48,044.83
Total past due amount	\$48,044.83

Important please read

Your payment is past due. To avoid disconnection of service, your payment must be received by Southern California Edison before the date shown above. If your utility service is disconnected, a Service Connection charge ranging from \$0.00 to \$202.00 may be required. A deposit may be required to re-establish your credit whether or not your service is disconnected. The Commercial Overdue Notice includes previous charges unpaid and the current charges that are overdue when the notice is generated.

This notice does not stop disconnection of service for any other unpaid bill. If any charges are in a payment arrangement, please pay by the scheduled due date(s) to avoid disconnection. Your utility service will not be disconnected for unpaid amounts for other services. However, if you do not pay the total past due amount, your other services may be discontinued, you may be subject to legal action, or both. Southern California Edison will determine how payments are applied.

SCE reserves the right to disconnect service remotely without any further notice. To avoid disconnection, your payment must be received before the date shown above.

FOR YOUR SAFETY

If your Service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged.

(14-664) (Tear Here)

Bring in this entire disconnection notice when you pay.

(Tear Here)



Customer account 700265896545
Please write this number on your check. Make
check payable to Southern California Edison.

Amount due by October 05, 2026

\$48,044.83

Amount enclosed \$

EDI0919A 7000000323 00.0000.0162 162/1



A V C CORP
10240 ALAMEDA ST
SOUTH GATE CA 90280-5551

Do not mail your payment



700265896545 0000326 004804483000000000004804483