



FILED

10/13/26

04:59 PM

C2610014

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

Heather Transue and Dan Transue

Complainant,

vs.

Pacific Gas and Electric Company

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Heather Transue 5181 Crystyl Ranch Drive, Concord, CA 94521 Daytime telephone: 925-698-7235 Email: hsgymnast@aol.com	Pacific Gas and Electric Company (U39E) Attn: Cliff Gleicher, Managing Counsel 300 Lakeside Drive, Oakland, CA 94612 Telephone: 415-971-2678 Email: Cliff.Gleicher@pge.com Additional email: pgetariffs@pge.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	Dan Transue
Address	5181 Crystyl Ranch Drive Concord CA 94521
Daytime Phone Number	925-324-1426
Email Address	dtrans81@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	
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)

Complainants Heather and Dan Transue challenge Pacific Gas and Electric Company (PG&E) under its Electric Rule 17.2 and applicable tariff requirements concerning the determination and assessment of alleged unauthorized electricity use, and Electric Rule 11 concerning the August 2026 service disconnection. On August 10, 2026, PG&E disconnected electrical service without prior notice after identifying what it described as evidence of meter tampering. Service was restored August 11 after Complainants paid \$3,751.59. PG&E subsequently billed approximately \$18,000 in alleged unauthorized-use charges. Complainants dispute the basis, period, calculation, and proper attribution of these charges. Even if the meter had been tampered with, Complainants did not do it. They have never altered the meter, cut internal wiring, removed seals, bypassed service, installed a non-PG&E component, or authorized anyone else to do so. They dispute PG&E's attribution of the condition and resulting charges to them. PG&E has not provided them the underlying investigative materials sufficient to evaluate its conclusions.

CONTINUED ON ATTACHMENT

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 PG&E complied with its applicable tariffs when determining and billing alleged unauthorized use;
 whether evidence supports attribution of the alleged condition and charges to Complainants;
 when and how the alleged condition arose;
 the relevance of PG&E's 2020 inspection and module replacement;
 the accuracy of the alleged underbilling period and calculations;
 and whether the August 2026 disconnection and \$3,751.59 charge was necessary and should be upheld or refunded.

(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): _____

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

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

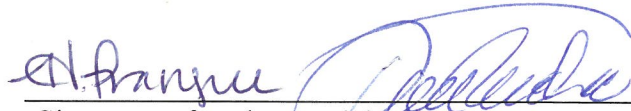
Complainants do not propose a schedule different from the above guidelines.

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

Complainants request the relief set forth in the attached Section H - Relief Requested (Continued)

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 Concord, California, this 13 day of October, 2026
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

REPRESENTATIVE'S INFORMATION:

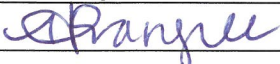
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: Heather Transue

Address: 5181 Crystyl Ranch Drive Concord, CA 94521

Telephone Number: 925-698-7235

E-mail: hsgymnast@aol.com

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 10/13/26, at Concord, 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

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.

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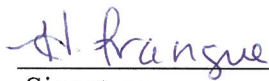
Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

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

Heather Transue

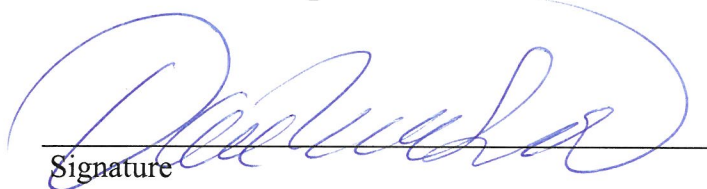
Print your name

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Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.


Signature

10/12/2026

Date

Dan Transue

Print your name

(F) DETAILS OF COMPLAINT continued from page 2

Complainants have owned the residence since 2014 and have a longstanding history of timely payment of utility bills. They have the financial ability and willingness to pay for electricity consumed. Their combined approximately 45 years of law-enforcement service, together with their longstanding payment history and lack of apparent financial motive, is consistent with their categorical denial that they tampered with or authorized tampering with PG&E equipment.

PG&E personnel informed Complainants that PG&E investigated or inspected the meter in November 2020 and determined it was operating properly, followed by replacement of the smart-meter module in December 2020. If PG&E contends the alleged condition existed for an extended period, those events should be reconciled with PG&E's claimed period of under-registration, the physical evidence, and PG&E's prior inspection, maintenance, and service records.

Complainants pursued informal resolution through CPUC Consumer Affairs Branch File No. **744808**. CAB closed the informal complaint on October 5, 2026 and denied Complainants' appeal on October 6, 2026, advising that a Formal Complaint could be filed.

Complainants have established payment arrangements with PG&E and are making payments while disputing liability. Those payments are not intended as an admission of unauthorized use or responsibility for the alleged meter condition.

(H) RELIEF REQUESTED continued from page 3

1. Following a hearing, determine whether PG&E properly applied its tariff rules and whether the disputed unauthorized-use charges are supported by evidence establishing that Complainants caused or were responsible for the alleged meter condition.
2. Order removal or appropriate adjustment of disputed unauthorized-use charges, including amounts already paid under payment arrangements, to the extent the charges are found improperly assessed or attributed to Complainants.
3. Order a credit or refund of the \$3,751.59 paid to restore electrical service if the Commission determines that the charge was improperly assessed.
4. Require production through the formal proceeding, subject to applicable procedural rules, of the meter inspection and test records, photographs, physical-evidence documentation, prior meter service records including the 2020 inspection and module replacement, and the usage calculations and assumptions supporting the disputed charges.
5. Grant such other appropriate billing adjustment or corrective relief as the Commission finds authorized.