



FILED

10/08/26

04:59 PM

C2610012

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

ARASH SHEMIRANI

Complainant,

vs.

Case (C.) _____

PACIFIC GAS AND ELECTRIC COMPANY (U39E)

Defendant.

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Arash Shemirani 9639 Alcosta Blvd San Ramon, CA 94583 408-315-3419 aemsis@gmail.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

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)

PG&E declined to correct Bright Energy Group LLC's erroneous 2025 exporting interconnection filing, despite evidence that the 2023 system was to retain NEM 2.0 and the new expansion was to be Non-Export. See attached detailed complaint, Sections 1-14, and Exhibits A-H.

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 must correct the acknowledged contractor filing error; whether NEM 2.0 can be retained for the original system with a separate Non-Export addition; and appropriate interconnection, tariff and billing relief. See attached complaint Sections 9-13.

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: None · self-represented

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 10/08/2026, at San Ramon, California
(date) (City) **Arash Shemirani**

(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.

Arash Shemirani

10/08/2026

Signature

Date

Arash Shemirani

Print your name

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

ARASH SHEMIRANI, Complainant	FORMAL COMPLAINT Prior Informal Complaint: Commission File No. 721044
v.	Proposed Category: Adjudicatory Procedure Requested: Regular Complaint
PACIFIC GAS AND ELECTRIC COMPANY (PG&E), Defendant	Hearing Requested: Yes, if material facts remain disputed

**FORMAL COMPLAINT REGARDING ERRONEOUS INTERCONNECTION
CLASSIFICATION,
LOSS OF NEM 2.0 TREATMENT, AND REQUEST FOR CORRECTIVE RELIEF**

1. Overview

This complaint arises from an erroneous November 2025 interconnection filing made by Bright Energy Group LLC (California CSLB License No. 1080822), the contractor/solar installer for Complainant's 2025 solar and battery expansion under an EnFin Solar Power Purchase Agreement. Before the expansion, Complainant's express condition for proceeding was that the original 2023 system remain under NEM 2.0 and that the new solar/battery expansion be configured as Non-Export. Contemporaneous evidence predating the disputed filing documents that condition and Bright Energy's confirmation of the intended configuration.

The central issue is not whether Complainant intended a NEM 2.0 / Non-Export configuration, nor whether Bright Energy later recognized that its filing was wrong. Bright Energy expressly told PG&E on February 12, 2026 that the project had been submitted as NEM 3 "by mistake" and asked that it be reversed so the customer could remain on his existing NEM 2 rate. PG&E later stated in writing: "We fully recognize that you intended for your original system to remain under NEM 2 and for the expansion to operate as Non-Export." PG&E nevertheless refused correction because the contractor had originally submitted the expansion as exporting.

The Commission is therefore asked to determine whether the governing tariff, Rule 21, and Commission authorities actually require an acknowledged contractor filing error to control permanently despite the documented pre-installation intent, the contractor's own request to correct its mistake, and PG&E's later express recognition of the intended configuration. If they do not, Complainant requests correction of the interconnection, tariff, account, and billing treatment so that a customer is not left bearing long-term financial consequences solely from a contractor's erroneous filing that both the customer and contractor repeatedly sought to correct.

2. Parties and Prior Informal Resolution

Complainant Arash Shemirani is a residential PG&E customer in San Ramon, California. The required address, telephone number, email address, and account information will be supplied on the CPUC Formal Complaint form.

Defendant Pacific Gas and Electric Company is an investor-owned electric utility subject to the jurisdiction of the California Public Utilities Commission.

Complainant first pursued informal resolution with PG&E and then CPUC Consumer Affairs Branch Case No. 721044. On April 8, 2026, CAB advised that it could not compel the requested relief and identified a Formal Complaint as an available next step.

3. Chronology and Supporting Facts

1. Original NEM 2.0 system (2023). PG&E records identify the original NEM 2 application as No. 125789694, submitted April 4, 2023 and receiving permission to operate June 10, 2023.

2. Pre-installation condition for the 2025 expansion. Complainant did not want to proceed with the expansion if doing so would cause the original system to lose NEM 2.0. His intended arrangement was an existing NEM 2.0 system plus a separate Non-Export expansion.

3. Pre-installation PG&E call. Complainant recalls a PG&E telephone call on or about July 10, 2025 in which he expressly stated that he would not proceed if the expansion caused loss of NEM 2.0, explained that the installer represented the expansion would be Non-Export, and was told by the PG&E representative that a properly configured Non-Export expansion could preserve the existing system's NEM treatment. Complainant requests that PG&E preserve and produce the recording and associated call metadata. The approximate date is stated from Complainant's recollection and should be confirmed from PG&E's records.

4. September 8, 2025 installer confirmation. In a written exchange predating the disputed application, Complainant specifically asked that NEM 2 on the current system remain after the new installation. Thierry Boutros replied that he had received confirmation that the old system would remain under NEM 2.0, the new system would be set up as Non-Export, and management had confirmed that arrangement. See Exhibit A. Exhibit G independently corroborates Boutros's role in this transaction: the EnFin agreement identifies Bright Energy Group as the Contractor/Solar Installer and Thierry Boutros as the salesperson, HIS No. 153755 SP; Boutros's California CSLB Home Improvement Salesperson identification card bears the same registration number. Thus, the September 8 communication is tied by matching documentary identifiers to the Bright Energy transaction itself.

5. Erroneous November 2025 application. Bright Energy submitted Application No. 131985391 on November 6, 2025 for the additional solar and battery system. PG&E states that it was submitted as SNEM Paired Storage/exporting, superseded the original NEM 2 treatment, and resulted in PTO under NBT on November 12, 2025.

6. Bright Energy acknowledged its filing error; PG&E Customer Relations review and corrected Non-Export documentation. On February 12, 2026, Gene Lugo of Bright Energy Group emailed PG&E's NEM personnel stating that the project had been "submitted as NEM 3 by mistake" and asking whether it could be reversed so the customer could remain on his existing NEM 2 rate. See Exhibit H. After Complainant separately contacted PG&E seeking assistance in resolving the erroneous filing, Cisco Gonzalez of PG&E Customer Relations / Executive Escalations was the first PG&E representative who corresponded directly with Complainant to investigate the matter. Gonzalez asked Complainant to provide evidence establishing the pre-installation intent. Complainant supplied the available contemporaneous evidence, including the earlier PG&E recorded call and the September 8, 2025 Bright Energy transaction communication. According to Complainant's recollection, Gonzalez indicated that the evidence appeared to support the claimed intent while explaining that PG&E leadership would make the final decision. In anticipation of a favorable determination, Gonzalez suggested having Bright Energy prepare an updated Non-Export single-line diagram in advance so the correction could proceed promptly if approved. Bright Energy, having already acknowledged the filing mistake and having been attempting to correct it with PG&E, promptly prepared the Non-Export SLD reflected in Exhibit B. The later SLD is therefore corrective documentation prepared during PG&E's review; the pre-installation call and September 8 communication remain the contemporaneous evidence of intent.

Reliance on licensed contractor's technical expertise. Complainant electronically signed documents presented in the interconnection process in reliance on Bright Energy Group LLC, the licensed solar contractor, to prepare and submit the technical documentation correctly. Bright Energy had already confirmed in writing that the original system would retain NEM 2.0 and the expansion would be Non-Export. Complainant reasonably believed the documents he signed implemented that agreed configuration. As a residential customer without specialized knowledge of utility interconnection classifications, he lacked the technical expertise to recognize that the contractor-prepared application instead specified exporting. His electronic signature should not, by itself, be treated as a knowing choice to install an exporting expansion or relinquish the existing system's NEM 2.0 treatment.

4. PG&E Asked the Homeowner to Prove Intent, Then Relied on the Already-Known Filing Error

After Complainant's initial request to PG&E for help correcting the erroneous interconnection filing, Cisco Gonzalez of PG&E Customer Relations / Executive Escalations became the first PG&E representative to correspond directly with Complainant and investigate how the matter might be resolved. Gonzalez asked Complainant to provide evidence establishing the pre-installation intent. Complainant first directed Gonzalez to PG&E's own pre-installation call recording and asked him to locate it because the call captured, before the expansion and before the disputed application, Complainant's explicit statement that he would not proceed with the new system if doing so meant losing NEM 2.0. In that call, Complainant had explained that the installer represented the expansion

would be Non-Export and asked PG&E to confirm that the existing NEM 2.0 system could remain under NEM 2.0 if the addition were configured that way. The PG&E representative confirmed that a properly configured Non-Export addition could preserve the existing system's NEM treatment. Complainant also identified the September 8, 2025 written confirmation from Thierry Boutros as independent contemporaneous evidence. According to Complainant's recollection, Gonzalez later said he had located and reviewed the recording and that, in his own assessment, the evidence supported the claimed pre-installation intent, while explaining that PG&E leadership would make the actual decision. Gonzalez then suggested obtaining the corrected Non-Export SLD in advance in case leadership approved the correction. These oral statements are offered as Complainant's testimony, not as a written admission by Gonzalez; the recording itself is requested for the Commission's review.

This sequence matters. The contractor's erroneous application was not newly discovered after the intent evidence was produced; it was the reason Complainant and Bright Energy were seeking PG&E's help in the first place, and Bright Energy had already told PG&E in writing that the NEM 3 submission was "by mistake." PG&E nevertheless asked Complainant to prove what the intended configuration had been before the filing. Complainant responded with the evidence PG&E requested. If PG&E's position was that the contractor's filed selection was legally dispositive regardless of pre-installation intent, contractor acknowledgment, or corrective documentation, then the requested intent inquiry could not affect the outcome. The Commission is asked to determine whether the governing tariff and Rule 21 actually require that result, and whether PG&E applied a consistent, tariff-based standard in requesting and evaluating evidence that it ultimately treated as immaterial.

After Complainant supplied the requested evidence, PG&E's March 25 written explanation stated that calls and emails from months before the application did not meet PG&E's standard for demonstrating intent and further stated that communications with a different installer did not qualify. See Exhibit C.

Complainant immediately corrected the latter factual premise: the September 8 communication was not with a different installer. Thierry Boutros was the HIS salesperson associated with the Bright Energy transaction. That relationship is independently corroborated by the EnFin agreement, which identifies Bright Energy Group as the Contractor/Solar Installer and Thierry Boutros as the salesperson with HIS No. 153755 SP, and by Boutros's California CSLB Home Improvement Salesperson identification card showing the same registration number. See Exhibit G. Gonzalez then replied in writing: "That was a misunderstanding, but would not change the outcome of the decision." He added that, in his opinion, the key issue was the multiple opportunities the contractor had to indicate Non-Export. See Exhibit C. This matters because the factual premise used to discount the September 8 evidence was demonstrably incorrect, yet correcting that premise did not alter the result.

PG&E's later April 2 Rule 21 dispute response went further and expressly acknowledged the very intent PG&E had earlier asked Complainant to establish: "We fully recognize that you intended for your original system to remain under NEM 2 and for the expansion to operate as Non-Export." Yet PG&E still denied correction because the contractor had filed the project as exporting. See Exhibit D.

5. The Inconsistency the Commission Is Asked to Resolve

Complainant does not ask the Commission to infer PG&E's reasoning from a long email chain. The material sequence is straightforward:

1. Bright Energy's exporting/NEM 3 filing was the known problem, and Bright Energy itself told PG&E in writing that the project had been submitted as NEM 3 "by mistake" and asked that it be reversed.
2. PG&E nevertheless asked the homeowner to establish the intended pre-installation configuration as part of its escalation review.
3. The homeowner supplied contemporaneous evidence of that intent, including PG&E's own recorded pre-installation call and the September 8, 2025 Bright Energy transaction communication.
4. PG&E initially discounted part of that evidence on the stated premise that it involved a different installer.
5. When the homeowner corrected that premise - now independently corroborated by the matching EnFin and CSLB HIS records in Exhibit G - PG&E acknowledged the misunderstanding but said the outcome would not change.
6. PG&E then expressly recognized that the homeowner had in fact intended NEM 2.0 for the original system and Non-Export for the expansion.

7. PG&E nevertheless returned to the contractor's acknowledged erroneous filing as the reason correction could not be made.

The Commission is therefore asked to determine what legal significance PG&E was permitted to give to the requested proof of pre-installation intent; whether PG&E applied a consistent and tariff-based standard; and whether the contractor's acknowledged filing error is in fact irrevocable under the governing authorities.

Complainant has produced the contemporaneous evidence PG&E requested, the contractor has admitted the filing mistake and sought reversal, corrective Non-Export documentation was prepared, and PG&E itself ultimately recognized the intended configuration. Under these facts, Complainant respectfully asks the Commission not to permit an acknowledged contractor filing error, standing alone, to impose continuing and substantial financial consequences on the homeowner unless PG&E can identify controlling authority that actually requires that result.

6. Regulatory Context Supporting the Intended Configuration

The requested configuration itself was not an invented or technically impossible arrangement. In Resolution E-5301, under "Treatment of Additions to NEM 2.0 Systems," the Commission recorded PG&E's position that both its NEM 2.0 tariff and NBT allowed customers to meter additions separately under Rule 21 non-export provisions. In resolving that issue, the Commission concluded that the utilities' proposals were reasonable and approved them. See Exhibit F.

Complainant relies on Resolution E-5301 for a limited but important proposition: a separate Rule 21 Non-Export pathway for an addition to an existing NEM 2.0 system was part of the regulatory framework recognized in the Commission's resolution. This supports the feasibility and regulatory legitimacy of the configuration Complainant says he required before proceeding. Resolution E-5301 does not by itself decide the separate question whether an erroneous exporting filing may be corrected after PTO; that is the question presented here.

PG&E's April 2 denial asserted broadly that once the expansion was filed and approved as exporting, the regulatory framework did not permit reversal to Non-Export or retention under NEM 2 regardless of documented customer intent. Complainant requests that PG&E identify, and that the Commission evaluate, the exact tariff, Rule 21 provision, Commission decision, resolution, or other binding authority supporting that asserted prohibition. In doing so, Complainant asks the Commission to consider the complete record: the intended Non-Export pathway was recognized within the Rule 21 framework; the homeowner documented his condition before installation; the contractor admitted its filing mistake and sought reversal; PG&E requested and evaluated additional proof of intent; and PG&E ultimately expressly recognized that intent. The requested relief therefore seeks application of the governing rules to the documented facts, not an exception based merely on fairness.

7. Relevant PG&E Witness / Contact and Requested Evidence Preservation

Cisco Gonzalez was the PG&E Customer Relations / Executive Escalations representative who communicated directly with Complainant during the escalation and leadership review. His PG&E correspondence identifies him as:

Cisco Gonzalez

Customer Relations | Executive Escalations | Expert

Email: Cisco.Gonzalez@pge.com

Telephone shown in his PG&E signature: 916-472-1055

Complainant identifies Mr. Gonzalez so PG&E and the Commission can readily locate the relevant internal communications, escalation history, and persons involved. Complainant is not alleging personal wrongdoing by Mr. Gonzalez; his communications are relevant because they document PG&E's review process and stated rationales.

Complainant specifically requests that PG&E immediately preserve, and produce through the Commission's appropriate discovery or evidentiary process, the recording and metadata of the pre-installation customer call believed to have occurred on or about July 10, 2025, including call date/time, originating/receiving numbers if retained, representative identity, call notes, recording identifier, and the audio recording itself. Complainant also requests preservation of internal PG&E communications and notes concerning Cisco Gonzalez's escalation review and leadership decision.

8. Specific Acts and Omissions Challenged

- Refusing to correct the 2025 interconnection/tariff classification after receiving contemporaneous evidence of the intended Non-Export configuration and after expressly recognizing that intent.
- Treating the contractor's disputed exporting application as dispositive without identifying to Complainant the specific binding authority that makes the filing incapable of correction under these circumstances.
- Discounting the September 8 evidence in part on an incorrect 'different installer' premise, then maintaining the same outcome after acknowledging that premise was a misunderstanding, even though Exhibit G independently ties Boutros to the Bright Energy transaction through matching HIS No. 153755 SP.
- Applying a review process in which proof of homeowner intent was requested and evaluated, but ultimately treated as immaterial because the contractor's original filing did not itself show that intent.
- Continuing account and billing treatment resulting from the disputed reclassification of the original NEM 2.0 system and the 2025 expansion.

9. Issues for Commission Determination

- Whether the governing PG&E tariff, Rule 21, Resolution E-5301, and other applicable Commission authorities permit the original 2023 NEM 2.0 system to retain NEM 2.0 treatment while the later expansion is separately interconnected as Non-Export.
- Whether, under the specific facts presented, the contractor's erroneous exporting application legally prevents correction to the documented intended configuration after PTO.
- What specific binding authority supports PG&E's statement that reversal is prohibited regardless of documented pre-installation intent or subsequent clarification.
- Whether PG&E applied a consistent and tariff-based standard when it requested proof of intent, rejected evidence partly on an incorrect installer premise, acknowledged that misunderstanding, later expressly recognized the intended configuration, and nevertheless treated the contractor's erroneous exporting filing as controlling.
- What corrective interconnection, tariff, account, and billing relief is required if the Commission determines that PG&E's present classification is not required by the governing authorities.

10. Injury

Because of the disputed classification, Complainant's original system has not received the NEM 2.0 treatment he expressly sought to preserve, and his account and export compensation have instead been treated under the later tariff structure. The injury is ongoing and potentially long-term because the 2025 system was acquired under a long-term EnFin Solar Power Purchase Agreement, while the economic value of the project was evaluated on the understanding that the original system's NEM 2.0 treatment would be preserved. Complainant seeks corrective utility relief and any billing reparations within the Commission's authority; he does not seek tort, emotional-distress, lost-profit, or other civil damages from the CPUC.

11. Exact Relief Requested

1. Determine the correct interconnection and tariff treatment under PG&E's applicable tariffs, Rule 21, Resolution E-5301, and other controlling Commission authorities.
2. If the Commission determines that the governing authorities do not require the present exporting/NBT classification, order PG&E to restore NEM 2.0 treatment to the original 2023 system and process/recognize the 2025 expansion as a separate Non-Export facility, consistent with the configuration documented before the disputed application.
3. Order PG&E to correct its interconnection, account, and billing records consistent with the Commission's determination, including any appropriate billing adjustments or reparations within CPUC jurisdiction.
4. Require PG&E to identify the exact tariff provision, Rule 21 section, Commission decision/resolution, or other binding authority supporting its assertion that an erroneous exporting filing cannot be corrected under these facts.

5. Require PG&E to preserve and produce the pre-installation PG&E call recording and associated metadata described above, together with relevant escalation notes and communications, through the appropriate discovery/evidentiary process.
6. Grant any other corrective relief within the Commission's jurisdiction necessary to implement the Commission's determination.

12. Scoping Memo Information (Rule 4.2(a))

Proposed category: Adjudicatory. The complaint concerns application of utility interconnection/tariff rules to a specific customer and does not challenge the reasonableness of PG&E's rates generally.

Hearings needed: Yes, if material facts remain disputed. Potential factual issues include the pre-installation call, PG&E's escalation review, and the contractor/interconnection history. If the parties stipulate to the material facts and the dispute becomes purely legal, Complainant is willing to proceed on the written record.

Procedure requested: Regular Complaint.

Issues: The issues are stated in Section 9 above.

Proposed schedule: A prehearing conference approximately 30–45 days after the complaint is accepted; focused discovery thereafter; evidentiary hearing approximately 90–120 days after filing if necessary; briefing and submission on a schedule allowing final resolution within 12 months, consistent with the adjudicatory deadline in Rule 4.2(a).

13. Exhibits

Exhibit A: September 8, 2025 Thierry Boutros email documenting the customer's NEM 2.0 / Non-Export requirement and management confirmation.

Exhibit B: Bright Energy Non-Export single-line drawing and related submission documentation.

Exhibit C: March 23–25, 2026 Cisco Gonzalez / PG&E leadership-decision email thread, including PG&E's stated intent standard, the 'different installer' premise, the customer's correction, and Gonzalez's acknowledgment that it was a misunderstanding.

Exhibit D: April 2, 2026 PG&E Rule 21 dispute response expressly recognizing the intended NEM 2 / Non-Export configuration while denying reclassification.

Exhibit E: April 8, 2026 CPUC Consumer Affairs Branch response, Commission File No. 721044.

Exhibit F: CPUC Resolution E-5301 (or the relevant pages), addressing treatment of additions to NEM 2.0 systems, including PG&E's stated Rule 21 non-export pathway and the Commission's approval of the utilities' proposals on that issue.

Exhibit G: Relevant EnFin Solar Power Purchase Agreement page and California CSLB HIS identification card showing the same Thierry Boutros HIS registration number (153755 SP), Bright Energy Group as Contractor/Solar Installer, and Bright Energy's California License No. 1080822, corroborating Boutros's connection to the Bright Energy transaction.

Exhibit H: February 12, 2026 Gene Lugo / Bright Energy Group email to PG&E expressly stating that the project was submitted as NEM 3 "by mistake" and asking whether it could be reversed so the customer could remain on his existing NEM 2 rate.

14. Verification and Filing Completion

This narrative accompanies the signed CPUC Formal Complaint form and supporting Exhibits A-H.

Respectfully submitted,

Arash Shemirani
Complainant

EXHIBIT A

September 8, 2025 Thierry Boutros Email

Contemporaneous pre-application written confirmation of NEM 2.0 for the existing system and Non-Export for the expansion, with management confirmation.

EXHIBIT - THIERRY BOUTROS EMAIL

Contemporaneous confirmation of NEM 2.0 / Non-Export configuration

From	Thierry Boutros
Date	Monday, September 8, 2025 at 3:27 PM
Subject	Re: Contract Review
To	Andre Shem

Relevant Item No. 2

2- Please talk to your manager and make sure the NEM 2 on the current system stays on (a separate measuring/calculating system), once and after the new system is installed. I believe you mentioned there is an article or a former customer docs you may send me that shows this.

Thierry Boutros's response to Item No. 2

Also Good news! I received confirmation (as expected) that the old system will remain under NEM 2.0, and the new system will be set up as a Non-Export system to make sure your old system remains on NEM 2.0. That was exactly what I had expected and explained, and we now have confirmation from management as well on that!

Evidentiary significance: This email predates the disputed November 2025 interconnection filing. It records the customer's request that the existing system remain under NEM 2.0 and Thierry Boutros's written statement that confirmation had been received from management that the old system would remain under NEM 2.0 and the new system would be configured as Non-Export.

SOURCE EMAIL SCREENSHOT

Gmail

Compose

Inbox

76,912

Starred

Snoozed

Important

Sent

Drafts

118

Purchases

242

Social

4,887

Updates

94,881

Forums

12

Promotions

101,041

More

Labels

+

9639 A Rental

ADU

1

ADU Leak Complaint Fil...

Awning

Photos and Videos

Rental

in:sent

Active

Arash Shemirani

408-315-3419

Forwarded message

From: Thierry Boutros <thierry@purepowerinnovations.net>

Date: Mon, Sep 8, 2025 at 3:27 PM

Subject: Re: Contract Review

To: Andre Shem <aemsis@gmail.com>

Hey Arash,

Sorry for the delayed response but my manager was out of the office during the weekend.

Kindly find the responses below:

1- Please talk to your manager and see if we can exchange the two Enphase batteries for 1 Tesla Battery (please get this one approved as incentive to him as moving forward signature 🙏). Let him know the Tesla battery was what was discussed. Maybe 2 verses one between the large and small system

Great news! My manager approved keeping the same price and switching to a Tesla PW3. However he is only keeping the offer valid for the next 24 hours. Therefore I would appreciate it if we can get everything going and get the Install Agreement signed in the next 24 hours. I have sent an updated version with the Tesla Battery instead.

2- Please talk to your manager and make sure the NEM 2 on the current system stays (on a separate measuring/calculating system), once and after the new system is installed. I believe you mentioned there is an article or a former customer docs you may send me that shows this.

Also Good news! I received confirmation (as expected) that the old system will remain under NEM 2.0, and the new system will be set up as a Non-Export system to make sure your old system remains on NEM 2.0. That was exactly what I had expected and explained, and we now have confirmation from management as well on that!

3- Roof warranty and your company warranty documents and coverages.

The roof warranty is a simple 10 year workmanship warranty. We'll be installing a 40 year GAF cooling roof. For our warranty, the best document to refer to would be the Homeowner Install Agreement that I have just resent with the updated battery.

4- Any warranties or documentations in writing to protect me in completing and receiving the PTO from PG&E

As part of our scope of work, we are legally bound to get you all the way to PTO since we are the contractor assigned to your project. Unfortunately there is no specific documentation that just states that other than the install agreement which shows that the system needs to be fully activated as part of the scope of work.

EXHIBIT B

Bright Energy Non-Export SLD and Submission

Corrected technical documentation reflecting the intended Non-Export configuration.

EXHIBIT - BRIGHT ENERGY NON-EXPORT SLD

Corrected technical documentation submitted in connection with the PG&E; interconnection dispute

Contents

1. Screenshot of the Bright Energy SLD submission email to PG&E.;
2. The attached Bright Energy drawing preserved from the original evidence package.

Evidentiary significance: This exhibit documents the technical drawing produced by Bright Energy for the Non-Export configuration after the filing issue was identified. It is kept separate from the September 8, 2025 Thierry Boutros email, which addresses pre-installation intent.

SLD SUBMISSION EMAIL - SOURCE SCREENSHOT

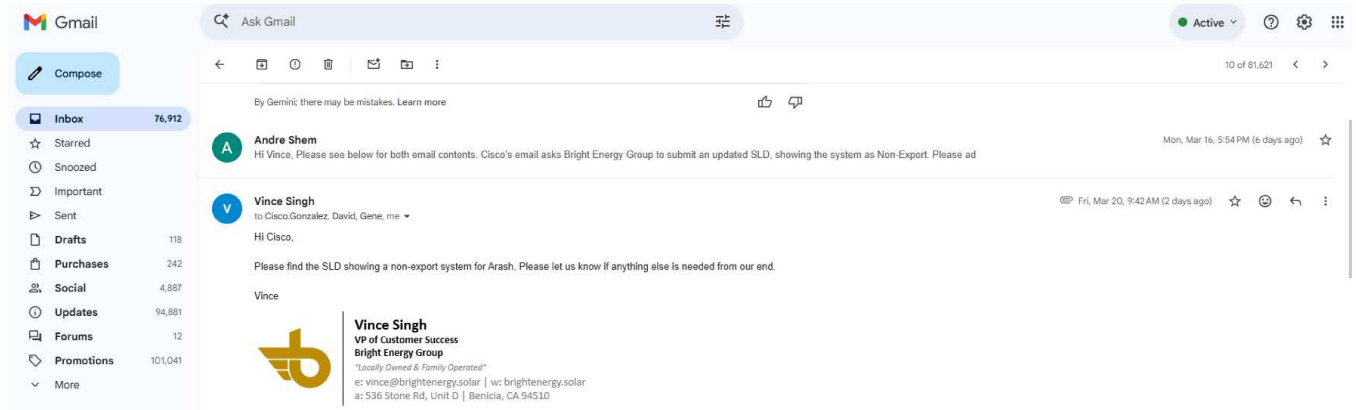


EXHIBIT C

Cisco Gonzalez / PG&E; Leadership Review Email Chain

PG&E;'s stated rationale, the 'different installer' premise, the customer's correction, and PG&E;'s acknowledgment that the premise was a misunderstanding.

EXHIBIT A - Leadership Decision Confirmation Email Thread

From	"Gonzalez, Cisco" <Cisco.Gonzalez@pge.com>
To	Andre Shem <aemsis@gmail.com>
Date	Wed, 25 Mar 2026 23:54:57 +0000
Subject	RE: Leadership Decision confirmation letter

Classification: Internal

Understood Arash,

That was a misunderstanding, but would not change the outcome of the decision.

The key issue is the multiple opportunities and misses your solar contractor / installer had to indicate this was a non-export system and or those were the intentions.

That is the main reason for the denial (in my opinion).

Cisco Gonzalez | Customer Relations | Executive Escalations | Expert
916.472.1055 | Cisco.Gonzalez@pge.com<mailto:Cisco.Gonzalez@pge.com>
[cid:image001.png@01DCBC77.DEB2C460]

From: Andre Shem <aemsis@gmail.com>
Sent: Wednesday, March 25, 2026 4:41 PM
To: Gonzalez, Cisco <Cisco.Gonzalez@pge.com>
Subject: Re: Leadership Decision confirmation letter

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the REPORT PHISH BUTTON.

Hi Cisco,

Thank you for your reply.

The bullet point number 6 is partly incorrect. The communication and NEM2 / Non-Export confirmation email I sent you was NOT with a different installer. It was with the HIS agent representing Bright Energy, the same company that filed the interconnection application. The HIS agent name (Thierry Bourtros), HIS agent ID, and the BRIGHT ENERGY BBB license number are all included in the EnFin solar contract I submitted in my initial email.

Thanks

Arash

On Wed, Mar 25, 2026 at 4:31 PM Gonzalez, Cisco <Cisco.Gonzalez@pge.com<mailto:Cisco.Gonzalez@pge.com>> wrote:

Classification: Internal

Hey Arash,

It will come from the CPUC decision. I am confirming they denied the request based on the information we discussed over the phone.

3. Explain company's position

- The customer's original NEM 2 application (125789694) was submitted on 04/04/23, prior to the NEM 2 sunset date, and received PTO on 06/10/23.
- The second application (131985391), submitted on 11/06/25, was for an additional solar system and battery storage. This application was submitted as SNEM Paired Storage, which superseded the original NEM 2 application and resulted in PTO under NBT on 11/12/25.

- The customer's installer did not submit the correct application type required to retain NEM 2 eligibility.
- The submitted documentation did not indicate that the project was intended to be non-export. Required indicators—such as SLD, inverter model selection, portal responses, installation contract, or building permit—were absent.
- PG&E has made limited exceptions only when the original application documentation clearly demonstrated non export intent. That evidence is not present in this case.
- Phone calls and emails from months prior to the application do not meet the standard for demonstrating intent, nor do communications with a different installer than the one who ultimately submitted the application.
- The customer executed the NBT Agreement, which clearly states that the project would be placed on the New Billing Tariff.

Therefore, PG&E's position is that the customer's project was correctly processed under NBT and does not qualify for NEM 2 or NEM-MT.

Thank you,

Cisco Gonzalez | Customer Relations | Executive Escalations | Expert
916.472.1055 | Cisco.Gonzalez@pge.com<mailto:Cisco.Gonzalez@pge.com>
[cid:image001.png@01DCBC77.DEB2C460]

From: Andre Shem <aemsis@gmail.com<mailto:aemsis@gmail.com>>
Sent: Wednesday, March 25, 2026 4:28 PM
To: Gonzalez, Cisco <Cisco.Gonzalez@pge.com<mailto:Cisco.Gonzalez@pge.com>>
Subject: Re: Leadership Decision confirmation letter

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the REPORT PHISH BUTTON.

Hi Cisco,
Would you email/forward me the leadership team's denial decision?
I need to have that for my records.

Thank you
Arash Shemirani

On Mon, Mar 23, 2026 at 12:32 PM Gonzalez, Cisco <Cisco.Gonzalez@pge.com<mailto:Cisco.Gonzalez@pge.com>> wrote:

Classification: Internal

Hey Arash,

Yes we since you submitted an informal complaint to the CPUC we are required to respond to your complaint. All the information, along with our company response and position will be submitted to the CPUC (possibly by end of business today).

Cisco Gonzalez | Customer Relations | Executive Escalations | Expert
916.472.1055 | Cisco.Gonzalez@pge.com<mailto:Cisco.Gonzalez@pge.com>
[cid:image001.png@01DCBC77.DEB2C460]

From: Andre Shem <aemsis@gmail.com<mailto:aemsis@gmail.com>>
Sent: Monday, March 23, 2026 12:31 PM
To: Gonzalez, Cisco <F1GK@pge.com<mailto:F1GK@pge.com>>
Subject: Leadership Decision confirmation letter

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the REPORT PHISH BUTTON.

Hi Cisco,

Do you have the PG&E leadership decision letter or anything in writing that explains the details of their decision?

I'd appreciate it if you sent that to me so I can see what to do next.

I remember you also told me that you would be communicating the decision with CPUC. Did I understand that correctly?

Thank you

Arash Shemirani

We respect your privacy. Please review our privacy policy for more information.

<https://www.pge.com/en/about/company/privacy/customer/index.page>

You can read about PG&E's data privacy practices at [PGE.com/privacy](https://www.pge.com/privacy)<<https://www.pge.com/privacy>>.

EXHIBIT D

PG&E; April 2, 2026 Rule 21 Dispute Response

PG&E; expressly recognizes the intended NEM 2 / Non-Export configuration while denying reclassification.

EXHIBIT B - Formal Rule 21 Dispute and PG&E Response

From	Rule21Disputes <Rule21Disputes@pge.com>
To	Andre Shem <aemsis@gmail.com>
Date	Thu, 02 Apr 2026 21:20:00 +0000
Subject	RE: Formal Rule 21 Dispute – Request for Correction of Erroneous Interconnection Filing (NEM Classification)

Dear Arash,

Thank you for reaching out and submitting your formal Rule 21 dispute regarding the classification of your solar system expansion. I appreciate the clarity and thoroughness in outlining your concerns and the documentation you have provided.

After a comprehensive review of your case, including the details you shared, our leadership team has supported the decision to deny your request for Interconnection reclassification. This determination is based on a careful evaluation of the facts surrounding your application, the contractor's filing, and the applicable regulatory requirements.

Our Customer Relations team explained that the NEM classification assigned to your system expansion stems directly from the application submitted by your contractor, which specified an exporting configuration. According to PG&E policy and Rule 21 guidelines, such an application triggers NEM 3 treatment for the expanded system. Once a system is filed and approved as exporting, the regulatory framework does not permit reversal to a Non-Export status or retention under NEM 2, regardless of the customer's documented intent or subsequent clarifications.

We fully recognize that you intended for your original system to remain under NEM 2 and for the expansion to operate as Non-Export. However, the interconnection process is governed by procedural and technical requirements that must be met at the time of submission. The contractor's error, while unfortunate, cannot be remedied retroactively within the constraints of Rule 21 and PG&E's obligations. This ensures fair and non-discriminatory treatment for all customers, as required by the regulations.

Leadership has affirmed this position, and it is consistent with both internal policy and regulatory guidance. Please know that your dispute was reviewed in detail, and all documentation and communications were considered before reaching a final determination.

If you have further questions or would like additional clarification, please feel free to reach out. We appreciate your understanding and your commitment to resolving this matter through the appropriate channels.

Best regards,

Rule21 Disputes Team

From: Rule21Disputes <rule21disputes@pge.com>

Sent: Tuesday, March 24, 2026 9:47 AM

To: Andre Shem <aemsis@gmail.com>

Cc: Rule21.Ombudsman <Rule21Ombudsman@pge.com>; Rule21Disputes <Rule21Disputes@pge.com>

Subject: RE: Formal Rule 21 Dispute – Request for Correction of Erroneous Interconnection Filing (NEM Classification)

Dear Arash,

Thank you for reaching out and submitting your formal Rule 21 dispute regarding the interconnection classification for your system expansion. I want to confirm that your correspondence has been received. We understand the importance of your concerns and appreciate the detailed information you provided.

Our team will thoroughly review the issues you've raised, including all supporting documentation and records, to ensure a comprehensive evaluation. Please rest assured that we are looking into the matter and will keep you informed as we move forward with our review process.

If any additional information is needed, we will reach out to you directly. Thank you for your patience and for bringing this to our attention.

Best regards,

Rule21 Disputes Team

From: Andre Shem <aemsis@gmail.com>

Sent: Monday, March 23, 2026 9:49 PM

To: Rule21Disputes <rule21disputes@pge.com>

Cc: Rule21.Ombudsman <rule21Ombudsman@pge.com>

Subject: Formal Rule 21 Dispute – Request for Correction of Erroneous Interconnection Filing (NEM Classification)

!!! EXTERNAL SENDER !!!

This email came from outside PG&E. Think before you click. Be extra wary of links, attachments, providing sensitive information, and QR Codes. If this email seems suspicious, use the REPORT PHISH BUTTON.

To: rule21disputes@pge.com<mailto:rule21disputes@pge.com>

Cc: rule21Ombudsman@pge.com<mailto:rule21Ombudsman@pge.com>

From: Arash Shemirani

Service Address: 9639 Alcosta Blvd, San Ramon, CA 94583

PG&E account number: 9030897029-3

Dear Rule 21 Dispute Resolution Team,

I am submitting this correspondence as a formal dispute under Rule 21 regarding the interconnection classification applied to my solar system expansion.

Summary of Issue

The current classification of my system under the Net Billing Tariff (NBT/NEM 3) is the result of an erroneous application filing by my contractor (Bright Energy Group) and does not reflect my explicit and documented intent at the time of system design and approval.

Customer Intent (Pre-Installation)

Prior to installation, my clear and confirmed intent was as follows:

- Maintain my existing 2023 solar system under NEM 2
- Install the 2025 system expansion as a Non-Export system

This intent was:

- Communicated directly with PG&E (including a recorded call, which I requested PG&E to retrieve and review. You may also request a this recording by contacting Cisco Gonzalez F1GK@pge.com<mailto:F1GK@pge.com>)
- Confirmed in writing by the contractor's authorized representative (Thierry Boutros) acting on behalf of Bright Energy (See attached email communication dated Sep 08, 2025, ref: Line Item 2)

Nature of the Error

Despite the above, the contractor incorrectly submitted the interconnection/PTO application as an exporting system, which directly resulted in reclassification under NBT (NEM 3).

At no point did I knowingly authorize or intend an exporting configuration that would trigger NEM 3 treatment. My electronic signature was provided in reliance on the contractor's representations and without full technical understanding of PG&E's filing terminology.

Impact of the Error

This misclassification has caused a material and ongoing financial impact:

- Energy exported from my system is compensated at a fraction of one cent per kWh
- The same energy is resold to me at retail rates of approximately \$0.20–\$0.50 per kWh
- This outcome directly contradicts the intended purpose of the system expansion (increased self-generation and reduced reliance on PG&E)

Basis of Dispute

This is not a request for a policy exception, but rather a request to correct an erroneous application that does not reflect customer intent and was the result of contractor misrepresentation and filing error.

PG&E Premature Positioning

I understand that PG&E has communicated a leadership-level position regarding this matter. This body reached a denial of my request for Interconnection reclassification, despite asking (and receiving concrete) documentation to show Home owner Intent for keeping

NEM 2 and adding new solar panels as Non-Export. However, that position appears to have been reached prior to a complete evaluation of documented customer intent and before the initiation of a formal Rule 21 dispute review process.

This dispute is submitted to ensure that all relevant facts, including documented intent and contractor error, are fully evaluated within PG&E's formal dispute resolution framework before any final determination is relied upon. Consistent with Rule 21's requirement for fair and non-discriminatory interconnection processing, I respectfully request that this matter be reviewed on a complete and accurate factual record.

Requested Resolution

I respectfully request that PG&E:

1. Review all available records, including call recordings and correspondence, to verify documented customer intent
2. Acknowledge the contractor's filing error and its impact on system classification
3. Correct the interconnection configuration to reflect the original intent:
 - Existing system remains under NEM 2
 - Expansion system is designated as Non-Export

Good Faith Effort

This dispute is submitted in good faith to resolve the matter within PG&E's formal processes. In parallel, I am providing this information to the CPUC to ensure transparency and a complete record of this issue.

If this matter cannot be resolved through the Rule 21 dispute process, I will pursue further escalation with the CPUC, supported by all relevant documentation.

Thank you for your time and consideration. I look forward to your prompt and substantive response.

Sincerely,

Arash Shemirani

408-315-3419

aemsis@gmail.com<mailto:aemsis@gmail.com>

You can read about PG&E's data privacy practices at PGE.com/privacy<<https://www.PGE.com/privacy>>.

EXHIBIT E

CPUC Consumer Affairs Branch Response - Case 721044

April 8, 2026 informal complaint response and procedural history.

PUBLIC UTILITIES COMMISSION

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



April 08, 2026

Arash Shemirani
9639 Alcosta Blvd
San Ramon, CA 94583

Subject: Commission File No: 721044 for Complaint with Pacific Gas & Electric Company (PG&E)

Dear Arash Shemirani:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **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 complaint to the CPUC, you stated that your original solar system was installed and approved under Net Energy Metering 2 (NEM2) in 2023, and a second, separate Non Export expansion was added in late 2025. The contractor, Bright Energy Group LLC, mistakenly submitted the November 2025 interconnection application under NEM3, even though you never requested or authorized a tariff change. You indicated that the contractor later acknowledged the error and attempted to correct it with PG&E's Standard Net Energy Metering (SNEM) team, but the misclassification remained unresolved. According to your statement, you contacted both the Electric Generation Interconnection (EGI) and SNEM teams directly, but the issue was not corrected despite multiple attempts. You advised that under CPUC Decision 22 12 056 and Rule 21 procedures, customers should not lose NEM2 grandfathering due to contractor or administrative filing mistakes, and such errors may be corrected when they do not reflect the customer's intended system configuration. Because the incorrect NEM3 classification has caused significant financial harm, you requested an administrative correction restoring NEM2 status to the 2023 system and Non Export classification to the 2025 expansion. As a result, you contacted CAB for a review of your concern.

PG&E conducted an investigation following the filing of your complaint. PG&E reviewed your interconnection history and confirmed that the original application submitted on April 4, 2024, was approved under NEM2 on June 10, 2023. A second application submitted on November 6, 2025, for additional solar and battery storage was filed as SNEM Paired Storage, which automatically superseded the NEM2 agreement and resulted in the project being placed on the New Billing Tariff (NBT) on November 12, 2025. PG&E states the installer did not submit the correct application type needed to preserve NEM2 eligibility, and the documentation provided did not show any indication that the new installation was intended to be a Non Export system. PG&E also explains that exceptions are only made when the original application clearly proves Non Export intent, which was not demonstrated in this case. They further noted that past emails or discussions with a different installer do not qualify as evidence of intended configuration, and that the customer signed the NBT Agreement acknowledging the tariff. For these reasons, PG&E concludes the project was correctly processed under NBT and does not qualify for NEM2 or NEM MT. PG&E recommends that you work with the installer to understand the submission error and, if desired, submit a new Non Export application in the future, though it would not qualify for NEM2.

PG&E reviewed your additional information submitted to appeal their decision and their position remained unchanged.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you

PUBLIC UTILITIES COMMISSION

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



have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

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

EXHIBIT F

CPUC Resolution E-5301 - Relevant Regulatory Excerpts

Relevant portions concerning treatment of additions to NEM 2.0 systems and Rule 21 non-export treatment.

CPUC Resolution E-5301 - Relevant Excerpts

Energy Division Resolution E-5301, November 30, 2023, Treatment of Additions to NEM 2.0 Systems.

Page 12 - PG&E's position recorded by the Commission:

PG&E; stated that both its NEM 2.0 tariff and NBT allowed customers to meter additions separately under Rule 21 non-export provisions, and stated that it would add clarification to its NEM 2.0 tariff.

Page 21 - Commission disposition:

Under Treatment of Additions to NEM 2.0 Systems, the Commission concluded that the utilities' proposals were reasonable and approved them.

Official source: CPUC Resolution E-5301, Document No. 521257323. These excerpts are included for convenience; the Commission's official resolution controls.

EXHIBIT G

DOCUMENTS CORROBORATING THIERRY BOUTROS'S RELATIONSHIP TO BRIGHT ENERGY GROUP

Purpose. This exhibit corroborates that Thierry Boutros - the author of the September 8, 2025 pre-application confirmation in Exhibit A - was the salesperson associated with the Bright Energy transaction, not a representative of an unrelated installer.

Document 1 - EnFin Solar Power Purchase Agreement, relevant page. The agreement identifies **Bright Energy Group** as the **Contractor/Solar Installer**. In the adjacent Salesperson section, it identifies **Thierry Boutros** and lists HIS No. **153755sp**. The same page also shows Bright Energy Group California License No. 1080822.

Document 2 - California Contractors State License Board Home Improvement Salesperson card. The card identifies **THIERRY R BOUTROS** and Registration **153755 SP**. The registration number therefore matches the HIS number in the EnFin agreement.

Evidentiary significance. Taken together, these records independently connect Thierry Boutros to the Bright Energy project and corroborate Complainant's correction of PG&E's earlier "different installer" premise.

Document 1 - EnFin Agreement (Relevant Page)

DocuSign Envelope ID: 87ECB65D-65CB-4825-9060-E2B0C92FD50E



Solar Power Purchase Agreement

SOLAR POWER PURCHASE AGREEMENT

Homeowner's Name & Service Address	Co-Owner Name (If Any) Email, Phone	Installation Location
Arash Shemirani		9639 Alcosta Blvd,
9639 Alcosta Blvd, San Ramon, CA, 94583		San Ramon,
aemsis@gmail.com		CA, 94583
4083153419		

Contractor and Salesperson Contact Information
*The Notice of Cancellation may be sent to EnFin at the address immediately below.

Contractor/Solar Installer

Name : Bright Energy Group
Address:
536 Stone Road, Benicia, California, 94510
Toll-Free Phone number: (435) 619-1304
Email: ap@brightenergy.solar
Internet Address:
California License Number:
1080822,

Salesperson

First Name:
Thierry
Last Name:
Boutros
HIS Number (If Applicable):
153755sp

Signature:

Thierry Boutros
94C56FE77C4F4E0...

Date(s) Contract Signed by Homeowner(s) 9/30/2025

Document 2 - California CSLB Home Improvement Salesperson Identification Card



The card shows THIERRY R BOUTROS and Registration 153755 SP.

EXHIBIT H

February 12, 2026 Bright Energy Group Email to PG&E; Acknowledging Filing Error



Gene Lugo <gene.l@brightenergy.solar>

Arash Shemirani 9639 Alcosta Boulevard, San Ramon, California 94583

1 message

Gene Lugo <gene.l@brightenergy.solar>

Thu, Feb 12, 2026 at 12:57 PM

To: SNEMPairedStorage <SNEMPairedStorage@pge.com>, NEM Followups <NEMFollowups@pge.com>

Hi Team, this project was submitted as NEM 3 by mistake, can we get this reversed so the customer can stay in their existing NEM 2 rate?

Please let me know what is needed.

Thanks



Gene Lugo
Bright Energy Group

"Locally Owned & Family Operated"

e: gene.l@brightenergy.solar | w: brightenergy.solar

a: 536 Stone Rd, Unit D | Benicia, CA 94510

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