



FILED

10/12/26

04:59 PM

C2610004

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

Nicole Sams

Complainant,

vs.

Golden State Water Company (U133W)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Nicole Sams 46-E Peninsula Center #478 Rolling Hills Estates, CA 90274 T: (760) 577-4955 E-mail: nespropertyconsulting@gmail.com	Golden State Water Company (U133W) Attn: Jenny Darney-Lane, Regulatory Affairs Manager 630 East Foothill Blvd, San Dimas CA 91773 T: 909-394-3600 E-mail: GSWC_Reg_Affairs@gswater.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	Nicole Sams
Address	46-E Peninsula Center #478, Rolling Hills Estates, CA 90274
Daytime Phone Number	(760) 577-4955
Email Address	NESPROPERTYCONSULTING@GMAIL.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	Golden State Water Company (U133W), Attn: Jenny Darney-Lane, Regulatory Affairs Manager
Address	630 East Foothill Boulevard, San Dimas, CA 91773
Daytime Phone Number	909-394-3600
Email Address	GSWC_Reg_Affairs@gswater.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 Nicole Sams is the Executor of the Pickett Family Trust and the responsible party for account #8228855679 at 751 Higgins Rd #5, Barstow, CA 92311. The account was formerly held by Nathaniel Pickett, now deceased.

On or about January 17, 2025, Complainant contacted Golden State Water Company ("GSWC") to discontinue service on the estate's accounts, including this property. Complainant understood that service was terminated. No new service was requested or authorized at that time, no service agreement was signed, and no confirmation number was provided.

GSWC did not physically remove the meter at this property until December 8, 2025 — nearly eleven months after Complainant's request to discontinue service. During that interval, GSWC alleges water was used at the vacant property and that the meter was tampered with. GSWC claims a past-due balance of \$741.62 for water allegedly used during this period, which it billed to Complainant after Complainant established new service on December 16, 2025. Complainant disputes this entire amount on the following grounds:

1. GSWC has not produced a verifiable official bill for the alleged usage. Complainant has never received an official, verifiable billing statement from GSWC documenting the water usage (CCF) charged during the disputed period. The only usage figure Complainant received is a PDF document sent by Supervisor Frank Ramirez on April 17, 2026 — not a formal billing statement, and of a type that can be altered. Complainant requests that GSWC be directed to produce an official, verifiable bill and the underlying meter-read records supporting any charge. (Exhibit G)
2. GSWC's own records contradict the alleged charge. GSWC's online customer portal shows no billed-consumption data for the disputed period on either account #8228855679 or the related account #8656224495. The April 17, 2026 PDF shows usage figures that do not appear anywhere in GSWC's own portal. GSWC should not collect on a usage figure its own system does not corroborate and that Complainant cannot independently verify. (Exhibits A, B, G)
3. No authorized service existed during the billed period. The January 17, 2025 contact was to discontinue service. No agreement was signed and no account was authorized in Complainant's name before December 2025. GSWC records its customer service calls; Complainant requests that GSWC be directed to produce the January 17, 2025 call recording to confirm the request was to terminate service.
4. GSWC's delay caused the loss. Had the meter been removed when Complainant requested discontinuation of service in January 2025, no disputed usage could have accrued. The approximately eleven-month delay, not any act of Complainant, allowed the alleged usage and tampering to occur. (Exhibit F)
5. Inadequate notice. GSWC left door tags at a non-primary, vacant property but made no direct contact with Complainant despite having Complainant's contact information on file.
6. GSWC continues to pursue collection of the unsubstantiated charge. On April 20, 2026, GSWC sent Complainant a disconnection notice based on the past-due balance, which consists solely of the disputed \$741.62. GSWC's August 2026 bill continues to list the \$741.62 as past-due, with a payment due date of August 28, 2026. Complainant has remained current on all undisputed charges throughout, and the account remains active. GSWC has pursued collection of this amount despite never producing an official, verifiable bill or meter-read records substantiating it. (Exhibits D, H, J)

This dispute was the subject of an informal complaint, CAB Case #719647. The Consumer Affairs Branch issued a determination concluding the informal appeal in favor of GSWC. This formal complaint follows that determination. (Exhibit I) + See attached.

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 Golden State Water Company properly billed Complainant \$741.62 for water allegedly used before Complainant established service on December 16, 2025, where GSWC has not produced a verifiable official bill or meter-read records substantiating the charge, GSWC's own online portal shows no corresponding consumption data, and GSWC delayed removing the meter for approximately eleven months after Complainant's January 2025 request to discontinue service.

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 9/7/2026, at Rolling Hills Estates, California
(date) (City)

N. Sams
(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

9/7/2026

Date

Nicole Sams

Print your name

Exhibit_A_SAMS_GSWATER_PORTAL_SCREENSHOT

Current Balance \$807.98

Next Payment Received Date: 03-25-2026

Next Payment Received Amt.: \$72.21

Amount Due: \$807.98

Profile

Billing Address

Primary Customer: Nicole Sams

Secondary Customer:

Billing Address : 46-E Peninsula Ctr, Rolling Hills Estates, CA, 90274

on [REDACTED]

Email : nespropertyconsulting@gmail.com

Service Address : 751 Higgins Rd #5, Barstow, CA, 92311-5676

Quick Links

Schedule a Payment

Sign up for Auto-Bill Payment

Pay by Credit Card

Statements

Personal Information

Support Portal

Make a Service Request

Start a Service

Stop a Service

Service Investigation

Technical Support

Report an Outage

Questions About Your Account

Payment Extension

Track Service Request

Electronic/Paper Billing Settings

FAQ/Help

View Bills

Parameters

Acct. ID [REDACTED] 5679

Name SAMS,NICOLE

* Unit of Measurement

100 cubic feet of water

* Service Agreement

[REDACTED] 2636

Bill Date From

12/01/2025

Bill Date To

01/31/2026

Search Now

Print

Bill Date	Service Quantity	Bill ID
01/07/2026	64	822970184317
	64	

1 - 1

Chart

Billed Consumption (CCF)

01-2026

Bill Month

Exhibit_B_PICKETT_GSWATER_PORTAL_SCREENSHOT

Latest Activity

Current Balance

\$0.00

Next Payment Received Date:

02-06-2025

Next Payment Received Amount:

\$130.75

Amount Due:

\$0

Profile

Billing Address

Primary Customer: Nathaniel H Pickett

Secondary Customer:

Billing Address : 46-E Peninsula Ctr, Rolling Hills Estates, CA, 9074

Phone: [REDACTED]

Email : nespropertyconsulting@gmail.com

Service Address : 751 Higgins Rd #5, Barstow, CA, 92311-5676

Quick Links

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Questions About Your Account

Payment Extension

Track Service Request

Electronic/Paper Billing Settings

FAQ/Help

Analytics

Account # [REDACTED] 4495

Acct. ID

[REDACTED] 4495

Name

PICKETT,NATHANIEL H

Unit of Measurement

100 cubic feet of water

Service Agreement

[REDACTED] 0877

Bill Date From

01/01/2025

Bill Date To

12/31/2025

Search Now

Print

Bill Date	Service Quantity	Bill ID
01/17/2025	5	865433296303
01/08/2025	8	865192243843
	13	

1 - 2

Chart

Billed Consumption (CCF)

01-2025

Group 2

Bill Month

**Submitted from Web - 12/16/2025 10:06 AM [Incident: 251216-000023]**

2 messages

Golden State Water Company <customerservice@gswater.com>

Tue, Dec 16, 2025 at 3:16 PM

Reply-To: Golden State Water Company <gswc_prod_service_mailbox@mailac.custhelp.com>

To: nespropertyconsulting@gmail.com



Golden State
Water Company
A Subsidiary of American States Water Company

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response. We will assume your issue has been resolved if we do not hear from you within 48 hours. Thank you for allowing us to be of service to you.

Subject**Submitted from Web - 12/16/2025 10:06 AM****Response By Email (Lisa M Cardenas) (12/16/2025 01:16 PM)**

Your start inquiry has been successfully processed, and billing will start under your name effective **1/17/25** at address 751 Higgins Rd #5, Barstow
Your new account number is : [REDACTED] 679 6

All Turn on/off requests can only be processed Monday-Friday, with a 1 business day in advance notice.

Please visit [gswater.com](https://www.gswater.com) for all Payment Options and you can sign up for our online service portal MyGSWater.

If you have any questions regarding this request, please contact our 24/7 Customer Service Center at (800) 999-4033.

Sincerely,

Golden State Water Company

PLEASE DO NOT REPLY TO THIS EMAIL. If you would like to respond to this email, use the forward feature on your email platform and send to customerservice@gswater.com to ensure receipt of your email.

Question Reference # 251216-000023

Date Created: 12/16/2025 10:06 AM

Date Last Updated: 12/16/2025 01:16 PM

Status: Waiting- Customer



Golden State
Water Company
A Subsidiary of American States Water Company

SERVICE FOR
Nicole Sams
751 Higgins Rd #5
Barstow CA 92311-5676

ACCOUNT NUMBER

6796

DUE DATE

January 28, 2026

Page 1 of 3

BILL DATE
January 07, 2026

AMOUNT DUE
\$743.86

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com
Hearing Impaired TTY: (877) 933-9533
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **gswater.com** to enroll for service updates via **e-newsletter**.

Mail Payments to NEW Address: P.O. Box 51133, Los Angeles, CA 90051-1133. To learn about the various Payment Options we offer go to: **www.gswater.com/payment-options** or see back of bill

OPENING BILL**Current Activity****Rate Schedule R3-1-R (R31RM)**

Service Charge **5/8" meter**

Service Charge 14 Days	\$9.17
Service Charge 334 Days	\$369.71
Service Charge 6 Days	\$7.26
Water Usage	
Tier 1 - Water Usage - 2.53 CCF at \$5.238	\$13.26
Tier 1 - Water Usage - 60.38 CCF at \$4.502	\$271.85
Tier 1 - Water Usage - 1.08 CCF at \$4.921	\$5.34
Surcharges, Fees, & Credits	
CAP Prog Adm Surcharge - 2.53 CCF at \$0.08	\$0.20
WRAM/MCBA Surcharge/credit	\$1.37
Other Surcharges/credits	\$0.67
CPUC Fee - 0.68% - 14 Days of \$24.67	\$0.17
GRABA One-time Credit	-\$0.06
PBBA One-time Sur-credit	-\$2.85
CAP Prog Adm Surcharge - 61.46 CCF at \$0.147	\$9.04
WRAM/MCBA Surcharge/credit	\$27.25
Other Surcharges/credits	\$26.62
CPUC Fee - 0.68% - 334 Days of \$714.16	\$4.77
CPUC Fee - 0.7% - 6 Days of \$714.16	\$0.09
Total New Charges	\$743.86

Account Summary

Previous Balance	\$0.00
Payments	\$0.00
Current Charges	Due On January 28, 2026 \$743.86
Total Amount Due	\$743.86

Drought Stage 1**Usage History (One CCF = 7.48 CGL or 748 gallons)**

Bill Period	2020 Usage	Target Usage *	Actual Usage
Prior	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL
Current	163 CCF or 1,219.24 CGL	132 CCF or 987.36 CGL	64 CCF or 478.72 CGL
Next	13 CCF or 97.24 CGL	11 CCF or 82.28 CGL	

The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period.

Read and Usage Information

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
MM242199073	Jan 17	Dec 08	325	13	77
MM242199073	Dec 17	Jan 06	20	78	0

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



Golden State
Water Company
A Subsidiary of American States Water Company

PO BOX 9016
SAN DIMAS CA 91773-9016

Nicole Sams
46-E Peninsula Ctr
#478
Rolling Hills Estates, CA 90274

CEBILL

If you are moving, please call (800) 999-4033.

6796

Current Charges Due On January 28, 2026
Total Amount Due

\$743.86

Amount
Enclosed

GOLDEN STATE WATER COMPANY
PO BOX 51133
LOS ANGELES CA 90051-1133

The CPUC approved GSWC's General Rate Case. New rates are effective February 1. Learn more at gswater.com.

Exhibit_D_January_2026_Bill

PAYMENT OPTIONS:

Go to www.gswater.com/payment-options for payment options, authorized locations, and auto pay application form.

- ♦ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ♦ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: www.gswater.com/payment-options or call (800) 999-4033.
- ♦ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

WRAM/MCBA SURCHARGE/SURCREDIT

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit gswater.com/rates-schedules-and-tariffs.

DROUGHT INFORMATION

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit www.gswater.com/drought.

DISPUTING YOUR BILL: If you believe there is an error on your bill or **have a question about your service, please call Golden State Water Company customer support at (800) 999-4033.** We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions 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 under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name:

Address:

City:

State:

Zip:

Home Phone:

Work Phone:

Email:



SERVICE FOR
Nicole Sams
751 Higgins Rd #5
Barstow CA 92311-5676

ACCOUNT NUMBER
[REDACTED] 5679
DOE DATE
January 28, 2026
BILL DATE
January 07, 2026
AMOUNT DUE
\$743.86

Continued From Page 1

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
Your next scheduled meter read date is approximately February 5, 2026					

Exhibit_D_January_2026_Bill



Exhibit_E_Supervisor_Ramirez_March_26_2026

Nicole Sams <nespropertyconsulting@gmail.com>

751 Higgins Rd #5, Barstow, CA, 92311

Ramirez, Francisco <Francisco.Ramirez@gswater.com>

Thu, Mar 26, 2026 at 5:27 PM

To: "nespropertyconsulting@gmail.com" <nespropertyconsulting@gmail.com>

Ms. Sams,

My name is Frank Ramirez I am one of the customer service supervisors for Golden State Water Company. I'm reaching out to address your CPUC complaint, I have called the number we have on file but was unable to reach you. Your service at 751 Higgins Rd #5, Barstow, CA, 92311 was backdated to January 17, 2025 because there was water usage with no sign up between January 17, 2025 and December 17, 2025. If there are additional factors that we need to consider, please call me directly at 909-305-5790 ext 725 so that I may further assist.

Sincerely,

Frank Ramirez – Customer Service Supervisor

Golden State Water Company

(909) 305-5790 Ext. 725

Francisco.Ramirez@gswater.com

This message and any attached documents contain certain information from American States Water Company and its subsidiary companies that may be confidential and/or privileged. If you are not the intended recipient, you may not read, copy, distribute or use this information. If you have received this transmission in error, please notify the sender immediately by reply e-mail and then delete this message.



Exhibit_F_Meter_Pull_Dates

Nicole Sams <nespropertyconsulting@gmail.com>

751 Higgins Rd #5, Barstow, CA, 92311

Ramirez, Francisco <Francisco.Ramirez@gswater.com>
To: Nicole Sams <nespropertyconsulting@gmail.com>

Fri, Apr 17, 2026 at 3:11 PM

Hi Ms. Sams,

Below are the dates and events that took place, I added the operators first name in parenthesis.

- 1/17/2025 – Service was turned off. (Calvin)
- 2/21/2025 - Meter was found slightly open. Meter was turned off and locked with a Zip tie. Door tag was left. (Calvin)
- 5/14/2025 – Meter was found on; Meter was turned off.
- 8/8/2025 – Meter was found on; Meter was turned off and locked with a Zip tie. (Nathan)
- 12/8/2025 – Meter was removed. (Nathan)
- 12/17/2025 – Meter was reinstalled and service restored. (Nathan)

Attached is the consumption history between 1/17/2025 and 12/8/2025 which shows that 63 CCF of water was used during that timeframe. Please let me know if I could be of further assistance.

Sincerely,

Frank Ramirez – Customer Service Supervisor

Golden State Water Company

(909) 305-5790 Ext. 725

Francisco.Ramirez@gswater.com

From: Nicole Sams <nespropertyconsulting@gmail.com>
Sent: Monday, April 13, 2026 5:17 AM

To: Ramirez, Francisco <Francisco.Ramirez@gswater.com>
Subject: Re: 751 Higgins Rd #5, Barstow, CA, 92311

Exhibit_F_Meter_Pull_Dates

EXTERNAL EMAIL

[Quoted text hidden]



Consumption.pdf
34K

Consumption History

Read Date	Read	Consumption
04-06-2026 10:33AM	95	5
03-05-2026 10:23AM	90	6
02-05-2026 10:27AM	84	6
01-06-2026 10:25AM	78	0
12-17-2025 09:01AM	78	1
12-08-2025 09:23AM	77	8
11-05-2025 01:18PM	69	11
10-06-2025 11:21AM	58	11
09-05-2025 08:19AM	47	8
08-08-2025 10:57AM	39	0
08-06-2025 10:27AM	39	13
07-07-2025 01:12PM	26	10
06-05-2025 04:05PM	16	0
05-14-2025 09:57AM	16	0
05-06-2025 10:34AM	16	1
04-03-2025 01:13PM	15	1
03-06-2025 10:03AM	14	0
02-21-2025 08:42AM	14	0
02-06-2025 10:30AM	14	1
01-17-2025 12:26PM	13	5

Exhibit_G_Consumption



Exhibit_H_Disconnection_Notice

Nicole Sams <nespropertyconsulting@gmail.com>

Disconnection Warning

1 message

Golden State Water Company <noreply@genasys.com>

Mon, Apr 20, 2026 at 10:00 AM



Message from Golden State Water Company

You recently received a final disconnection notice on account number [REDACTED] 5679 for your delinquent balance. You can still avoid disconnection by paying the FULL AMOUNT required on the notice. Pay by phone at 1-844-706-7690, or go to <https://www.gswater.com/pay-your-bill>. Payments may take 3 to 5 days to post to your account.

If you need more time to pay, email payplan@gswater.com or visit <https://gswater.custhelp.com> and select payment extension.

If you pay after your service has been disconnected, please email the payment confirmation number, service address, and account number, before 5PM to restoreservice@gswater.com (for same day restoration). Restoration fee is \$45.00. After hours is \$130.00. If a payment has been made, please disregard this message.

Golden State Water Company

PUBLIC UTILITIES COMMISSION

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

**Exhibit_I_CPUC**

June 04, 2026

Nicole Sams
46 Peninsula Ctr Ste E Pmb 478
Palos Verdes Estates CA 90274

Subject: Commission File No: 719647 for Complaint with Golden State Water Company

Dear Nicole Sams:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) has completed its review of your Informal Appeal regarding your complaint against **Golden State Water Company**. The utility reported that necessary steps have been taken to resolve your concerns, and you were sent written notification of the resolution, a copy of which was also provided to the CPUC.

In your additional correspondence submitted to CAB dated April 28, 2026 you stated your original concerns were not addressed by the utility.

GSWC investigated and reported to CAB that you contacted the utility on January 17, 2025, to stop service under the prior account holder, Nathaniel Pickett, and confirmed you could access Mr. Pickett's final bill online. GSWC reports that 64 CCF of water was used at the property between January and December 2025 while no one had established service, and multiple notices were left requesting that someone sign up. The utility states the water meter was repeatedly tampered with and was ultimately pulled on December 8, 2025. GSWC reports that you submitted an online request to start service on December 16, 2025, and provided documentation identifying yourself as the First Successor Trustee for the Pickett Family Trust. According to GSWC, the first bill issued on January 7, 2026, included charges for the 64 CCF of water used during the period after service for Mr. Pickett was discontinued and before the meter was removed. The utility states that all relevant correspondence and supporting documents, including consumption history and the trust certification, have been provided.

After carefully reviewing the information you provided, along with the details submitted by **GSWC** and the applicable codes, orders, and tariffs, CAB has determined that **GSWC** is not in violation of CPUC rules or regulations.

As this concludes the Informal Appeal process, if you disagree with this resolution, your next step is to file a Formal Complaint. You may do so using the following link:

<https://www.cpuc.ca.gov/formalcomplaintinfo/>

If you need help understanding the formal complaint process, please contact the CPUC's Public Advisor's Office by:

E-mail: public.advisor@cpuc.ca.gov

Telephone: 1-866-849-8390 (toll free) or 415-703-2074

Address: Public Advisor's Office - CPUC 505 Van Ness Avenue San Francisco, CA 94102

Please be advised that any further correspondence regarding this complaint submitted to CAB will not receive a

PUBLIC UTILITIES COMMISSION

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



Exhibit_I_CPUC

response.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570

ATTACHED: Formal Complaint Instructions



SERVICE FOR
Nicole Sams
751 Higgins Rd #5
Barstow CA 92311-5676

ACCOUNT NUMBER
[REDACTED] 6796

DUE DATE
August 28, 2026

BILL DATE
August 07, 2026

AMOUNT DUE
\$790.21

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com
Hearing Impaired TTY: (877) 933-9533
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **gswater.com** to enroll for service updates via **e-newsletter**.

Mail Payments to NEW Address: P.O. Box 51133, Los Angeles, CA 90051-1133. To learn about the various Payment Options we offer go to: **www.gswater.com/payment-options** or see back of bill

Current Activity

Rate Schedule R3-1-R (R31RM)

Service Charge	5/8" meter	
Service Charge		\$36.76
Water Usage		
Tier 1 - Water Usage - 2.00 CCF at \$4.921		\$9.84
Surcharges, Fees, & Credits		
CAP Prog Adm Surcharge - 2.00 CCF at \$0.147		\$0.29
WRAM/MCBA Surcharge/credit		\$0.83
Other Surcharges/credits		\$0.53
CPUC Fee - 0.7% - of \$48.25		\$0.34
Total New Charges		\$48.59

Account Summary

Previous Balance		\$819.15
Payments	7-27-26 Thank You	-\$77.53
Total Prior Balance	Due On August 28, 2026	\$741.62
Current Charges	Due On August 28, 2026	\$48.59
Total Amount Due		\$790.21

Drought Stage 1

Usage History (One CCF = 7.48 CGL or 748 gallons)

Bill Period	2020 Usage	Target Usage *	Actual Usage
Prior	14 CCF or 104.72 CGL	11 CCF or 82.28 CGL	7 CCF or 52.36 CGL
Current	15 CCF or 112.20 CGL	13 CCF or 97.24 CGL	2 CCF or 14.96 CGL
Next	15 CCF or 112.20 CGL	12 CCF or 89.76 CGL	

The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period.

Read and Usage Information

Meter	Service Period		Days	Previous Reading	Current Reading	CCF Usage
MM242199073	Jul 07	Aug 06	30	107	109	2
Your next scheduled meter read date is approximately September 4, 2026						

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 9016
SAN DIMAS CA 91773-9016

Nicole Sams
46-E Peninsula Ctr
#478
Rolling Hills Estates, CA 90274

CEBILL

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED] 6796

Total Prior Balance Due On August 28, 2026	\$741.62
Current Charges Due On August 28, 2026	\$48.59
Total Amount Due	\$790.21

Amount Enclosed

GOLDEN STATE WATER COMPANY
PO BOX 51133
LOS ANGELES CA 90051-1133

Exhibit_J_August_2026_Bill

PAYMENT OPTIONS:

Go to www.gswater.com/payment-options for payment options, authorized locations, and auto pay application form.

- ◆ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ◆ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: www.gswater.com/payment-options or call (800) 999-4033.
- ◆ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ◆ **Mail:** Send bill stub and payment in enclosed envelope.
- ◆ **In Person:** Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

WRAM/MCBA SURCHARGE/SURCREDIT

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit www.gswater.com/rates-schedules-and-tariffs.

DROUGHT INFORMATION

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit www.gswater.com/drought.

DISPUTING YOUR BILL: If you believe there is an error on your bill or **have a question about your service, please call Golden State Water Company customer support at (800) 999-4033.** We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions 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 under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name:

Address:

City:

State:

Zip:

Home Phone:

Work Phone:

Email:
