FILED
10/14/26
04:59 PM
C2610011

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

JIN WANG

Complainant,

vs.

PACIFIC GAS AND ELECTRIC COMPANY (U39E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Jin Wang 118 Higgins Ave, Los Altos, CA 94022 408-823-6093 jin_wang_6628@yahoo.com	Pacific Gas and Electric Company (U39E) Attn: Cliff Gleicher, Managing Counsel, 300 Lakeside Drive, Oakland, CA 94612 415-971-2678 Cliff.Gleicher@pge.com; 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	
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

Has staff responded to your complaint?
☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?
☒ YES ☐ NO

Do you have money on deposit with the Commission?
☐ YES ☒ NO
Amount $_____

Is your service now disconnected?
☐ YES ☒ NO

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Please see the attached 'MASTER COMPLAINT NARRATIVE AND NARRATIVE FACTS' starting on the page immediately following this form for the comprehensive details, specific line items, factual context, and procedural timelines regarding this billing dispute.

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 Defendant PG&E violated its regulatory tariffs by issuing an unsubstantiated, unitemized post-construction 'true-up' invoice for $32,291.90 while concealing billing ledgers under an arbitrary defense of 'proprietary information.' Additionally, whether PG&E failed to follow proper protocol by failing to issue intermediate Change of Order notices, and whether PG&E improperly shifted operational damages from a public water line breach on October 9, 2024, onto a consumer account.

(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): Per Standard Timeline (30-40 days)
Hearing (Example: 7/1/09): Per Standard Timeline (50-70 days)

Explain here if you 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)

1. Compel PG&E to submit a fully unredacted, itemized accounting ledger matching the construction line items listed on Exhibit A, Page 3.
2. Order an independent audit to isolate and remove any financial repair charges tied to the public water line rupture caused by PG&E crews on October 9, 2024.
3. Strike the $32,291.90 true-up invoice in its entirety.

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 Los Altos (City), California, this 13 (date) day of October (month), 2026 (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 10/13/26 (date), at Los Altos (City), California



_____
(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 _____ (date), at _____ (City), California

_____ _____
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

Oct 13, 2026

Date

Jin Wang

Print your name

FORMAL COMPLAINT

I. IDENTIFICATION OF PARTIES

1. **Complainant:** Jin Wang, residing at 118 Higgins Ave, Los Altos, CA 94022. Telephone: 408-823-6093.
2. **Defendant:** Pacific Gas & Electric Company (PG&E), 300 Lakeside Drive, Oakland, CA 94612.

II. STATEMENT OF FACTS

1. **Contract Execution & Baseline Payments:** On October 23, 2023, Complainant executed PG&E Gas Extension Contract #50091371 V1 and Electric Extension Contract #50090389 V1 for a new residential development at 118 Higgins Ave, Los Altos. Complainant paid a grand total of **$38,648.67** out-of-pocket directly to PG&E ($5,000.00 design fee deposit + $27,004.33 gas contract balance + $6,644.34 electric contract balance).
2. **Tariff Rules Already Factored Upfront:** On Exhibit A, Page 3, of the executed Gas Contract demonstrates that PG&E had *already* set the Residential Allowance to **$0.00** upfront, in strict compliance with the July 1, 2023 CPUC tariff phasing changes. Therefore, the contract balance paid by the Complainant was already calculated without any artificial discounts or subsidies.
3. **Low Project Complexity:** As documented by PG&E's official **Construction Sketch (Project/PM No: 35488428)** dated September 20, 2023, the physical site consists of a flat residential driveway with an existing electric utility pole sitting right at the property line and a short 27-foot gas connection run. No hillside grading, rocky terrain, or geological barriers were present.
4. **The Third-Party Damage Incident:** On October 9, 2024, while operating machinery on-site to execute the Complainant's trenching project, PG&E field crews accidentally **breached, ruptured, and broke a municipal public water pipe**.
5. **The Unprecedented True-Up Surcharge:** Sixteen months after contract execution, PG&E issued a surprise "true-up" invoice demanding an additional **$32,291.90**, bringing the total project billing to a staggering **$70,940.57**.
6. **Concealment of Operational Ledgers:** Complainant formally requested an itemized cost ledger to verify the mathematical validity of the "actual costs." PG&E explicitly refused to provide this ledger to the consumer, claiming that standard construction expenses constitute "proprietary information."
7. **Neighborhood Baseline & Lack of Change Orders:** Complainant has conducted a review of neighboring property owners in Los Altos who built houses during the

similar period. Neighbors confirmed that PG&E never issued post-construction surcharges to them, that their contract prices remained fixed upon completion, and that an actual cost of **$70,940.57** is a severe anomaly. Furthermore, PG&E never issued or requested a **Change of Order** notice during construction to signal any cost updates.

III. CAUSES OF ACTION & LEGAL GROUNDS FOR RELIEF

FIRST CAUSE OF ACTION: VIOLATION OF TARIFF TRANSPARENCY AND VERIFIABLE COST STANDARDS (GAS RULES 15 & 16)

While CPUC Decisions 22-09-026 and 23-12-037 permit post-construction true-ups to "actual costs," a regulated utility cannot legally define an "actual cost" as an arbitrary, unverified lump sum. By withholding the underlying financial ledger under a false defense of "proprietary information," PG&E is violating its tariff obligations to provide transparent, verifiable accounting to consumers.

SECOND CAUSE OF ACTION: ILLEGAL CORPORATE COST-SHIFTING & LACK OF DUE PROCESS

Because PG&E's upfront engineering estimates proved 100% accurate for all other contemporary home construction projects in the Los Altos neighborhood, and because PG&E failed to issue any intermediate Change of Order notices, the $32,291.90 surcharge is a mathematical fabrication. In the absence of an itemized ledger, the evidence demonstrates that PG&E has bundled the operational repair expenses, labor hours, and municipal liabilities from their **October 9, 2024 public water pipe breach** directly into the Complainant's residential true-up bill. Passing corporate third-party damage liabilities onto an individual consumer violates standard utility regulation.

IV. REMEDIES SOUGHT

The Complainant respectfully requests that the Commission enter an Order providing the following relief:

1. **Compel Defendant PG&E** to submit a fully unredacted, itemized accounting ledger detailing labor hours, material quantities, and municipal permit fees matching the categories on Exhibit A, Page 3, of the original baseline contracts.
2. **Order an independent accounting audit** to explicitly isolate and remove any financial expenses tied to the water line damage that occurred on October 9, 2024.

3. **Strike the $32,291.90 invoice in its entirety** due to PG&E's failure to provide transparent data and their failure to issue a contractually required Change of Order notice.
4. **Order PG&E to issue a financial refund of $6,356.77** to the Complainant, representing the overpayment between the upfront paid contracts ($38,648.67) and the localized actual cost baseline ($32,291.90) established by contemporary neighborhood utility connections in the same area.

Respectfully submitted,

Dated: October 5, 2026

By: _____

Jin Wang, Complainant

VERIFICATION

I, Jin Wang, declare under penalty of perjury under the laws of the State of California that I am the Complainant in the above-entitled matter; that I have read the foregoing Formal Complaint and know the contents thereof; and that the same is true of my own knowledge, except as to matters therein stated on information and belief, and as to those matters, I believe them to be true.

Executed on October 5, 2026, at Los Altos, California.

_____

Jin Wang

Exhibit A: Baseline Contracts & Upfront Receipts

Exhibit A: Page 1 - Design Fee

Thank You

Your payment has been received and a confirmation email has been sent to the email address provided. You may also print this screen for your records. Please note that payments will post to your PG&E project on the next business day.

Confirmation Number:	2309801240041
Customer Number:	0004292783
Invoice Number:	00082232182
Payment Amount:	$5,000.00
Payment Date:	08/18/2023
Bank Routing Number:	121000358
Bank Account Number:	Checking **********5298
Name on Bank Account:	Jin Wang
Email:	jin_wang_6628@yahoo.com

Print

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Exhibit A: Page 2 - Gas Contract

Customer Payment Coupon

References	
Notification #	126836094
Contract #	50091371 V1
G16-PM #	35488838
Customer #	4292783

October 23, 2023

Jin Wang
118 Higgins Ave
LOS ALTOS, CA 94022

Customer Cost Summary

118 HIGGINS AVE, LOS ALTOS

Amounts Due		Total Due
Gas & Electric Single Services	$29,504.33	
Minus the following credit		
Advance Credit	($2,500.00)	
		$27,004.33

Important Payment Information

To complete your contract ONLINE

- Follow the instructions provided with your electronic contract
- Submit payment at **https://www.pge.com/contractpayments**

To complete your contract BY MAIL

- Please make check payable to: **PG&E** or **Pacific Gas and Electric**
- Complete, sign and return the enclosed agreement(s), the SACAC form and the customer payment coupon with your payment
- **Remit payment and SACAC form to**:
  PG&E CFM/PPC Department
  PO BOX 997340
  Sacramento, CA 95899-7340

IMPORTANT MESSAGE

Please review the enclosed information and total due. This document needs to be returned with the enclosed agreements.

If you complete your contract ONLINE, a copy will be saved to your Customer Connections Online (CCO) account at **pge.com/cco.**

To learn more about PG&E's gas and electric safety initiatives and resources please visit **pge.com/safety.**

Have Questions?
Please Call 1-800-422-0436

126836094

Residential Rule 16 Gas and Electric Single Service Extension*

Exhibit A: Page 3 - Gas Contract Cost

References	
Notification #	126836094
Contract #	50091371 V1
G16-PM #	35488838
Customer #	4292783

October 23, 2023

Jin Wang

118 Higgins Ave

LOS ALTOS, CA

RE: 118 Higgins Electric and Gas

Dear Jin Wang

We are writing to let you know Pacific Gas and Electric Company (PG&E) will extend its facilities to provide residential gas and electric service to the project address listed above. This letter, including PG&E's tariffs, which are incorporated by reference below, will serve as our contract. As required by the California Public Utilities Commission (CPUC), special facilities will be handled in a separate contract. Per Decision 22-09-026, Residential Customers submitting an application for new gas service on or after July 1, 2023, do not qualify for Allowances, Refunds or Discount Option. Applicants who submit a new application for gas Service Extension(s) on or after July 1, 2023, must pay PG&E its total estimated installed cost upon contract execution, in advance of PG&E commencing its work. Upon completion of the work and determination of actual costs, PG&E will provide Applicant with a final invoice or refund to account for a true-up to actual costs (excluding Betterment and Utility Convenience). An Applicant's failure to pay a final invoice in a timely manner is a violation of PG&E's Gas Rules 15/16 and may result in discontinuance of service. Please complete the following three steps to execute this contract.

1 Review the following project cost summary information

	GAS	ELECTRIC
Total Service costs	$29,504.33	$0.00
Residential allowance, a CPUC-approved credit applied to the cost of the job	- $0.00	- $0.00
Advance payment credit	SEE PMT CPN	SEE PMT CPN
Subtotal	$29,504.33	$0.00
Total Due (gas and electric)		$29,504.33

All amounts include the Income Tax Component of Contribution (ITCC) PG&E is required to charge customers, where applicable.

2 Review these important terms and conditions.

This single-service extension agreement is allowed under PG&E's tariffs, including Gas and Electric rules 2, 15 and 16; Distribution and Service Extension Agreement–Provisions (Form 62-0982) and General Terms & Conditions for Gas and Electric Extension & Service Construction by Applicant (Form 79-716), all as approved and authorized by the CPUC. This agreement at all times shall be subject to such modifications as the CPUC may direct from time to time in the exercise of its jurisdiction.
You can view PG&E's tariffs online at **pge.com/tariffs** or contact me directly as indicated below.

ADDITIONAL INFORMATION

What is the SACAC form?

Under PG&E's Rule 16, you have a choice: you can perform the work yourself, hire a qualified contractor to perform the work or hire PG&E to do the work. We are required by the CPUC to provide you with PG&E's costs.

This form identifies our cost for the refundable service that is PG&E's responsibility to install. PG&E's costs were developed based on your choices within the application and may change if you change that choice.

How do I fill out the SACAC?

If you want to do this work yourself or have a qualified contractor do this work, please enter your estimated costs in the section of the SACAC form entitled "Applicant Costs" or check the box in the section entitled "Applicant's Election Not To Provide Costs," sign and return to PG&E. PG&E will send you a revised agreement by return mail only if you choose to provide your estimated costs.

If you want PG&E to do this work, please check the section "Applicant's Election Not to Provide Costs," sign and return the SACAC form along with a check for the Total Due specified in the table above.

You must return the completed SACAC form to PG&E regardless of who you choose to do the work.

3 After completing steps 1 and 2, complete and return the following items to PG&E.

- Submit the Payment Coupon with Total Due.
- Sign and return the enclosed Statement of Applicant's Contract Anticipated Costs (SACAC) [Form 79-1003] (explanation in box at right).

Please follow payment instructions found on your Payment Coupon.

Please provide your payment and required forms within 90 days from October 23, 2023
PG&E is not bound by the costs set forth above if payment and the signed forms are not received by PG&E within 90 days.

If you have any questions, please contact me at 877-743-7782 or by email at M9LU@PGE.COM.

Sincerely,

Matthew Locke
New Business Project Coordinator, Pacific Gas and Electric Company

126836094

*Automated Document,
Preliminary Statement, Part A
Form 79-1018
Advice 4768-G/6973-E
June 2023

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Exhibit A: Page 4 - Electric Contract Cover

Customer Payment Coupon

References	
Notification #	126836094
Contract #	50090389 V1
E16-PM #	35488428
Customer #	4292783

October 23, 2023

Jin Wang
118 Higgins Ave
LOS ALTOS, CA 94022

Customer Cost Summary

118 HIGGINS AVE, LOS ALTOS

Amounts Due		Total Due
Gas & Electric Single Services	$9,144.34	
Minus the following credit		
Advance Credit	($2,500.00)	
		$6,644.34

Important Payment Information

To complete your contract ONLINE

- Follow the instructions provided with your electronic contract
- Submit payment at **https://www.pge.com/contractpayments**

To complete your contract BY MAIL

- Please make check payable to: **PG&E** or **Pacific Gas and Electric**
- Complete, sign and return the enclosed agreement(s), the SACAC form and the customer payment coupon with your payment
- **Remit payment and SACAC form to**:
  PG&E CFM/PPC Department
  PO BOX 997340
  Sacramento, CA 95899-7340

IMPORTANT MESSAGE

Please review the enclosed information and total due. This document needs to be returned with the enclosed agreements.

If you complete your contract ONLINE, a copy will be saved to your Customer Connections Online (CCO) account at **pge.com/cco.**

To learn more about PG&E's gas and electric safety initiatives and resources please visit **pge.com/safety.**

Have Questions?
Please Call 1-800-422-0436

126836094

Contact Us Help

Exhibit A: Page 5 - Electric Payment

Thank You

Your payment has been received and a confirmation email has been sent to the email address provided. You may also print this screen for your records. Please note that payments will post to your PG&E project on the next business day.

Confirmation Number:	3549V01325351
Contract Number:	50090389 V1
Notification Number:	0126836094
Payment Amount:	$6,644.34
Payment Date:	12/20/2023
Bank Routing Number:	121000358
Bank Account Number:	Checking **********5298
Name on Bank Account:	Jin Wang
Email:	jin_wang_6628@yahoo.com

Print

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Exhibit A: Page 6 - Gas Payment

Thank You

Your payment has been received and a confirmation email has been sent to the email address provided. You may also print this screen for your records. Please note that payments will post to your PG&E project on the next business day.

Confirmation Number:	3549V01325371
Contract Number:	50091371 V1
Notification Number:	0126836094
Payment Amount:	$27,004.33
Payment Date:	12/20/2023
Bank Routing Number:	121000358
Bank Account Number:	Checking **********5298
Name on Bank Account:	Jin Wang
Email:	jin_wang_6628@yahoo.com

Print

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Exhibit B: Official Site Blueprint

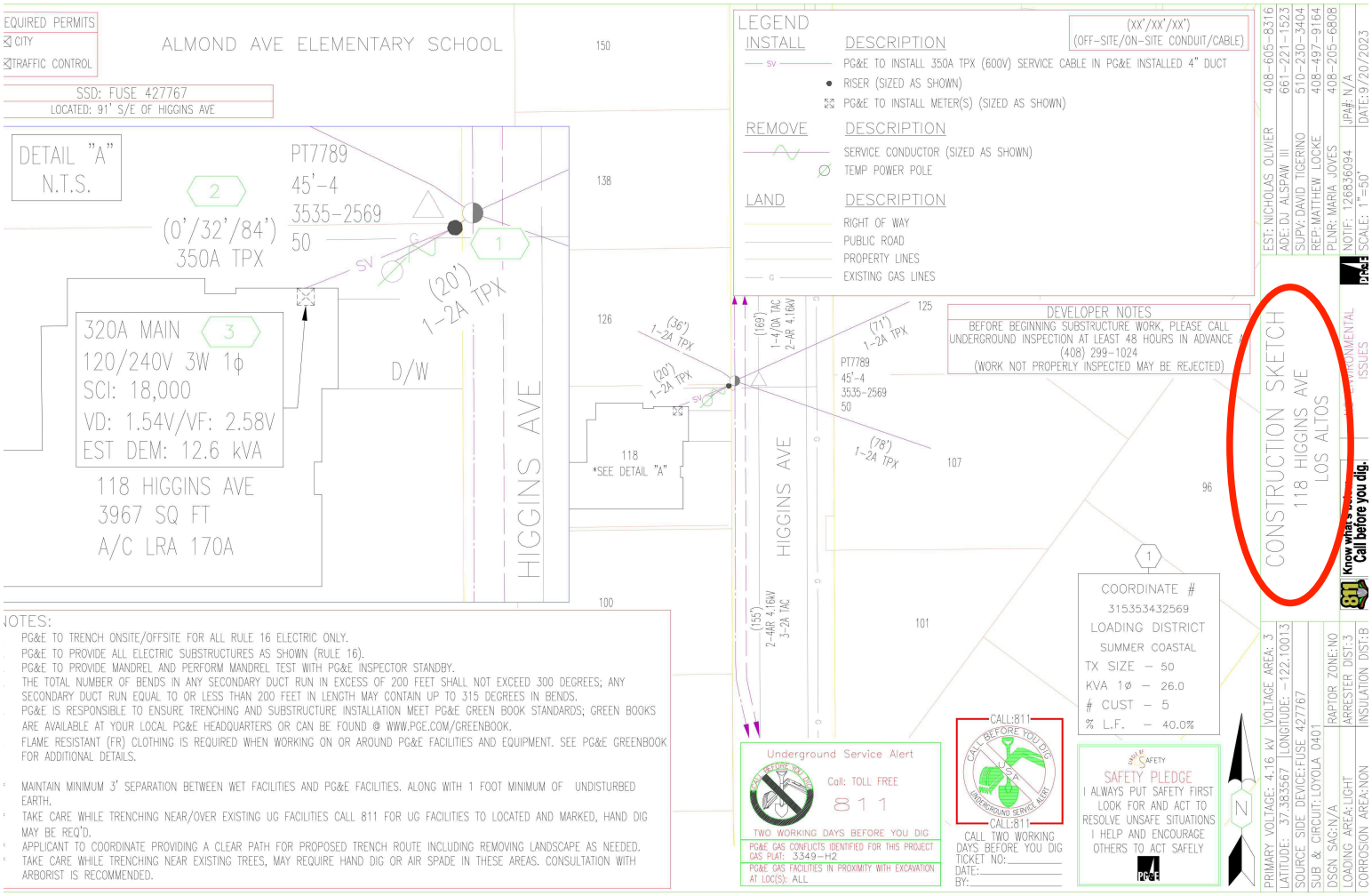

EQUIRED PERMITS
CITY
TRAFFIC CONTROL
ALMOND AVE ELEMENTARY SCHOOL
SSD: FUSE 427767
LOCATED: 91' S/E OF HIGGINS AVE
DETAIL "A"
N.T.S.
PT7789
45'-4
3535-2569
50
(0'/32'/84')
350A TPX
320A MAIN
120/240V 3W 1ϕ
SCI: 18,000
VD: 1.54V/VF: 2.58V
EST DEM: 12.6 kVA
118 HIGGINS AVE
3967 SQ FT
A/C LRA 170A
D/W
(20')
1-2A TPX
HIGGINS AVE
118
*SEE DETAIL "A"
150
138
126
125
107
101
100
96
(36')
1-2A TPX
(20')
1-2A TPX
(169')
1-4/0A TAC
2-AR 4.16W
(155')
2-4AR 4.16W
3-2A TAC
(71')
1-2A TPX
(78')
1-2A TPX
PT7789
45'-4
3535-2569
50
LEGEND
INSTALL
DESCRIPTION
(XX'/XX'/XX')
(OFF-SITE/ON-SITE CONDUIT/CABLE)
PG&E TO INSTALL 350A TPX (600V) SERVICE CABLE IN PG&E INSTALLED 4" DUCT
RISER (SIZED AS SHOWN)
PG&E TO INSTALL METER(S) (SIZED AS SHOWN)
REMOVE
DESCRIPTION
SERVICE CONDUCTOR (SIZED AS SHOWN)
TEMP POWER POLE
LAND
DESCRIPTION
RIGHT OF WAY
PUBLIC ROAD
PROPERTY LINES
EXISTING GAS LINES
DEVELOPER NOTES
BEFORE BEGINNING SUBSTRUCTURE WORK, PLEASE CALL UNDERGROUND INSPECTION AT LEAST 48 HOURS IN ADVANCE
(408) 299-1024
(WORK NOT PROPERLY INSPECTED MAY BE REJECTED)
CONSTRUCTION SKETCH
118 HIGGINS AVE
LOS ALTOS
COORDINATE #
315353432569
LOADING DISTRICT
SUMMER COASTAL
TX SIZE - 50
KVA 1ø - 26.0
CUST - 5
% L.F. - 40.0%
Underground Service Alert
Call: TOLL FREE
811
TWO WORKING DAYS BEFORE YOU DIG
PG&E GAS CONFLICTS IDENTIFIED FOR THIS PROJECT
GAS PLAT: 3349-H2
PG&E GAS FACILITIES IN PROXIMITY WITH EXCAVATION
AT LOC(S): ALL
CALL:811
CALL BEFORE YOU DIG
811
UNDERGROUND SERVICE ALERT
CALL:811
CALL TWO WORKING DAYS BEFORE YOU DIG
TICKET NO:
DATE:
BY:
SAFETY
SAFETY PLEDGE
I ALWAYS PUT SAFETY FIRST
LOOK FOR AND ACT TO
RESOLVE UNSAFE SITUATIONS
I HELP AND ENCOURAGE
OTHERS TO ACT SAFELY
N
EST: NICHOLAS OLIVIER 408-605-8316
ADE: DJ ALSPAW III 661-221-1523
SUPV: DAVID TIGERINO 510-230-3404
REP: MATTHEW LOCKE 408-497-9164
PLNR: MARIA JOVES 408-205-6808
NOTIF: 126836094
JPA#: N/A
SCALE: 1"=50'
DATE: 9/20/2023
ENVIRONMENTAL ISSUES
Know what's below.
Call before you dig.
811
PRIMARY VOLTAGE: 4.16 kV
VOLTAGE AREA: 3
LATITUDE: 37.383567
LONGITUDE: -122.10013
SOURCE SIDE DEVICE: FUSE 427767
SUB & CIRCUIT: LOYOLA 0401
RAPTOR ZONE: NO
DSGN SAG: N/A
ARRESTER DIST: 3
LOADING AREA: LIGHT
INSULATION DIST: B
CORROSION AREA: NON
NOTES:
PG&E TO TRENCH ONSITE/OFFSITE FOR ALL RULE 16 ELECTRIC ONLY.
PG&E TO PROVIDE ALL ELECTRIC SUBSTRUCTURES AS SHOWN (RULE 16).
PG&E TO PROVIDE MANDREL AND PERFORM MANDREL TEST WITH PG&E INSPECTOR STANDBY.
THE TOTAL NUMBER OF BENDS IN ANY SECONDARY DUCT RUN IN EXCESS OF 200 FEET SHALL NOT EXCEED 300 DEGREES; ANY SECONDARY DUCT RUN EQUAL TO OR LESS THAN 200 FEET IN LENGTH MAY CONTAIN UP TO 315 DEGREES IN BENDS.
PG&E IS RESPONSIBLE TO ENSURE TRENCHING AND SUBSTRUCTURE INSTALLATION MEET PG&E GREEN BOOK STANDARDS; GREEN BOOKS ARE AVAILABLE AT YOUR LOCAL PG&E HEADQUARTERS OR CAN BE FOUND @ WWW.PGE.COM/GREENBOOK.
FLAME RESISTANT (FR) CLOTHING IS REQUIRED WHEN WORKING ON OR AROUND PG&E FACILITIES AND EQUIPMENT. SEE PG&E GREENBOOK FOR ADDITIONAL DETAILS.
MAINTAIN MINIMUM 3' SEPARATION BETWEEN WET FACILITIES AND PG&E FACILITIES. ALONG WITH 1 FOOT MINIMUM OF UNDISTURBED EARTH.
TAKE CARE WHILE TRENCHING NEAR/OVER EXISTING UG FACILITIES CALL 811 FOR UG FACILITIES TO LOCATED AND MARKED, HAND DIG MAY BE REQ'D.
APPLICANT TO COORDINATE PROVIDING A CLEAR PATH FOR PROPOSED TRENCH ROUTE INCLUDING REMOVING LANDSCAPE AS NEEDED.
TAKE CARE WHILE TRENCHING NEAR EXISTING TREES, MAY REQUIRE HAND DIG OR AIR SPADE IN THESE AREAS. CONSULTATION WITH ARBORIST IS RECOMMENDED.

Exhibit C: The August 31, 2026 CAB informal appeal closure letter.

STATE OF CALIFORNIA **GAVIN NEWSOM, Governor**

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102

August 31, 2026

Jin Wang
408-823-6093

Subject: Commission File No: 730130 for Complaint with Pacific Gas & Electric Company

Dear Jin Wang:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **Pacific Gas & Electric Company (PG&E)**. As part of the review, CAB considered the information that you provided, the information that **PG&E** provided to us about your account and applicable codes, orders, and tariffs.

In your additional correspondence submitted to CAB dated 8/13/2026, you requested: a temporary hold on all deadlines for informal appeal Commission File No. 730130 while traveling outside the United States from August 26, 2026, through October 2, 2026, due to limited email and cellular access.

PG&E investigated and reported to CAB that it maintains its original position that the final charges were assessed in accordance with the signed Gas and Electric Extension Agreement and applicable CPUC tariffs. PG&E explained that projects submitted on or after July 1, 2023, require applicants to pay estimated installation costs upfront, followed by a post-construction true-up to reconcile estimated and actual costs. The utility stated that your project was submitted on August 16, 2023, making it subject to these requirements.

PG&E further explained that the executed agreement reflected a $0.00 residential allowance estimate, that prior payments were properly applied to the electric and estimated gas portions of the project, and that the final invoice resulted from the required true-up based on actual construction costs. PG&E concluded that the additional documentation did not demonstrate that the invoice was issued in error and confirmed that no adjustment was warranted.

Returned Funds / Credits: PG&E determined that no billing adjustment, refund, or credit was warranted because the charges were assessed in accordance with the executed agreement and applicable **Gas Rules 15 and 16, CPUC Resolution G-3598, Decision (D.) 22-09-026**, and **Decision (D.) 23-12-037**.

After carefully reviewing the information you provided, along with the details submitted by **PG&E** and the applicable codes, orders, and tariffs, CAB has determined that **PG&E** 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:

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVE
SAN FRANCISCO, CA 94102

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 response.

Sincerely,

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

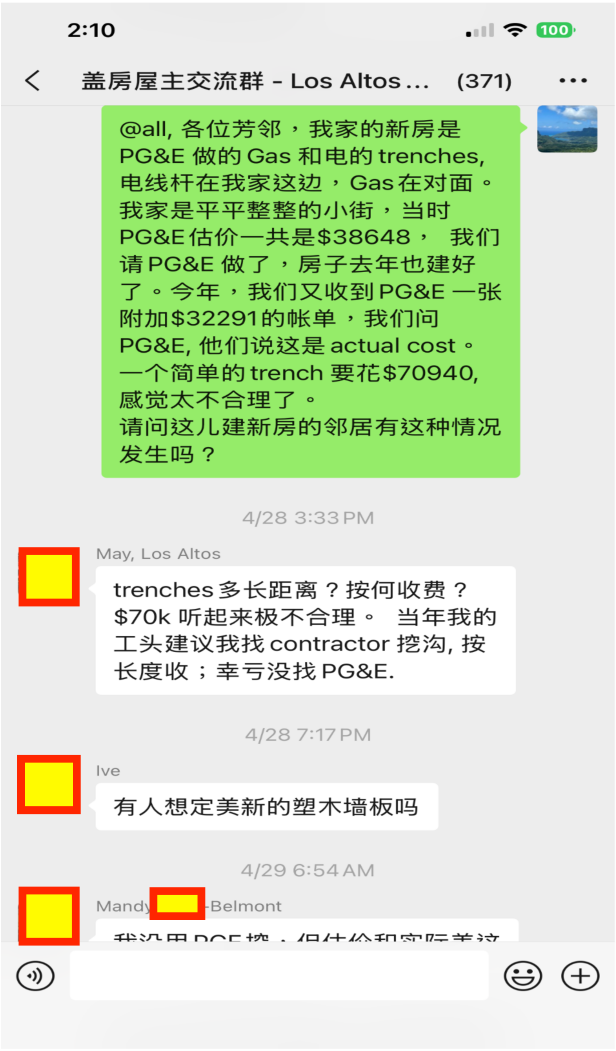
Exhibit D: Signed Translator Certification followed by the blacked-out/redacted Chinese chat screenshots

EXHIBIT D: CERTIFIED TRANSLATION OF COMMUNICATION LOGS

Group Chat Source: Home Building Owners Exchange Group — Los Altos (盖房屋业主交流群 - Los Altos)

Complainant & Certified Translator: Jin Wang

[SCREENSHOT 1]:

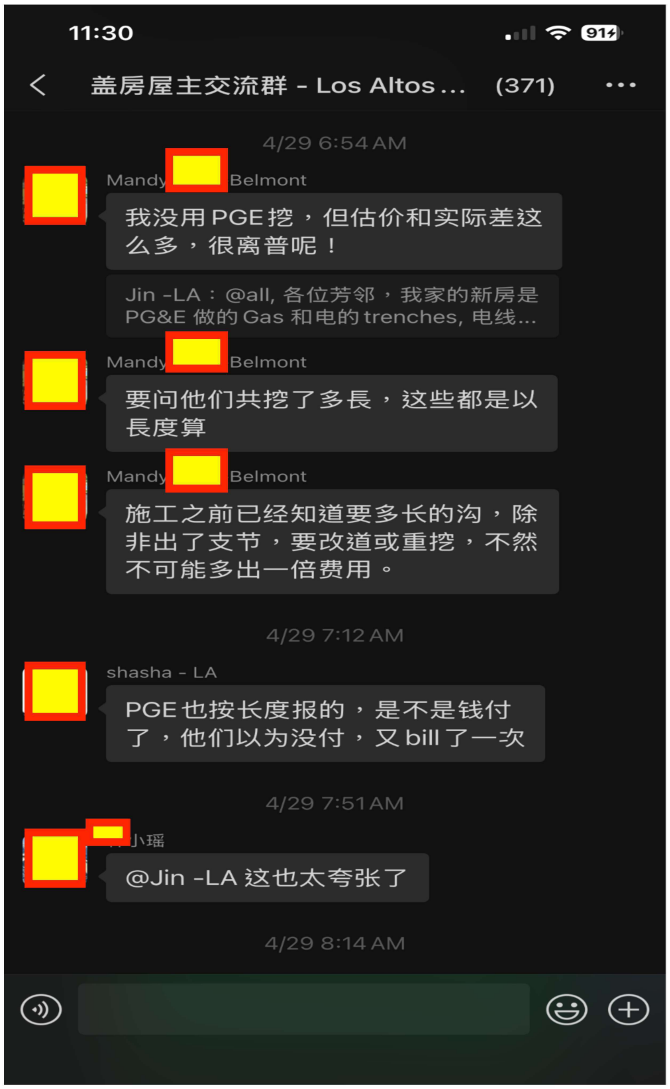


- **Jin- LA: "**@all, fellow neighbors: For my new home, PG&E handled the trenching for both gas and electricity; the utility pole is on my side of the street, while the gas line is on the opposite side. My property is located on a flat, level street. At

the time, PG&E provided an estimate totaling $38,648; we hired them to do the work, and the house was completed last year. Recently, however, we received an additional bill from PG&E for $32,291. When we inquired, they stated that this represented the "actual cost." It feels completely unreasonable for a simple trenching job to cost $70,940. I'd like to ask: have any neighbors here who built new homes experienced a similar situation?"

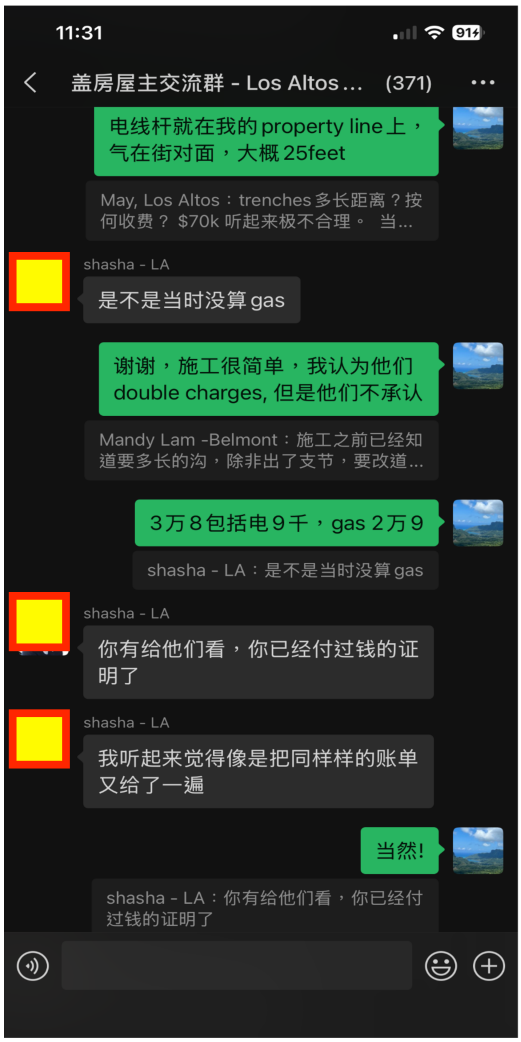
- **May - Los Altos:** "How long is the distance of your trenches? How do they charge? $70k sounds extremely unreasonable. Back then, my foreman suggested I find a private contractor to dig the trench and pay by length; luckily, I didn't go with PG&E."

[SCREENSHOT 2]



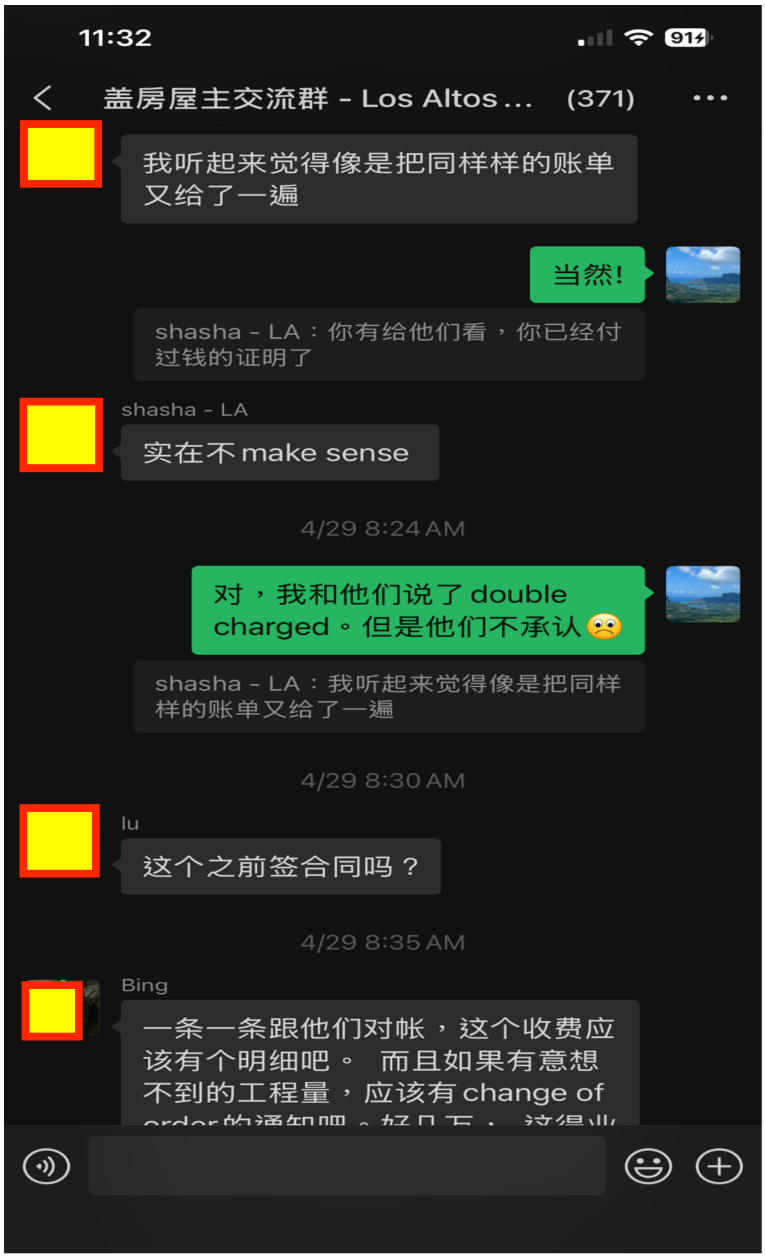
- **Mandy [redacted] Belmont:** “I didn't use PGE to trench, but the difference between the estimated value and the actual value is just outrageous!”
- **Mandy [redacted] Belmont:** “ask them how long a stretch they excavated—these things are measured by length. The required length of the trench was known before construction began; unless complications arose necessitating a change of route or re-excavation, it is impossible for the cost to have doubled.”
- **shasha - LA:** PGE also bills based on length; could it be that you paid, but they thought you hadn't and billed you a second time?
- [redacted]瑶: “@Jin -LA That is just too extreme.”

[SCREENSHOT 3]



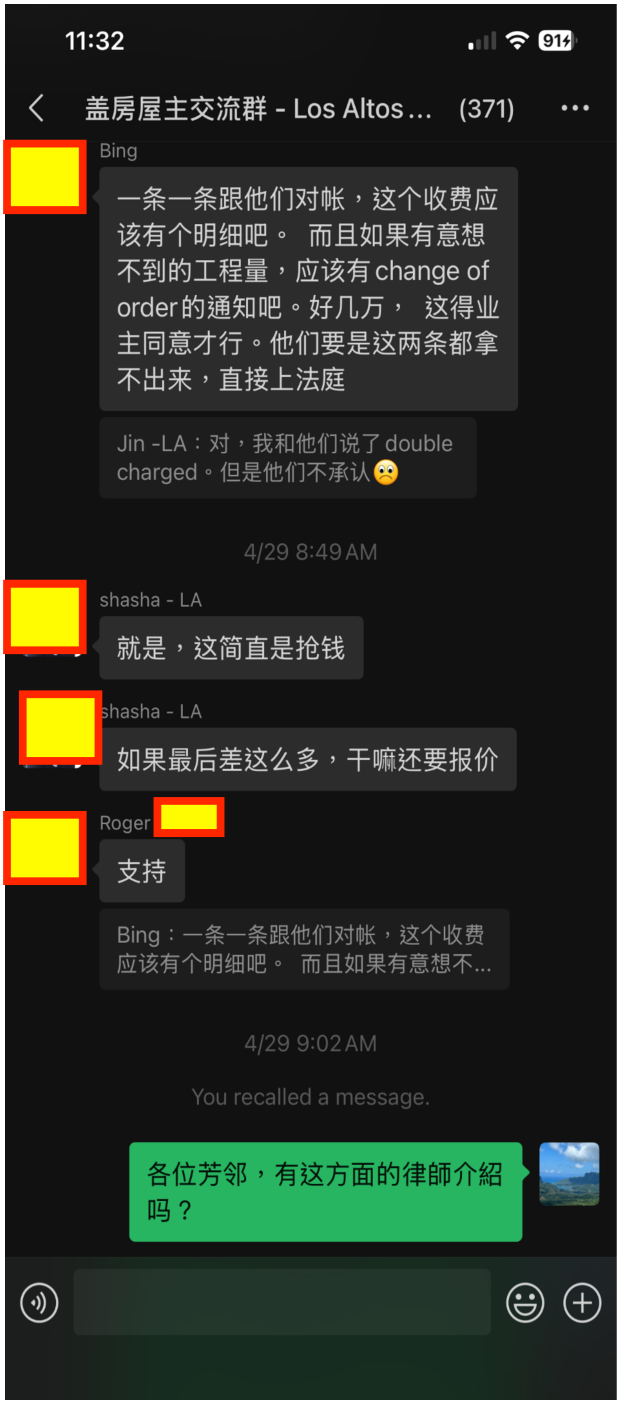
- **shasha - LA:** "Did you show them proof that you had already paid?."
- **shasha - LA:** “It sounds to me like the same bill is being presented all over again.”

[SCREENSHOT 4]



- **shasha - LA:** "It really doesn't make sense."
- **Jin - LA:** "Exactly. I requested the itemized financial ledger to see what they are actually billing me for, and they refused, telling me it is 'proprietary information.' How can construction labor hours on my own property be a secret?"

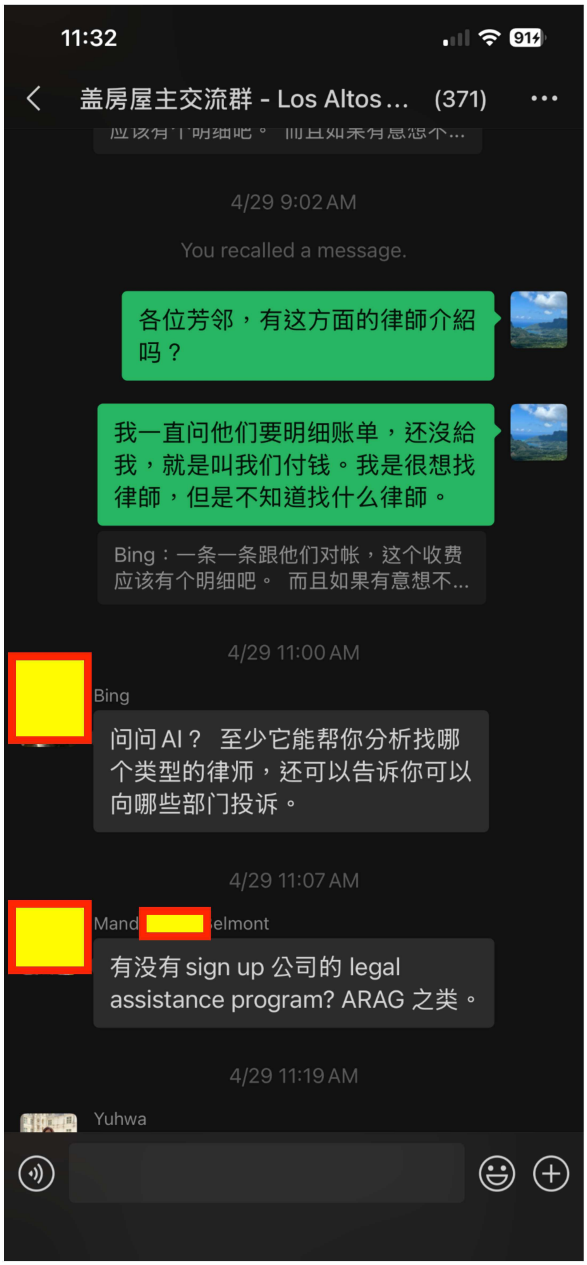
[SCREENSHOT 5]



- **Bing:** "You must reconcile the bill line-by-line. An expense like this must have an itemized statement. Furthermore, if there was an unexpected increase in the volume of engineering work, they are legally required to issue a **Change of Order** notice. We're talking about tens of thousands of dollars here—that requires the owner's approval. If they can't produce either of those things, take the matter straight to court."

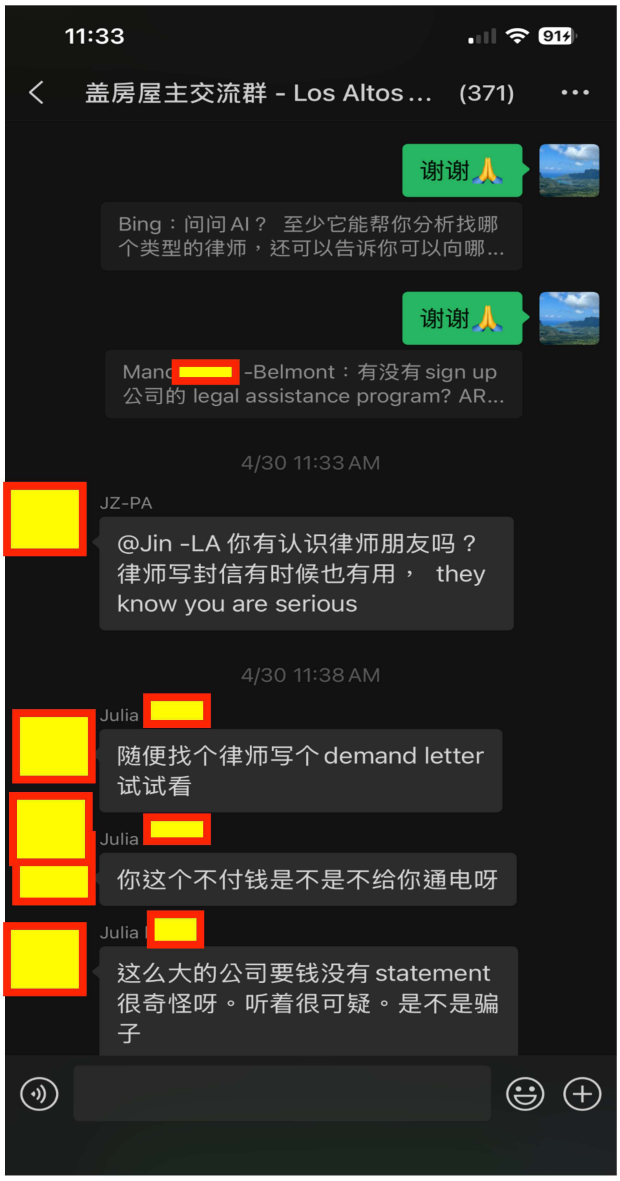
- **shasha - LA:** “Exactly—it's nothing short of robbery. If the final difference is going to be this big, why even bother submitting a quote?”
- **Roger [redacted] “Said agree to Bing** above’s comments”

[SCREENSHOT 6]



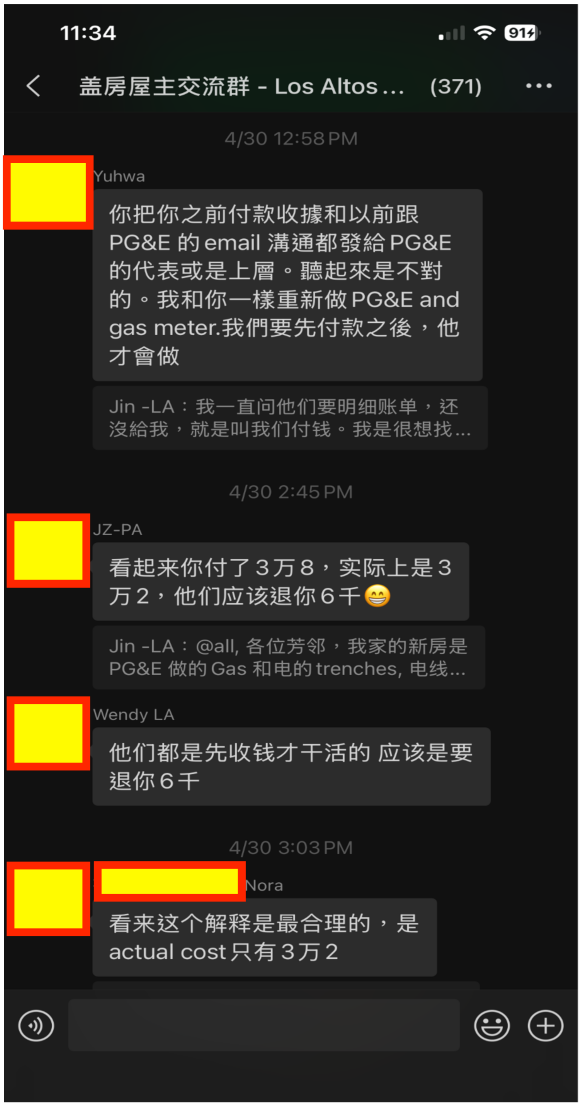
- **Jin -LA:** “I’ve been asking them for an itemized bill, but they haven't provided one yet—they just keep telling us to pay. I really want to get a lawyer, but I don't know which kind to look for.”
- **Bing:** "Why not ask AI? At the very least, it can help you analyze what type of lawyer to look for and tell you which departments you can file a complaint with."
- **Mandy [redacted] Belmont:** “Have you signed up for your company's legal assistance program? Something like ARAG?”

[SCREENSHOT 7]



- **JZ-PA:** “@Jin -LA Do you know any lawyers? Sometimes having a lawyer write a letter helps—they know you mean serious”
- **Julia** Just find any lawyer to draft a demand letter and give it a try. If you don't pay, they won't turn on the power for you, right? For a company of this size to say they don't have the funds for a statement—that’s very strange. It sounds highly suspicious. Could it be a scam? “

[SCREENSHOT 8]

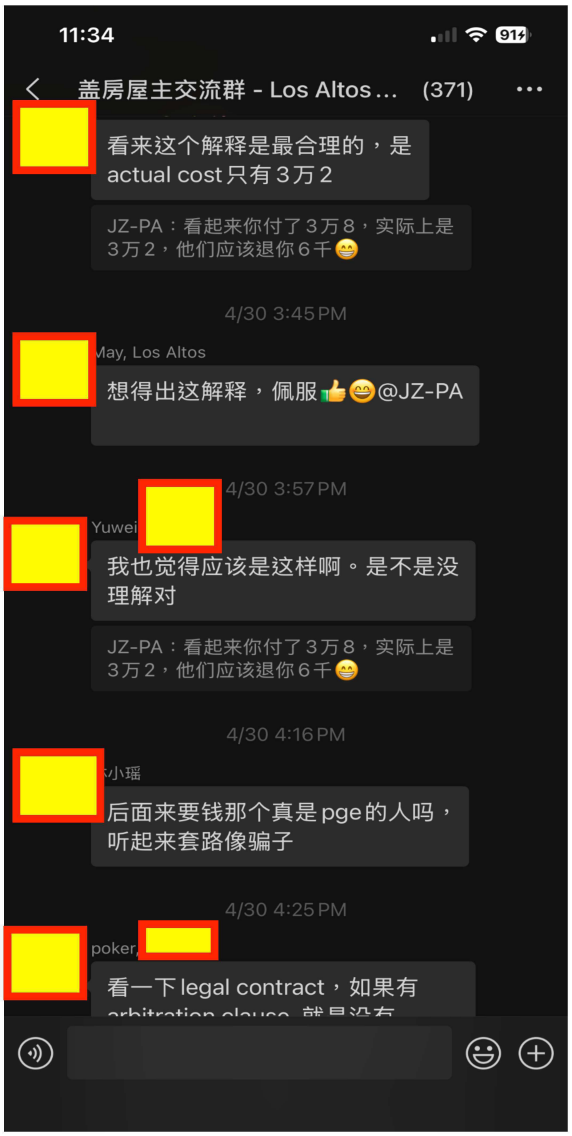


- **Yuhwa:** “You should send your previous payment receipts and past email correspondence with PG&E to a representative or a supervisor there. The situation doesn't sound right. I went through the same process of having my

PG&E gas meter redone**; we had to pay first before they would carry out the work."**

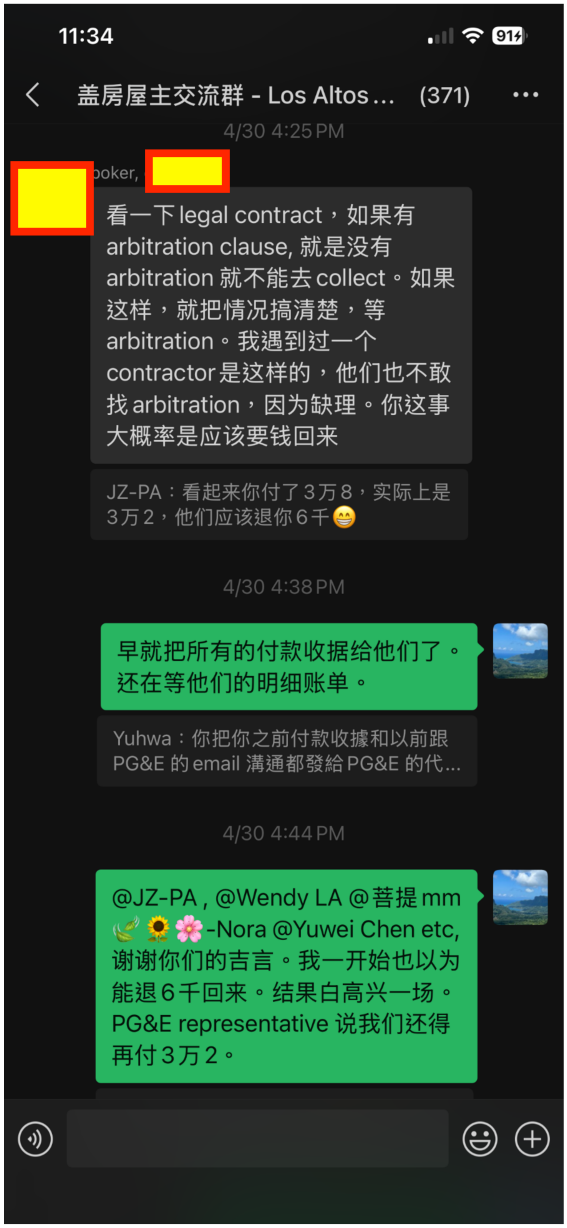
- **JZ-PA:** "It looks like you paid 38,000, but the actual amount was 32,000; **they should refund you 6,000.**"
- **Wendy LA**: "They always collect payment before doing the work; **they should be refunding you 6,000."**
- [redacted]**-Nora: "**It seems this explanation is the most reasonable one**—that the actual cost was only 32,000."**

[SCREENSHOT 9]



- **Yuwei Chen:** “That’s how I see it, too. Could I have misunderstood?” to reply to JZ-PA's comments: It looks like you paid 38,000, but in reality, it was 32,000; **they should refund you 6,000.”**
- 林小瑶: “Is the person who came later asking for money actually from PGE? It sounds like a scammer's tactic.”

[SCREENSHOT 10]

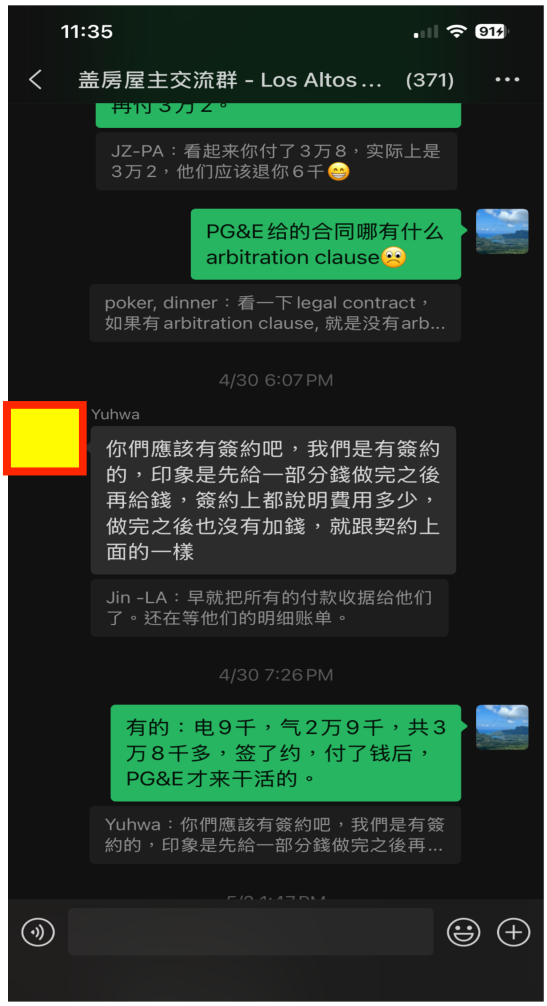


- **Poker, [redacted]** "Check the legal contract; if there is an arbitration clause, you cannot pursue collection without going through arbitration first. If that is the

case, clarify the situation and wait for the arbitration process. I once dealt with a contractor like that—they didn't dare initiate arbitration because they didn't have a leg to stand on. In your case, there is a very good chance you can recover the money."

- **Jin -LA**: “[redacted] and others:Thanks for your kind words. At first, I also thought I’d get a $6,000 refund. It turned out to be a false hope. The PG&E representative said we still have to pay another $32,000.”

[SCREENSHOT 11]



- **Yuhwa:** "You guys must have signed a contract, right? We signed a contract for our project. My recollection is that we paid a portion upfront, and then paid the rest after completion. The contract clearly specified exactly what the total fee

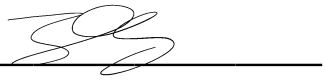
would be. **Once the project was finished, they did not add any extra money at all—it was exactly the same amount as written on the contract.**"

- **Jin - LA:** "Yes, we did have one: Electric was 9k, Gas was 2万9 (29k), totaling over 3万8 (38k). We signed the contract, paid the money, and only then did PG&E come out to perform the field work."

✒️ TRANSLATOR'S CERTIFICATION

I, Jin Wang, declare under penalty of perjury under the laws of the State of California that I am fully literate and fluent in both the English and Chinese languages, and that the text provided above is a true, accurate, and complete English translation of the attached 11 Chinese communication logs regarding contemporary PG&E residential construction billing in Los Altos, California.

Executed on: October 5, 2026, at Los Altos, California.

Signature: 

Jin Wang, Complainant
