FILED
10/23/26
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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Rose Balistrieri

Complainant,

vs.

San Diego Gas & Electric Company

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Rose Balistrieri 4692 Newport Ave San Diego, CA 92107 (619) 806-7297 Rosehayden1990@yahoo.com	San Diego Gas & Electric Company (U902E) Attn: Regulatory Tariffs (CP32F) 8330 Century Park Court San Diego, CA 92123 (858) 654-1717 SDGETariffs@sdge.com

(Internal Use Only)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMPLAINT — Formal Complaint Form, Page 1 of 6

Additional complainant(s): None. Rose Balistrieri is the sole complainant and is identified on the cover page.

Additional defendant(s): None. San Diego Gas & Electric Company is the sole defendant and is identified on the cover page.

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

Is your service now disconnected? ☐ YES ☒ NO

CPUC Consumer Affairs Branch informal complaint No. 731741. Appeal response dated September 23, 2026.

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMPLAINT — Formal Complaint Form, Page 2 of 6

Explain fully and clearly the details of your complaint:

See attached Attachment A — Statement of Facts and Requested Relief, Sections 1–7, incorporated by reference. Supporting documents should be filed as exhibits.

Scoping Memo Information (Rule 4.2[a])

(1) Proposed category: ☒ Adjudicatory ☐ Ratesetting

(2) Are hearings needed (are there facts in dispute)? ☒ YES ☐ NO

(3) Complaint type: ☒ Regular Complaint ☐ Expedited Complaint

(4) Issues to be considered:

Automatic CAPP credit eligibility and application; disputed COVID-era historical arrears; billing accuracy; allocations of payments intended for current Newport Avenue service; production of historical records and investigation findings; threatened service disconnection; appropriate interim and final relief. See Attachment A, Sections 6–7.

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COMPLAINT — Formal Complaint Form, Page 3 of 6

(5) Proposed schedule: Prehearing conference approximately 30–40 days after filing; hearing approximately 50–70 days after filing, subject to Commission direction.

Different schedule requested for emergency relief:

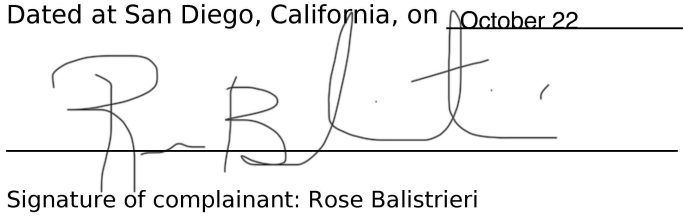
Because SDG&E has threatened disconnection for October 27, 2026, Complainant requests immediate consideration of interim protection against disconnection. The standard schedule for the underlying billing dispute is acceptable, provided that the emergency request is considered separately and without delay.

WHEREFORE, COMPLAINANT REQUESTS AN ORDER

Complainant requests (1) immediate interim protection against service disconnection while the disputed historical arrears and credits are resolved; (2) an order requiring SDG&E to determine, calculate, and apply all CAPP credits for which the account was eligible, and correct the resulting balance; (3) a complete historical billing and credit ledger and written investigation findings; and (4) a transaction-level payment allocation accounting and reallocation, as permitted by applicable rules, of payments intended for current Newport Avenue service that were applied to disputed prior arrears. See Attachment A, Section 7, for full requested relief.

Optional paper-only service: Not requested (electronic service preferred).

Dated at San Diego, California, on October 22, 2026.



Signature of complainant: Rose Balistrieri

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: _ _____

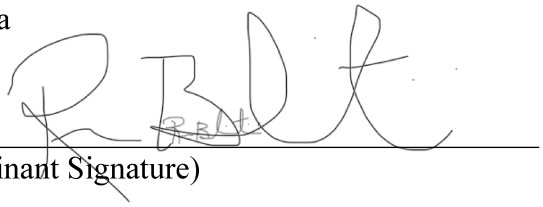
Signature: _____

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 10/22/26 (date), at San Diego (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

10/22/2026

Date

Rose Balistrieri

Print your name

ATTACHMENT A — STATEMENT OF FACTS AND REQUESTED RELIEF

1. Parties and prior CPUC proceedings

Complainant Rose Balistrieri disputes the account administration of San Diego Gas & Electric Company (SDG&E), account ending 9048, for service at 4692 Newport Avenue, San Diego, California 92107. Complainant pursued CPUC Consumer Affairs Branch informal complaint No. 731741 and appealed. The informal appeal was denied September 23, 2026; Complainant was directed to the formal complaint process.

2. Historical arrears and California Arrearage Payment Program

Approximately $10,000 in historical arrears dating to the COVID-19 period remain in dispute. Complainant requests a documented determination of whether automatic 2021/2022 California Arrearage Payment Program (CAPP) credits applicable to the account were calculated and applied, and an explanation of any nonqualification. Complainant does not assert a specific credit amount without SDG&E's historical ledger. The California Climate Credit appearing on recent bills is distinct from CAPP relief.

3. Repeated requests for investigation and executive-office follow-up

Complainant contacted SDG&E and its executive office repeatedly over approximately five months. Complainant reports one substantive conversation with executive-office representative Mr. Mayas and numerous attempts to obtain follow-up. During an August 3, 2026 contact, Complainant understood that a review and approximately 60-day extension would be provided. She has not received the promised accounting or investigation findings. On October 19, 2026, Complainant left Mr. Mayas a voicemail expressly requesting a disconnection hold while the unresolved investigation continued. She reports no return call or substantive response. A subsequent notice moved the threatened disconnection deadline by approximately one week; the records do not establish who authorized that extension.

4. July 27, 2026 statement: historical balance and current charges

SDG&E's July 27 statement (due August 15) reports previous balance $10,305.15; payments received June 26 ($144.00) and July 24 ($200.00); resulting past-due balance $9,961.15; current charges $206.03; and total due $10,167.18. The current charges comprise gas $41.31, electric delivery $127.32, and CCA generation $37.40. This statement distinguishes monthly charges from accumulated arrears but does not provide the requested historical transaction-level ledger or CAPP determination.

5. August and September statements and payment history

The August 25 statement displays a total due of $10,297.84 and an itemized current-charge breakdown totaling $195.66 (generation $50.53, delivery $126.22, gas $31.06, and taxes/adjustments -$12.15). SDG&E's payment history shows a processed payment of exactly $195.66 on September 3. The September 24 billing email displays total due $10,432.43 and itemized current charges of $330.25 (generation $77.03, delivery $211.60, gas $30.70, taxes/other $10.92). A separate October 1 payment of $379.61 is confirmed by SDG&E and shown as processed. Other processed payments shown are June 5 ($118.00 and $30.00), June 26 ($144.00), July 24 ($200.00), and August 3 ($65.00); the seven payments total $1,132.27. Matching a payment to a bill amount does not by itself establish how the utility allocated that payment.

6. Current-usage information versus displayed total balance

The account portal screenshot saved October 13 displays an amount due of $10,052.82, while the September 24 statement displays $10,432.43. The October 18 weekly usage report states $347 estimated through October 17 and projects $349–$385 for that billing period; it is an estimate, not a final bill. Complainant relies on separate statements and usage reports to estimate her ongoing household costs, while account-level notices emphasize combined or past-due amounts. Complainant seeks reconciliation of the differences and a clear ledger showing charges, payments, adjustments, credits, and allocation between current service and disputed historical arrears.

7. October disconnection notices and urgency

An October 13 notice demands $9,673.21 by October 20, 2026, to avoid disconnection. An October 21 final notice demands the same $9,673.21 before October 27, 2026. The deadline was extended by approximately seven days, but the requested accounting and CAPP determination remain unresolved. Complainant seeks immediate interim protection from disconnection while the Commission considers the dispute. Filing a complaint does not itself stay disconnection.

8. Issues and requested relief

Complainant requests an order requiring SDG&E to: (a) provide a complete historical itemized ledger with transaction dates and payment allocation; (b) identify and apply any CAPP relief for which the account qualified, or provide a supported explanation of nonqualification; (c) reconcile the July, August, September, and October account balances and $9,673.21 disconnection demand; (d) separately identify current service charges and disputed historical arrears; (e) review and, where permitted under applicable rules and tariffs, correct the allocation of payments intended for ongoing service; (f) disclose the findings of the promised investigation and explain the lack of follow-up; (g) correct bills and issue any appropriate credits or refunds; and (h) grant urgent interim protection against disconnection while the dispute is adjudicated. The complaint concerns billing administration and account reconciliation, not a challenge to Commission-approved rates.

9. Supporting exhibits

The separately provided exhibit packet includes the July 27 statement, August 25 and September 24 billing screenshots, October 18 usage estimate, payment history and confirmation, account portal screenshot, and October 13 and October 21 disconnection notices. The screenshots are offered as contemporaneous records of what was displayed; they do not independently establish a complete payment-allocation ledger.