FILED
10/21/26
04:59 PM
C2610023

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Andy Bing Ge Complainant, vs. Pacific Gas and Electric Company (U39E) Defendant.	Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Andy Bing Ge 7876 Pineville Circle Castro Valley, CA 94552 Tel: (510) 432-9633 Email: andy8uscec@gmail.com	Pacific Gas and Electric Company (U39E) Attn: Cliff Gleicher, Managing Counsel 300 Lakeside Drive Oakland, CA 94612 Tel: 415-971-2678 Email 1: Cliff.Gleicher@pge.com Email 2: 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)

This complaint challenges an arbitrary, predatory, and unverified cancellation invoice (Invoice No. 0008491315-1) in the amount of $11,820.20 issued by Pacific Gas and Electric Company (PG&E) for a detached residential ADU application at 2122 Regent Way, Castro Valley, CA 94546 (Notification #130966233 / PM #35635436). The project was canceled prior to any physical construction or field operations being performed.
PG&E violated CPUC Tariff Electric Rules 15 and 16 by billing excessive, unsupported engineering charges exceeding the entire project's estimated budget, concealing audit records under the guise of "proprietary information," and issuing unauthorized collection notices while an active CPUC dispute (CAB File No. 733859) was pending. (See full Statement of Facts and Exhibits attached).
Please refer to attached Exhibits A through D for full documentary evidence:
- Exhibit A: Disputed PG&E Customer Payment Coupon & Invoices
- Exhibit B: Formal Correspondence & Itemized Dispute Breakdown
- Exhibit C: CAB Informal Complaint Records & PG&E Threat Notices
- Exhibit D: Comparative Engineering Estimates & Trenching Documentation

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 violated CPUC Tariff Electric Rule 16 by billing excessive, unsupported, and duplicative extension charges, failing to grant lawful allowances, and improperly issuing disconnection threats during a pending dispute.

(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): 11/20/2026
Hearing (Example: 7/1/09): 12/20/2026

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

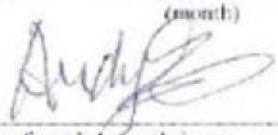
Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary.)

Complainant respectfully requests an order from the Commission:

1. Ordering PG&E to withdraw, cancel, and void Invoice No. 0008491315-1 in the amount of $11,820.20;
2. Ordering an independent audit of PG&E's alleged engineering/planning costs for PM #35635436;
3. Determining that non-refundable obligations are strictly limited to the $128.00 SACAC agreement;
4. Enjoining PG&E from collections, late penalties, or service disconnection pending final resolution;
5. Granting such other relief as the Commission deems just and reasonable.

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 Castro Valley (City), California, this 11th (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 October 11, 2026 (date), at Castro Valley (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

October 11, 2026
Date

Andy Bang Ge
Print your name

Customer Payment Coupon

References	
Notification #	130966233
Contract #	50124287 V1
E16-PM #	35635436
Customer #	4904331

June 06, 2025

Andy Bing Ge
7876 Pineville Circle
CASTRO VALLEY, CA 94552

Customer Cost Summary

2122 REGENT WAY, CASTRO VALLEY

Amounts Due		Total Due
Gas & Electric Single Services	$128.00	
Minus the following credit		
Advance Credit	($3,500.00)	
		($3,372.00)

If the Total Due is a negative number, no payment is required. A credit/refund will be issued.

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

130966233

Residential Rule 16 Gas and Electric Single Service Extension*

References	
Notification #	130966233
Contract #	50124287 V1
E16-PM #	35635436
Customer #	4904331

June 06, 2025

Andy Bing Ge

7876 Pineville Circle

CASTRO VALLEY, CA

RE: ADU@2122

Dear **Andy Ge**

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. Per Decision 23-12-037, Mixed-Fuel New Constructions project applications received after July 1, 2024 will not qualify for Allowances, Refunds, or Discount Option. For new applications for Gas Service Extension(s) on or after July 1, 2023, and Mixed-Fuel New Construction projects after July 1, 2024, Applicants 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	$0.00	$3,496.47
Residential allowance, a CPUC-approved credit applied to the cost of the job	- $0.00	- $3,368.47
Advance payment credit	SEE PMT CPN	SEE PMT CPN
Subtotal	$0.00	$128.00
Total Due (gas and electric)		$128.00

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 June 06, 2025
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 209-539-0757 or by email at F2R6@PGE.COM.

Sincerely,

Bear Rodriguez
New Business Project Coordinator, Pacific Gas and Electric Company

130966233

*Automated Document, Preliminary Statement, Part A Form 79-1018 Advice 4862-G/7158-E January 2024

STATEMENT OF APPLICANT'S CONTRACT ANTICIPATED COSTS.*

June 06, 2025

Project Name: ADU@2122

Project Location: 2122 REGENT WAY, CASTRO VALLEY

Notification Number: 130966233

PM Number(s): (Gas) (Electric) 35635436

APPLICANT COSTS

The following statement must only include the contracted anticipated installed costs of facilities installed by the Applicant that are refundable and that are PG&E's responsibility under its tariffs.

The costs provided by the Applicant must be taken from the Applicant's contract with its contractor. If the Applicant will be performing the work itself, the Applicant must also complete and sign this form.

The Applicant's statement of costs will be compared with PG&E's estimated installed costs of the same facilities, the lower of which will be used to determine the amount subject to allowances and refunds in accordance with the provisions of PG&E's Gas and Electric Rules 15 and 16.

If the Applicant chooses not to provide its costs, it must complete the last section of this form. Until the Applicant either provides the refundable cost from its contract with its contractor (or its own cost, if applicable), or returns this form indicating that it will not do so, PG&E will not proceed with any work on the Applicant's project.

GAS		ELECTRIC	
Residential Service Facilities:		**Residential Service Facilities:**	
Applicant: $		**Applicant: $**	
PG&E:	**$0.00**	**PG&E:**	**$578.87**
Number of gas service: 0	**Stubs:0**	**Number of Electric service: 1**	

- Applicant's statement of costs include: overhead or underground service conductors,poles, service transformers, connection fittings, service pipe, valves, service connections,and other PG&E-owned service equipment, as detailed in Gas and Electric Rule 16.
- Applicant's statement of costs DOES NOT include: inspection fees, nonresidential service costs, regulators, or PG&E-owned metering equipment.

* This form at all times shall be subject to such modifications as the California Public Utilities Commission May direct form time to time in the exercise of its jurisdiction.

Information collected on this form is used in accordance with PG&E's privacy policy. The privacy policy is available at pge.com/privacy



130966233

Automated document, Preliminary Statement, Part A

GAS	ELECTRIC
Gas Distribution Facilities and Non-Residential Service Services:	**Electric Distribution Facilities and Non-Residential Service Services:**
Applicant: $	**Applicant: $**
PG&E: $0.00	**PG&E: $0.00**

GAS DISTRIBUTION TRENCH

Applicant: $

PG&E: $0.00

- Applicant's statement of costs include: overhead or underground service conductors,poles, service transformers, connection fittings, service pipe, valves, service connections,and other PG&E-owned service equipment, as detailed in Gas and Electric Rule 16.
- Applicant's statement of costs DOES NOT include: inspection fees, nonresidential service costs, regulators, or PG&E-owned metering equipment.

I declare under penalty of perjury that the foregoing is true and correct.

[X] **APPLICANT'S ELECTION NOT TO PROVIDE COSTS:** (if this option selected, box must be checked)

I choose not to provide to the utility my refundable costs for this project as taken from my contract with my contractor, or as performed by myself, and acknowledge that PG&E will use its estimate of the refundable costs for this project in the contract between it and me.

Executed on 7/10/2025 | 6:05:43 PM PDT at _____
(Date) (City)

By: Andy Ge

Print Applicant Name: **Andy Bing Ge, AN INDIVIDUAL**

Signed: Ge, Andy

Title: Owner

130966233

Information collected on this form is used in accordance with PG&E's privacy policy. The privacy policy is available at pge.com/privacy

Automated document, Preliminary Statement, Part A

Residential Rule 16 Electric / Gas Single Service Extensions*

Detailed Cost Sheet –Electric/Gas Service Costs

References	
Notification #	130966233
Contract #	50124287 V1
E16-PM #	35635436
Customer #	4004331

June 06, 2025

Cost Breakdown

PG&E's Estimated Costs for:	Electric	Gas	Total
● Engineering / Administrative (including Applicant Design Value) Plus PG&E performed Service Tie-in and Meter Installation	$2,789.60	$0.00	$2,789.60
● Service Facility Installation Cost as identified on the enclosed SACAC form - Installed by PG&E	$578.87	$0.00	$578.87
- Installed by Applicant	$0.00	$0.00	$0.00
Net Joint Pole Credit Value of	$0.00	$0.00	$0.00
Sub Total: (Total Service Costs subject to Allowance)	$3,368.47	$0.00	$3,368.47
Less Residential Allowance (not to exceed Total Estimated Cost of Service Subject to Allowance)	$3,368.47	$0.00	$3,368.47
Excess Residential Service charge:	$0.00	$0.00	$0.00
Inspection fee(s) - PG&E Only:	$0.00	$0.00	$0.00
Value of Franchise Trenching, Conduit and Substructure	$0.00	$0.00	$0.00
Other Non-Refundable Charge	$0.00	$0.00	$0.00
Sub Total:	$0.00	$0.00	$0.00
ITCC (Tax)**	$0.00	$0.00	$0.00
Other Costs not subject to ITCC:	$0.00	$0.00	$0.00
D. 04-05-055 Line Extension Costs - Residential:(PMC Charge)	$128.00	$0.00	$128.00
Less Credit for Value of Applicant Design Work	$0.00	$0.00	$0.00
Less Excess Service Facilities Installed by Applicant	$0.00	$0.00	$0.00
Less Value of Franchise Trenching, Conduit and Substructures by Applicant	$0.00	$0.00	$0.00
Actual Cost Billing Forecast Fee	$0.00	$0.00	$0.00
Sub Total:	$128.00	$0.00	$128.00
Less Other Credits:	SEE PMT CPN	SEE PMT CPN	SEE PMT CPN
Total Non-Refundable Payment:			**$128.00**

Per CPUC Decision 22-09-026, Actual Cost Billing Forecast is to cover any cost increases due to unforeseen circumstances.

Note: This supplemental detailed cost sheet is **for reference only** and is not intended for use in place of the actual contract for the project listed.

Gmail

Andy Ge <andy8uscec@gmail.com>

RE: 4904331_8491315 | Request for Readable Contract & Itemized Cost Breakdown

1 message

Machen, Britni <BUM9@pge.com> Tue, Jun 2, 2026 at 11:19 AM
To: Andy Ge <andy8uscec@gmail.com>, "Rodriguez, Bear" <F2R6@pge.com>
Cc: "Hamann, Michael (Mike)" <MIHA@pge.com>

Classification: Internal

Hi Andy,

I attached the contract again, please let me know if you are still unable to open it. The terms and conditions of the contract reference our tariffs, including Gas and Electric rules 2, 15, and 16; Distribution and Service Extension Agreement Provisions (ELEC_FORMS_62-0062.pdf) and General Terms & Conditions for Gas and Electric Extension & Service Construction by Applicant (GAS_FORMS_79-716.pdf)

A line-item breakdown cannot be provided as it contains proprietary information. I have attached the summary of these costs. It can be broken down to Order and Design costs. Order costs may include, for example, labor, materials and supplies, (including long lead time materials), transportation, and other direct costs which PG&E allocates to such work. Design costs include the time to create the design itself. I also included how many hours were applied to the project's PM.

If you have any questions, please contact our Customer Fund Management team at (800) 422-0436. When calling this number, you do have to leave a message, and your call will be returned within 2 business days. You can also email them at helpline@pge.com.

@Rodriguez, Bear, Andy stated you committed to looking into this matter. Please provide an update on this.

Thank you!

Britni Machen

Credit Operations |Non-Energy Collections Unit | 800.945.5251 ext. 37838

For an invoice copy: invoicerequest@pge.com

Pacific Gas and Electric Company

CONFIDENTIALITY NOTICE: *This transmission contains information which may be privileged and protected from disclosure. Any misuse or unauthorized disclosure can result in both civil and criminal penalties. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the content of this transmission is prohibited. If you have received this communication in error, please notify me immediately by e-mail and delete the original message. PG&E is committed to protecting our customers' privacy. To learn more, please visit http://www.pge.com/about/company/privacy/customer/*

From: Andy Ge <andy8uscec@gmail.com>
Sent: Monday, June 1, 2026 10:48 PM
To: Hamann, Michael (Mike) <MIHA@pge.com>
Cc: Machen, Britni <BUM9@pge.com>; Rodriguez, Bear <F2R6@pge.com>
Subject: Re: 4904331_8491315 | Request for Readable Contract & Itemized Cost Breakdown

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 Mike,

Thank you for taking my call this morning and adding Britni to this correspondence to help support my case.

I have carefully reviewed the 18-page Application PDF you provided. I noticed that Part 8 ("Agreement to Pay and Signature") on page 18 does NOT contain my signature. It only shows printed text with a system-generated date. Without a fully executed and authorized agreement, it is deeply concerning that PG&E has moved forward with billing and collection actions.

While the central issue of my dispute remains—**that PG&E has yet to provide any justification or itemized breakdown for how a cancelled residential ADU project could incur $11,820.20 in actual costs**—I need your urgent assistance with the following to proceed:

1. **Resend the Contract PDF:** The second attachment (4904331-8491315 - Contract.pdf) is corrupted and cannot be opened on my end. Please resend a readable version so I can check if a legally binding contract actually exists.
2. **Provide the Itemized Cost Breakdown:** Please provide a detailed, line-by-line breakdown of the specific engineering hours, hourly rates, or direct labor allocated to this project, totaling $11,820.20.

If PG&E's Non-Energy Collection Unit continues to pursue collection actions while this engineering charge remains unverified and actively under internal review by the Project Manager, I will be forced to escalate this matter to the California Public Utilities Commission (CPUC) by filing a formal Rule 16 tariff challenge and billing dispute.

Given that Project Manager Bear Rodriguez previously committed on April 30th to looking into this matter internally, I look forward to your support in resolving this billing discrepancy. Please ensure all collection activities remain paused while this formal verification takes place.

Best regards,

Andy Ge Phone: 510-432-9633

On Mon, Jun 1, 2026 at 9:17 AM Hamann, Michael (Mike) <MIH4@pge.com> wrote:

Classification: Internal

Good morning,

I went ahead and included the application & the contract. I included a couple of pictures below of the agreements. & per your request I included Britni. She advised she has a busy day today, so I will attempt to support where I can.

Pacific Gas and Electric Company

APPLICATION FOR NEW SERVICE OR PROJECT

Project Number: P000356881

PART 8: Agreement to Pay and Signature

I understand that service will be engineered and installed based upon the information provided here. I agree to pay PG&E, on demand, for all work PG&E performs and all costs PG&E incurs for this application for service. PG&E may cancel this Application for Service (a) if the application is incomplete and I do not provide all necessary supporting documents and project data after being notified by PG&E, (b) if I fail to provide an engineering advance within ninety days after one is requested by PG&E, or (c) if PG&E sends a proposed contract and I do not return the contract, with the required payment, within ninety days. If the project is postponed or cancelled, by either party, I will pay PG&E for all such work and costs incurred by PG&E prior to the postponement or cancellation. PG&E's costs may include, for example, labor, material and supplies, (including long lead time materials), transportation, and other direct costs which PG&E allocates to such work. Incomplete information or any changes made at my request during the engineering, or after it is completed, will subject me to additional charges and may delay the establishment of service. I further agree to pay for any damage to new or existing PG&E facilities caused by my contractors or me. Service shall be subject to all of PG&E's applicable tariff schedules on file with and authorized by the California Public Utilities Commission (CPUC) and shall at all times be subject to such changes or modifications as the CPUC may direct from time to time in the exercise of its jurisdiction.

I understand that PG&E may require an engineering advance to cover some or all of its costs for project review, design work and cost development in connection with this application for service. I understand that any advance will be based upon current costs and the amount of work anticipated by PG&E based upon the information submitted in this application. I understand that any advance will be credited against the amount I owe, applied to the amount I may owe on the resulting line extension agreement, or refunded to me without interest when PG&E has completed its engineering work or if the project has been cancelled or postponed.

I have read the above information. I understand and agree with the provisions and my responsibilities.

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.

Mike

Service Representative II

Credit Policy & Operations, Non Energy Collections Unit (800.945.5251 ext.11130

For an invoice copy: invoicerequest@pge.com



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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

2 attachments

8491315 Contract PM35635436.pdf
2991K

AndyGe.8491315.CostSummary.docx
39K

Pacific Gas and Electric Company
P.O. Box 997310
Sacramento, CA 95899-7310

Date: July 08, 2026
Customer Number: 4904331

Andy Ge
7876 Pineville Circle
CASTRO VALLEY CA 94552

FINAL NOTICE - NON-ENERGY COLLECTIONS

Dear Andy Ge,

According to our records and information to date, there are **Past Due Charges** in conjunction with the projects listed below in the amount of $11,820.20. You are responsible for the aforementioned charges in the amount of $11,820.20 that reflect PG&E's costs to date. **In order to prevent further collection action, your immediate attention and payment are required.**

Project Description: ENGINEERING COST ON JOB CANCELED BY CUST

Payment is due upon receipt of this letter. Please remit payment directly to PG&E by sending a check to:

Pacific Gas and Electric Company
P.O. Box 997310
Sacramento, CA 95899-7310

Please remit your payment with the coupon below. Payments remitted with the coupon will be applied to the amount set forth in this letter. PG&E will apply any payment received without a payment coupon as it reasonably determines. Please specify invoice number on remittance check. If payment in full has already been made, thank you, and please disregard this notice.

If you have any questions, please call **1-800-945-5251**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Sincerely,
Non-Energy Collections Representative

Invoice Number	Invoice Date	Ofc	Type	Description	Amount	Days in Arrears
0008491315-1	02/26/2026	JK	ZSO		$11,820.20	132
Total Past Due Balance					**$11,820.20**	

Pacific Gas and Electric Company

Pacific Gas and Electric Company
P.O. Box 997310
Sacramento, CA 95899-7310

Date: July 08, 2026
Customer Number: 4904331

Andy Ge
7876 Pineville Circle
CASTRO VALLEY CA 94552

FINAL NOTICE - NON-ENERGY COLLECTIONS

Detach and return bottom portion of this invoice with your payments.

Non-Energy Invoice

999500084913151000116202000011820 20

Customer Number	Due Date	Amount Due	Amount Enclosed
4904331	Immediately	$11,820.20	

Andy Ge
7876 Pineville Circle
CASTRO VALLEY CA 94552

Please make your checks payable to:
Pacific Gas and Electric Company
P.O. Box 997310
Sacramento, CA 95899-7310

STATE OF CALIFORNIA GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION
320 W. 4th STREET, SUITE 320
LOS ANGELES, CA 90013

July 15, 2026

Andy Ge
7876 Pineville Cir
Castro Valley CA 94552

Subject: Commission File No: 733859 for Complaint with Pacific Gas & Electric Company

Dear Andy Ge:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) 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 complaint, you expressed concern about cancellation fees applied to your account. According to the utility it reviewed your concerns regarding the $11,820.20 invoice tied to a canceled new service application. PG&E stated that the charges are valid and reflect engineering and design work completed for Application #130966233 before the project was canceled. The utility explained that these costs are incurred regardless of whether construction proceeds and, under Electric **Rule 15**, applicants are responsible for costs incurred prior to cancellation. PG&E reported no billing errors and confirmed the balance remains due. The utility stated it attempted to contact you several times in June and later spoke with you on July 14, 2026, at which time you indicated a preference for email communication and disagreed with the decision. PG&E advised that you or the project applicant may contact Customer Fund Management to discuss payment options. No adjustment was made, and the utility considers the charges proper under applicable tariffs.

Based on the review of this information, CAB has determined that **PG&E** is not in violation of the rules or regulations of the CPUC. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

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

ATTACHED: Appeal Instructions

Customer Payment Coupon

References	
Notification #	130922021
Contract #	50123630 V2
E16-PM #	35635515
Customer #	4891923

February 12, 2026

Red Bay Investment LLC
7876 Pineville Circle
CASTRO VALLEY, CA 94552

Customer Cost Summary

236 SUNNYSIDE DRIVE, SAN LEANDRO

Amounts Due		Total Due
Gas & Electric Single Services	$853.40	
Minus the following credit		
Advance Credit	($128.00)	
		$725.40

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

130922021

Residential Rule 16 Gas and Electric Single Service Extension*

References	
Notification #	130922021
Contract #	80123630 V2
E16 PM #	35635515
Customer #	4891923

February 12, 2026

Red Bay Investment LLC

7876 Pineville Circle

CASTRO VALLEY, CA

RE: ADU for 238 B

Dear **Andy Ge**

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. Per Decision 23-12-037, Mixed-Fuel New Constructions project appliations received after July 1, 2024 will not qualify for Allowances, Refunds, or Discount Option. For new applications for Gas Service Extension(s) on or after July 1, 2023, and Mixed-Fuel New Construction projects after July 1, 2024, Applicants 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	$0.00	$3,888.69
Residential allowance, a CPUC-approved credit applied to the cost of the job	- $0.00	- $3,035.29
Advance payment credit	SEE PMT CPN	SEE PMT CPN
Subtotal	$0.00	$853.40
Total Due (gas and electric)		$853.40

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 February 12, 2026
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 510-227-7275 or by email at K6CK@PGE.COM.

Sincerely,

Kameron Carr
New Business Project Coordinator, Pacific Gas and Electric Company

130922021

*Automated Document, Preliminary Statement, Part A Form 79-1018 Advice 4863-G/7158-E January 2024

STATEMENT OF APPLICANT'S CONTRACT ANTICIPATED COSTS.*

February 12, 2026

Project Name: ADU for 236 B

Project Location: 236 SUNNYSIDE DRIVE, SAN LEANDRO

Notification Number: 130922021

PM Number(s): (Gas) (Electric) 35635515

APPLICANT COSTS

The following statement must only include the contracted anticipated installed costs of facilities installed by the Applicant that are refundable and that are PG&E's responsibility under its tariffs.

The costs provided by the Applicant must be taken from the Applicant's contract with its contractor. If the Applicant will be performing the work itself, the Applicant must also complete and sign this form.

The Applicant's statement of costs will be compared with PG&E's estimated installed costs of the same facilities, the lower of which will be used to determine the amount subject to allowances and refunds in accordance with the provisions of PG&E's Gas and Electric Rules 15 and 16.

If the Applicant chooses not to provide its costs, it must complete the last section of this form. Until the Applicant either provides the refundable cost from its contract with its contractor (or its own cost, if applicable), or returns this form indicating that it will not do so, PG&E will not proceed with any work on the Applicant's project.

GAS		ELECTRIC	
Residential Service Facilities:		**Residential Service Facilities:**	
Applicant: $		**Applicant: $**	
PG&E:	**$0.00**	**PG&E:**	**$1,069.76**
Number of gas service: 0	**Stubs:** 0	**Number of Electric service:** 1	

- Applicant's statement of costs include: overhead or underground service conductors,poles, service transformers, connection fittings, service pipe, valves, service connections,and other PG&E-owned service equipment, as detailed in Gas and Electric Rule 16.
- Applicant's statement of costs DOES NOT include: inspection fees, nonresidential service costs, regulators, or PG&E-owned metering equipment.

* This form at all times shall be subject to such modifications as the California Public Utilities Commission May direct form time to time in the exercise of its jurisdiction.

†Information collected on this form is used in accordance with PG&E's privacy policy. The privacy policy is available at pge.com/privacy

Automated document, Preliminary Statement, Part A

130922021

GAS	ELECTRIC
Gas Distribution Facilities and Non-Residential Service Services:	**Electric Distribution Facilities and Non-Residential Service Services:**
Applicant: $ _____	**Applicant: $** _____
PG&E: $0.00	**PG&E:** $0.00

GAS DISTRIBUTION TRENCH

Applicant: $ _____

PG&E: $0.00

- Applicant's statement of costs include: overhead or underground service conductors,poles, service transformers, connection fittings, service pipe, valves, service connections,and other PG&E-owned service equipment, as detailed in Gas and Electric Rule 16.
- Applicant's statement of costs DOES NOT include: inspection fees, nonresidential service costs, regulators, or PG&E-owned metering equipment.

I declare under penalty of perjury that the foregoing is true and correct.

☐ **APPLICANT'S ELECTION NOT TO PROVIDE COSTS:** (if this option selected, box must be checked)

I choose not to provide to the utility my refundable costs for this project as taken from my contract with my contractor, or as performed by myself, and acknowledge that PG&E will use its estimate of the refundable costs for this project in the contract between it and me.

Executed on _____ (Date) at _____ (City)

By: Andy Ge

Print Applicant Name: **Red Bay Investment LLC, A CA LIMITED LIABILITY CO**

Signed: _____

Title: Owner

Residential Rule 16 Electric / Gas Single Service Extensions*

Detailed Cost Sheet –Electric/Gas Service Costs

References	
Notification #	13052021
Contract #	5012363D V2
E 16-PM a	35635515
Customer #	4891923

February 12, 2026

Cost Breakdown

PG&E's Estimated Costs for:	Electric	Gas	Total
● Engineering / Administrative (including Applicant Design Value) Plus PG&E performed Service Tie-in and Meter Installation	$1,965.53	$0.00	$1,965.53
● Service Facility Installation Cost as identified on the enclosed SACAC form - Installed by PG&E	$1,069.76	$0.00	$1,069.76
- Installed by Applicant	$0.00	$0.00	$0.00
Net Joint Pole Credit Value of	$0.00	$0.00	$0.00
Sub Total: (Total Service Costs subject to Allowance)	$3,035.29	$0.00	$3,035.29
Less Residential Allowance (not to exceed Total Estimated Cost of Service Subject to Allowance)	$3,035.29	$0.00	$3,035.29
Excess Residential Service charge.	$0.00	$0.00	$0.00
Inspection fee(s) - PG&E Only:	$0.00	$0.00	$0.00
Value of Franchise Trenching, Conduit and Substructure	$0.00	$0.00	$0.00
Other Non-Refundable Charge	$585.00	$0.00	$585.00
Sub Total:	$585.00	$0.00	$585.00
ITCC (Tax)**	$140.40	$0.00	$140.40
Other Costs not subject to ITCC:	$0.00	$0.00	$0.00
D. 04-05-055 Line Extension Costs - Residential (PMC Charge)	$128.00	$0.00	$128.00
Less Credit for Value of Applicant Design Work	$0.00	$0.00	$0.00
Less Excess Service Facilities Installed by Applicant	$0.00	$0.00	$0.00
Less Value of Franchise Trenching, Conduit and Substructures by Applicant:	$0.00	$0.00	$0.00
Actual Cost Billing Forecast Fee	$0.00	$0.00	$0.00
Sub Total:	$853.40	$0.00	$853.40
Less Other Credits.	SEE PMT CPN	SEE PMT CPN	SEE PMT CPN
Total Non-Refundable Payment:			**$853.40**

Per CPUC Decision 22-09-026, Actual Cost Billing Forecast is to cover any cost increases due to unforeseen circumstances.

Note: This supplemental detailed cost sheet is **for reference only** and is not intended for use in place of the actual contract for the project listed.