



FILED

10/14/26

04:59 PM

C2610018

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

Christine Lindorfer

Complainant,

vs.

Southern California Edison Company (U 338-E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Christine Lindorfer 21731 Ramona Ave Apple Valley, CA 92307 442-257-5127 notedandcharmed@gmail.com	Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: Anna.Valdborg@sce.com E-mail 2: case.admin@sce.com E-mail 3: AdviceTariffManager@sce.com

(Internal Use Only)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMPLAINT

Additional complainant(s) (Provide name, address, phone number and email address for each complainant)

Name of Complainant	
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)

SCE removed my CARE enrollment on April 5, 2026, and with it PIPP, because SCE.com did not accept my official Social Security benefit letter (SSA's PDF contains a link). The separate PIPP website accepted the same letter. SCE gave no clear notice and no other way to submit proof to me, a disabled customer. CARE was restored August 17, 2026, but SCE refuses to credit the lost discount. I now owe \$5,331.03 and face disconnection after October 26, 2026, with a medically vulnerable parent at home.

SCE account 700906559519; SCE Investigation No. 429547; CPUC Case No. 742180. See Attachment A.

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):

1. Whether SCE wrongly ended my CARE enrollment, and with it PIPP, because SCE.com did not accept a valid Social Security benefit letter that SCE's PIPP website accepted.
2. Whether SCE should credit the CARE discount (and the PIPP difference) for April 5 - August 17, 2026.
3. Whether SCE failed to give clear notice and a reasonable alternative way to submit proof to a disabled customer.
4. Whether SCE should hold disconnection and offer an affordable arrangement and AMP enrollment.
5. Whether SCE improperly denied my ESA application verbally, without a written decision or appeal.

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 10/14/2026, at Apple Valley, California
(date) (City)

Christine Lindorfer
(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.

Christine Lindorfer
Signature

10/14/2026
Date

Christine Lindorfer
Print your name

Christine Lindorfer v. Southern California Edison Company (U 338-E)

Attachment A: Details of Complaint

I am a disabled, low-income SCE customer (account 700906559519, service account 8018450232). I live on Social Security disability income and am enrolled in Medi-Cal. My elderly mother lives with me and needs air conditioning for her health, and soon heat. My usage is high because an old, inefficient rooftop air conditioning unit runs around the clock for her.

Early in 2026, as soon as my yearly Social Security (SSA) benefit letter arrived, I uploaded it the same day to the PIPP website, to SCE.com for my CARE High Usage Verification, to Southwest Gas, and to my water company. The PIPP website accepted the letter. SCE.com did not accept the same letter, because SSA's own PDF contains a link. SSA puts that link there; I have no other version. The website gave no clear error. SCE's notices looked like routine automated mail. I believed my proof had been received.

My disability affects my memory and my ability to manage paperwork, especially under stress. SCE did not offer me another way to submit proof, such as mail, email, or fax. I had also provided Medi-Cal proof; because of my high usage, SCE required income documents instead. That requirement was never explained to me in a way I could understand or act on. Even during SCE's investigation, my Medi-Cal proof was first accepted and I was later asked for my Social Security letter instead.

SCE removed my CARE enrollment on April 5, 2026. Because PIPP requires CARE, I also lost PIPP, even though the PIPP website had accepted the very same proof. PIPP was my lifeline: it let me afford food, my medication and doctor copays.

After I complained through the CPUC, SCE opened Investigation No. 429547 and, once Consumer Affairs obtained my documents, restored CARE effective August 17, 2026. In a letter dated September 29, 2026, SCE's Manager of Consumer Affairs stated that SCE will not credit the CARE discount for April 5 through August 17, 2026, that PIPP is no longer available to customers, and that I am not eligible for the Arrearage Management Plan (AMP) until I make one on-time payment of a current bill's new charges.

The CARE lapse, and the loss of PIPP that came with it, left me with bills I could not pay. My bills have at times been more than my house payment. My Social Security income is \$2,237 a month after Medicare is deducted. My house payment is \$1,160 and I am already behind on it. I have stopped buying my medication. On October 14, 2026, SCE sent a final notice: \$4,518.89 past due, with service subject to disconnection after October 26, 2026. My total balance is \$5,331.03. The only payment plan offered online requires \$1,066 up front, which I cannot pay. I offered SCE \$250, which is all I have, toward the AMP qualifying payment, and I am applying for LIHEAP and the Energy Assistance Fund.

On September 19, 2026, I asked SCE in writing for a medical certification for shut-off protection and a reasonable accommodation for my disability. On September 21, SCE (Henry Lam) placed a 30-day extension, said he would extend it further if needed, said he would submit an AMP application for me, and said he would escalate the website problem to IT. After the CPUC closed Case No. 742180 on September 23, 2026, my emails of October 12 and 14 asking for that extension went unanswered until SCE's October 14 reply, which offered no arrangement.

I also applied for SCE's Energy Savings Assistance (ESA) program, which could have replaced the inefficient air conditioning unit. SCE denied me verbally because of local permit fees, with no written decision, case number, or appeal process. I have applied for an AC replacement program and a roof repair loan for solar to reduce my usage permanently.

I lost a full discount program because SCE's website did not accept an official government document that SCE's own PIPP program accepted, and because SCE gave no clear notice or alternative way to submit it to a disabled customer. My income and eligibility never changed.

Timeline

Date	What happened
Early 2026	Uploaded SSA benefit letter: accepted by PIPP website; not accepted by SCE.com for CARE (SSA's link).
Apr 5, 2026	SCE removed CARE; PIPP lost because PIPP requires CARE.
Aug 13-14, 2026	Complaint received; SCE Investigation No. 429547 opened (Henry Lam).
Aug 17, 2026	CARE restored after Consumer Affairs obtained my documents.
Sep 17, 2026	SCE closed the investigation.
Sep 19, 2026	I requested medical certification and a disability accommodation in writing.
Sep 21, 2026	SCE placed a 30-day extension, offered to extend further, said it would submit AMP and escalate the website issue.
Sep 23, 2026	CPUC closed Case No. 742180.
Sep 29, 2026	SCE letter: no CARE credit for Apr 5-Aug 17; PIPP no longer available; AMP requires one on-time payment.
Oct 12, 2026	Applied for AMP online (pre-qualified); emailed SCE. No reply.
Oct 14, 2026	Final notice (disconnection after Oct 26); offered \$250; SCE declined any arrangement and referred me to LIHEAP/EAF.

Supporting documents available: emails from SCE Consumer Affairs (Aug 13, Aug 14, Sep 17, Sep 21, Sep 29 and Oct 14, 2026), the CPUC response for Case No. 742180 (Sep 23, 2026), my emails to SCE (Sep 19, Oct 12 and Oct 14, 2026), SCE's final notice (Oct 14, 2026), and my SSA benefit letter.

Attachment B: Relief Requested

Complainant requests an order directing SCE to:

1. Credit my account for the CARE discount I would have received from April 5, 2026 through August 17, 2026.
2. Credit my account for the difference between my actual bills and my PIPP bills from April 5, 2026, through the date PIPP would otherwise have ended for enrolled customers.
3. Hold all collection and disconnection on my account while this complaint is decided.
4. Offer a payment arrangement for the remaining balance with no large up-front payment, based on what I can actually afford, and enroll me in AMP once I make the qualifying on-time payment.
5. Provide a reasonable accommodation for my disability: accept my official Social Security benefit letter; accept proof by mail, email, or fax; give clear notice by phone or email when a document is not accepted; and allow reasonable extra time to respond.
6. Process my mother's Medical Baseline certification so her medical needs are counted in my usage allowance.
7. Issue a written decision on my Energy Savings Assistance application, reconsider it, and explain in writing how local permit fees can be handled.
8. Fix SCE.com so it accepts official Social Security benefit letters, or clearly tells customers when an upload fails and how else to submit it.