FILED
11/05/26
09:15 AM
C2611005

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Tony Duong,

Complainant,

vs.

Pacific Gas and Electric Company (U39E),

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Tony Duong (Self-Represented) 321 Hillcrest Blvd Millbrae, CA 94030 Phone: 415-725-2807 email: tduong.sf@gmail.com	Pacific Gas and Electric Company (U39E) Attn: Cliff Gleicher, Managing Counsel 300 Lakeside Drive Oakland, CA 94612 Phone: 415-971-2678 E-mail 1: Cliff.Gleicher@pge.com E-mail 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)

Complainant owns the residential parcel at 321 Hillcrest Blvd, Millbrae, CA 94030, burdened by an express recorded Public Utility Easement (PUE) deed strictly limited to a 10-foot boundary corridor.

Defendant PG&E maintains two unpermitted physical encroachments outside this express grant: (1) a high-tension guy-wire ground anchor installed 15 feet from the property line (encroaching 5 feet into unencumbered yard), and (2) overhead service lines traversing 20 feet diagonally across unencumbered private airspace.

PG&E has repeatedly denied the encroachment from an administrative desk without performing an on-site field survey or physical measurement. On July 22, 2026, co-tenant Comcast performed partial on-site remediation and confirmed on the record that remaining aerial clearances require PG&E structural modifications at the joint-use pole. PG&E's infrastructure violates CPUC General Order 95 and recorded deed rights.

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 Defendant PG&E's high-tension guy-wire anchor sitting at 15 feet violates the recorded 10-foot Express Public Utility Easement deed and CPUC General Order 95.

2. Whether Defendant PG&E's diagonal aerial lines violate CPUC General Order 95 and constitute an unauthorized encroachment into unencumbered private airspace.

3. Whether Defendant PG&E must be ordered to perform an on-site engineering survey and complete structural retrofits to confine all equipment to the 10-foot easement corridor.

(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): 11/30/2026
Hearing (Example: 7/1/09): 1/4/2027

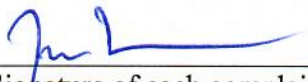
Explain here if you propose a schedule different from the above guidelines.

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

Complainant requests an order directing Defendant PG&E to:
1. Conduct an on-site field engineering survey of all facilities against recorded deed boundaries.
2. Relocate or modify the guy-wire ground anchor into the recorded 10-foot PUE corridor
3. Perform joint-use pole modifications to eliminate diagonal aerial trespass and restore General Order 95 compliance.

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 Millbrae (City), California, this 5th (date) day of November (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: N/A (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 11/5/26 (date), at Millbrae (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

11/05/2026
Date

Tony Duong
Print your name

EXHIBIT A: PGE WRITTEN ADMISSION OF RECORDED 10 FOOT EXPRESS EASEMENT (BOOK 15 , PAGE 48 & VOL 324, PAGE 474

Pacific Gas and Electric Company
Law - Claims

Lori Felix
Claims Investigator

PG&E
6121 Bollinger Canyon Rd
San Ramon, CA 94583
(925)433-1661

May 26, 2026

Tony Duong
321 Hillcrest Blvd
Millbrae, CA 94030

Re: Claim Number: A26566773
Date of Loss: No date reported

Dear Tony Duong,

Thank you for your patience during the evaluation of your claim in which you request an investigation concerning the PG&E easement.

PG&E Land has provided the following response:

PG&E's right to safely access, maintain and operate its pole line on the property are pursuant to (1) the public utility easement ("P.U.E.") accepted by the County of San Mateo in the record map in Book 15 Page 48 and (2) an easement granted to PG&E in Volume 324 Page 474, both filed in the County Recorder's Office.

1. The record map provides an 8' wide P.U.E. contiguous with and along the southeasterly boundary of the property.
2. The easement to PG&E adds 2' to the width of the 8' P.U.E. and also adds a right to overhanging wire across a small portion of the property that is not within the widened easement.

Please note that any crossarms and electric lines that overhang the property outside of these easements have done so for well over 5 years. As such, PG&E asserts a prescriptive right to maintain this equipment in its current location.

The pole on the property is a joint pole that also carries telecommunication lines that are not managed by PG&E. In this area, AT&T manages the communication lines attached to joint poles. You will need to reach out to AT&T regarding any questions or requests to relocate communication lines currently on the pole.

Based upon the information above, out position isthatthe easement is valid as recorded, and no further investigation is warranted.

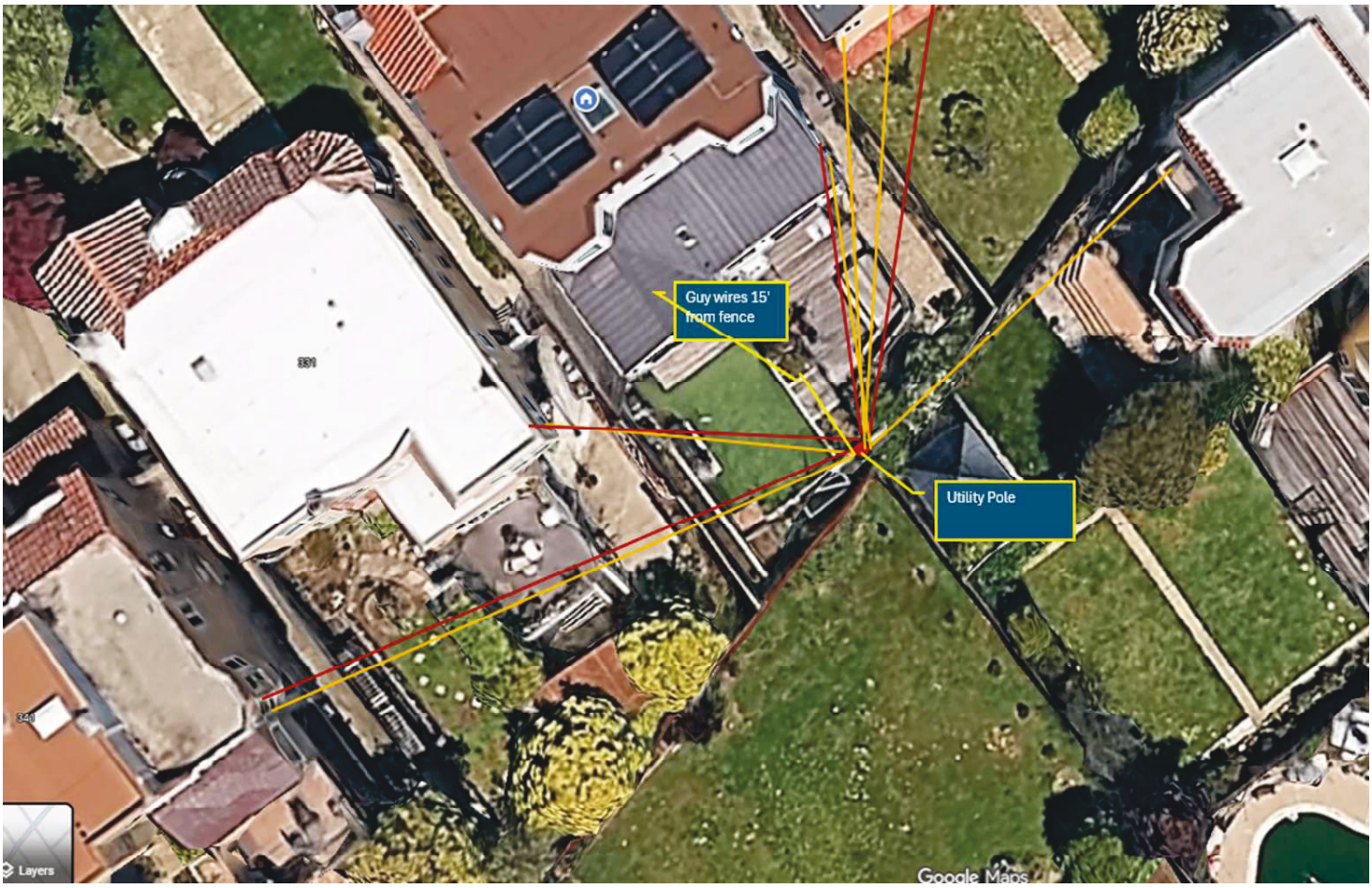
Thank you for your courtesy and cooperation.

If you have questions or additional information that you wish to discuss, please don't hesitate to contact me.

Sincerely,

Lori Felix
Lori.Felix@pge.com

EXHIBIT B: PROPERTY BOUNDARY AND ENCROACHMENT DIAGRAM



Orange Lines: Comcast/AT&T
Red Line: PGE
Blue Line: PGE Ground Guy Wire



EXHIBIT C: COMCAST ON SITE REMEDIATION RECORDS

Gmail

Tony Duong <tduong.sf@gmail.com>

CPUC File No. 735206 - Encroachment & Line Clean-Up (321 Hillcrest Blvd)

Tony Duong <tduong.sf@gmail.com> Fri, Jul 17, 2026 at 3:25 PM
To: "Marangco, Jeffrie (Jeffrie Marangco)" <Jeffrie_Marangco@comcast.com>
Cc: "Letada, Warren" <Warren_Letada@comcast.com>, "Manguera, John Kenneth" <Johnkenneth_Manguera@comcast.com>

Thanks Jeff

On Fri, Jul 17, 2026 at 3:10 PM Marangco, Jeffrie (Jeffrie Marangco) <Jeffrie_Marangco@comcast.com> wrote:
>
> Hello,
>
> We are going to send 2 techs out there next Wednesday between 730-830 to clean up some of the wires from the telephone pole. During that time we will attempt to rerun the 2 neighboring lines to help with some of the trespass issues.
>
> Please keep both Willie and me updated on PGE.
>
> -Jeff
>
> -----Original Message-----
> From: Tony Duong <tduong.sf@gmail.com>
> Sent: Friday, July 17, 2026 2:07 PM
> To: Marangco, Jeffrie (Jeffrie Marangco) <Jeffrie_Marangco@comcast.com>
> Cc: Letada, Warren <Warren_Letada@comcast.com>; Manguera, John Kenneth <Johnkenneth_Manguera@comcast.com>
> Subject: Re: [EXTERNAL] CPUC File No. 735206 - Encroachment & Line Clean-Up (321 Hillcrest Blvd)
>
> Hi Jeff and Team:
>
> I spoke with Willie M from the Comcast Escalation Team this morning who has been my primary contact.
>
> To confirm our conversation for the record and ensure our upcoming coordination is aligned, Comcast has acknowledged that the current aerial lines create a physical trespass outside the legal 10-foot PUE corridor. As we discussed, your construction and engineering teams are actively initiating contact with PG&E's joint-use engineering counterparts to agree on the necessary pole changes to bring your lines into compliance.
>
> As you may know I have also been in touch with PGE regarding various trespass issues that exist beyond the telecom lines, for your visibility and as requested by PGE legal, I have provided your contacts to PG&E's CPUC compliance team today so they can fast-track their internal Land Management review and prepare for your team's outreach.
>
> I look forward to your team executing the preliminary site clean-up work we discussed, and to seeing this joint coordination with PGE to resolve the remaining issues.
>
> Thanks again for your work on this,
>
> Tony
>
> On Wed, Jul 15, 2026 at 11:21 AM Tony Duong <tduong.sf@gmail.com> wrote:
> > >
> > > Thanks Jeff,
> > >
> > > To ensure everyone is looking at the same structural constraints, I am
> > > attaching our property's updated aerial diagram. As shown in the
> > > diagram, the orange lines (Comcast/AT&T) and red lines (PG&E) are
> > > slicing more than 20 feet diagonally across my unencumbered backyard
> > > airspace to service neighboring properties. This severe aerial
> > > trespass sits completely outside the legally deeded 10-foot Public

> > Utility Easement (PUE).
> >
> > There is no street pole to the left to anchor a simple mid-span
> > pull-back, the field engineering teams will need to coordinate a
> > structural solution at the joint pole itself.
> >
> > We are also in communication with PG&E and currently waiting on PG&E
> > Land Management to confirm a date for an on-site walkthrough.
> >
> > I look forward to coordinating this site visit with both the Comcast
> > and PG&E engineering teams to finalize a compliant remediation plan.
> >
> > Thank you
> > Tony
> >
> >
> > On Wed, Jul 15, 2026 at 5:39 AM Marangco, Jeffrie (Jeffrie Marangco)
> > <Jeffrie_Marangco@comcast.com> wrote:
> > >
> > > Hello Tony,
> > >
> > > I am going to add my counterparts to this email thread. @Letada, Warren and @Manguera, John Kenneth.
> > >
> > > There is already another email chain with Willie Montgomery, with whom I believe you have been in communication. We will forward this response to that chain, which also has our construction team on.
> > >
> > > -Jeff
> > >
> > >
> > >
> > >
> > > -----Original Message-----
> > > From: Tony Duong <tduong.sf@gmail.com>
> > > Sent: Tuesday, July 14, 2026 10:08 PM
> > > To: Marangco, Jeffrie (Jeffrie Marangco)
> > > <Jeffrie_Marangco@comcast.com>
> > > Subject: [EXTERNAL] CPUC File No. 735206 - Encroachment & Line
> > > Clean-Up (321 Hillcrest Blvd)
> > >
> > > Dear Jeffrie,
> > >
> > > I am writing to follow up on the site visit conducted by your field technician at my property (321 Hillcrest Blvd) regarding the open dispute under CPUC File No. 735206.
> > >
> > > Your technician was very helpful and suggested that I reach out to you directly to summarize our technical requests and begin coordinating a resolution.
> > >
> > > To summarize the outstanding issues discussed during today's visit:
> > >
> > > 1. Aerial Trespass (Airspace Encroachment): Comcast currently has lines crossing outside the boundaries of the recorded 10-foot Public Utility Easement (PUE) defined in my title report, actively encroaching into my private backyard airspace. Your technician confirmed this encroachment and noted that while one of the lines could potentially be pulled back using a midspan adjustment, the other active lines still require an engineering solution to clear my private property lines.
> > >
> > > 2. Abandoned Infrastructure & Clean-Up (CPUC General Order 95, Rule
> > > 31.1): There are non-functional, dead, and "birdnested" telecom drops hanging from the joint-use pole. We need these completely cleared and cut back, as mandated by GO 95, Rule 31.1, which requires the removal of non-functional overhead hardware.
> > >
> > > 3. Coordinated Remediation: We are concurrently working with PG&E
> > > (who is also reviewing their own ground and aerial encroachments on
> > > this
> > > pole) to bring all utility infrastructure back within the legal 10-foot easement boundary.
> > >

> > > Please let me know when you or a local construction planner are available for a brief phone call or an on-site meeting to discuss the engineering steps required to reroute these lines, or if any photos or info would be helpful in moving this forward.
> > >
> > > Regards,
> > > Tony
> > > 415-725-2807

EXHIBIT D: CPUC CAB LETTERS

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

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

August 13, 2026

Tony Duong
321 Hillcrest Blvd
Millbrae CA 94030

Subject: Commission File No: 735211 for Complaint with Pacific Gas & Electric Company

Dear Tony Duong:

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 to CAB, you stated that PG&E's high-tension ground anchor is physically installed 15 feet from your property line, encroaching into unencumbered private land, and presenting a safety hazard. You also stated that you submitted photographs, measurements, and supporting documentation under Claim A26566773 but did not receive a response. You then contacted the CPUC to request that PG&E's engineering team conduct a safety audit and modify the structure.

PG&E confirmed that Claims Investigator (CI) Lori Felix remains your primary point of contact for Claim A26566773. On July 21, 2026, Customer Relations spoke with you and reiterated that the CI will continue investigating your concerns and provide updates as additional information becomes available. Customer Relations also confirmed that the matter remains under review by Claims and the Land Department, and that PG&E's position regarding its land rights remains unchanged at this time.

Customer Relations advised that customers with concerns regarding potential California General Order 95 clearance issues may contact PG&E Service Planning to request a survey and/or inspection. PG&E Service Planning can be reached through PG&E's Your Projects Portal or by calling 1-877-743-7782, Monday through Friday, from 7:00 a.m. to 6:00 p.m. to evaluate whether relocation of PG&E facilities is required. If you have any further questions regarding your complaint, you may contact Customer Relations directly. Based on the review of this information, CAB has determined that **Pacific Gas & Electric Company** 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

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

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

August 24, 2026

File No: 735211

Tony Duong
321 Hillcrest Blvd
Millbrae CA 94030

Dear Tony Duong:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:735211**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

CAB made one of three specific types of errors:
- CAB made a mistake in the *facts in the case* or
- CAB made a mistake in the *laws in the case* or
- CAB made a mistake by *not considering evidence.*

You are required to show that correction of CAB's error/s would have otherwise resulted in the disposition being in your favor. Your appeal did not provide new evidence, or you disagreed with the utility's response and CAB's position that does not fulfill CAB's Appeal requirements. Therefore, your appeal has been **denied**.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you 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 E: COMMUNICATIONS WITH PGE

Gmail Tony Duong <tduong.sf@gmail.com>

Claim Number: A26566773

Tony Duong <tduong.sf@gmail.com> Tue, Sep 29, 2026 at 9:31 PM
To: Lori Felix <LAFP@pge.com>

Lori,

I am checking in on Claim A26566773 following the closure of CPUC informal file No. 735211. It has now been over a month without an update or substantive response from PG&E Land Management or Joint-Use Engineering.

As documented in the record:

- PG&E continues to maintain an uninspected high-tension guy-wire anchor installed physically **15 feet** from the property line, exceeding the legally recorded **10-foot Express Public Utility Easement (PUE)** deed by 5 feet.
- PG&E maintains this desk denial without ever conducting an on-site engineering field survey or taking physical measurements.
- Co-tenant Comcast completed an on-site remediation on July 22, 2026, rerunning two drops to midspan and verifying on-site that full clearance and easement compliance cannot be achieved without PG&E executing structural modifications at the joint-use pole.

I have completed the CPUC Formal Complaint documentation and am preparing to docket the proceeding with the Commission's Docket Office to initiate formal discovery and hearings before an Administrative Law Judge (ALJ).

Before submitting the formal filing, I am hoping to resolve this matter administratively. Please confirm by **Friday, October 9, 2026**, whether PG&E will schedule an on-site field engineering survey to physically verify the assets against the deed boundaries.

If PG&E does not commit to an on-site survey by October 9, 2026, I will proceed with submitting the formal complaint package electronically to the CPUC Docket Office.

Thanks

Tony

On Sat, Sep 19, 2026 at 4:38 PM Tony Duong <tduong.sf@gmail.com> wrote:

> Lori,
>
> Checking in on any updates from the meeting a month ago, let me know if there is someone else I need to be in contact with on this.
>
> Tony
>
> On Thu, Aug 20, 2026 at 4:46 PM Tony Duong <tduong.sf@gmail.com> wrote:
>
> > Hi Lori
> >
> > Any update from Tuesday's meeting?
> >
> > Thanks
> > Tony

On Aug 17, 2026, at 4:07 PM, Felix, Lori (Law-Claims) <LAFP@pge.com> wrote:

Thank you for the follow up.

I have a meeting with our Land agent tomorrow to discuss this.

I will reach out to you when the meeting is over to provide you with an update.

I appreciate your patience.

Lori Felix

Claims Investigator, Expert

PG&E Law – Claims Department

Office: 925-433 1661

From: Tony Duong <tduong.sf@gmail.com>
Sent: Friday, August 14, 2026 6:14 PM
To: Felix, Lori (Law-Claims) <LAFP@pge.com>
Subject: Re: Claim Number: A26566773

!!! 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.**

Lori,

Checking in to see if you have any updates from Land Department?

Tony

On Mon, Jul 20, 2026 at 4:14 PM Felix, Lori (Law-Claims) <LAFP@pge.com> wrote:

Classification: Public

Thank you for the response.

At this time, PG&E Land department is not in agreement that PG&E assets are outside the easement.

I have sent an email to Comcast per your email and requested that they provide contact of who they are working with at PG&E to address your concerns.

I will continue to research your concerns and provide you with status updates.

Sincerely,

Lori Felix

Claims Investigator, Expert

PG&E Law – Claims Department

Office: 925-433 1661

From: Tony Duong <tduong.sf@gmail.com>
Sent: Friday, July 17, 2026 4:42 PM
To: Felix, Lori (Law-Claims) <LAFP@pge.com>
Subject: Re: Claim Number: A26566773

!!! 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 Lori,

I spoke with Stacey with PG&E compliance dept this afternoon, regarding **CPUC File No. 735211**.

To confirm the details of that conversation for the record, your team indicated an initial intent to respond to the CPUC by referencing the previous response you prepared including response from Land Management indicating that a recorded easement is in place and PG&E has prescriptive rights for any equipment outside the recorded easement due to 5-year continuous equipment placement.

As I communicated during the call, PG&E cannot claim prescriptive rights or grandfathered compliance outside the scope of its legally recorded Express Public Utility Easement (PUE). The recorded deed explicitly limits the PUE corridor to 10 feet. These encroachments were not addressed in the initial response received, additionally I would call out that PG&E has not conducted a field inspection.

As documented in the color-coded aerial map provided to your office, PG&E currently maintains two active, severe physical violations outside that express legal boundary:

- **The Ground Encroachment:** A physical guy-wire anchor sitting **15 feet from the fence** (extending 5 feet entirely outside the legal 10-foot PUE boundary).
- **The Aerial Trespass:** Multiple overhead PG&E power lines slicing **20 feet diagonally** across my private, unencumbered backyard airspace.

Furthermore, as noted during our call, Comcast has formally acknowledged the physical aerial trespass along this exact path and has initiated engineering outreach to PG&E to coordinate a joint structural modification at the pole to bring the lines into compliance.

I appreciate that the compliance representative is taking this back to PG&E Claims, Legal, and Land Management for a comprehensive internal review. Please advise on when your Land Management team will be available next week for our on-site walkthrough so we can align on a compliant engineering resolution.

Thank you

Tony

On Fri, Jul 17, 2026 at 11:48 AM Tony Duong <tduong.sf@gmail.com> wrote:

> Lori,
>
> I also have the following contacts with the Comcast construction and engineering team members who have reviewed the site configuration and are actively initiating contact with PG&E regarding the joint-pole modifications are:
>
> - **Warren Letada** (Comcast Construction/Engineering) - Warren_Letada@comcast.com
> - **John Kenneth Manguera** (Comcast Construction/Engineering) - Johnkenneth_Manguera@comcast.com
> - **Jeffrie Marangco** (Comcast Technical Operations) - Jeffrie_Marangco@comcast.com
>
> Comcast's field team has formally acknowledged the aerial trespass outside the 10-foot PUE corridor and noted that because there is no street pole to the left, a simple mid-span pull-back is structurally impossible. Therefore, they are seeking to coordinate with PG&E Engineering on a solution.
>
> While Comcast's immediate focus is resolving their portion of the aerial trespass, the open items requiring PG&E's direct remediation remain distinct:
>
> - **PG&E Aerial Trespass:** Several PG&E power lines follow that exact same non-compliant diagonal path across my private airspace and must be moved to the boundary corridor.
> - **PG&E Ground Encroachment:** The physical guy-wire anchor extends **15 feet from the fence**, sitting 5 feet entirely outside your legally deeded 10-foot easement. This requires a structural retrofit (such as a Sidewalk Guy assembly).
>
> Thanks Lori
>
> Tony
>
> On Fri, Jul 17, 2026 at 11:39 AM Tony Duong <tduong.sf@gmail.com> wrote:

Contact is Willie M at 978-941-6389

On Fri, Jul 17, 2026 at 11:33 AM Felix, Lori (Law-Claims) <LAFP@pge.com> wrote:

> Classification: Public
>
> Great thank you for the update. Can you share contact information for Comcast. I would like to contact them to confirm how your concerns are being addressed and obtain the contact for the PG&E department they are working with.
>
> I appreciate your assistance.

Lori Felix

Claims Investigator, Expert

PG&E Law – Claims Department

Office: 925-433 1661

From: Tony Duong <tduong.sf@gmail.com>
Sent: Friday, July 17, 2026 11:11 AM
To: Felix, Lori (Law-Claims) <LAFP@pge.com>
Subject: Re: Claim Number: A26566773

!!! 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.**

Thanks Lori, I also spoke with Comcast this morning, they have indicated that their engineering and construction team have already reached out to PGE re coordinating changes to the structure to bring their lines into compliance.

On Fri, Jul 17, 2026 at 11:04 AM Felix, Lori (Law-Claims) <LAFP@pge.com> wrote:

> Classification: Public
>
> Dear Tony,

This communication will serve to confirm my receipt of the email below.

I have forwarded this communication to our Land partner. I will respond as soon as possible.

In the meantime, if you have any questions, please feel free to reach out.

Warm regards,

Lori Felix

Claims Investigator, Expert

PG&E Law – Claims Department

Office: 925-433 1661

From: Tony Duong <tduong.sf@gmail.com>
Sent: Tuesday, July 14, 2026 11:08 PM
To: Felix, Lori (Law-Claims) <LAFP@pge.com>
Subject: Re: Claim Number: A26566773

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Lori,

To assist your engineering and planning teams prior to our on-site meeting, I have attached an aerial view of my yard.

<image001.png>

For your reference:

- **Red Lines:** Represent PG&E's active lines
- **Orange Lines:** Represent Comcast and AT&T lines.
- **Physical Ground Anchor:** The label highlights the current guy wire anchor point, which sits **15 feet from the fence—**extending 5 feet beyond your legally recorded 10-foot Public Utility Easement (PUE).

- **Aerial Trespass:** As shown, multiple overhead lines (both red and orange) slice diagonally deep across my private, unencumbered backyard airspace to service neighboring lots.

Because the diagonal spans to the left cannot be resolved without structural modification of the joint pole's configuration, we need PG&E Engineering to evaluate standard, code-compliant remedies (such as a **side-mounted Alley Arm** or a **Sidewalk Guy assembly** for the ground anchor) to bring this infrastructure back within the legal 10-foot boundary corridor.

Thanks

Tony

On Tue, Jul 14, 2026 at 10:02 PM Tony Duong <tduong.sf@gmail.com> wrote:

> Hi Lori,
>
> I am writing to provide an update following a field inspection conducted by Comcast on my property today, and to check in on the status of PG&E's internal review regarding the guy wire encroachment.
>
> As a reminder, our primary concern remains the physical guy wire ground anchor that extends 5 feet beyond my property's legally recorded 10-foot Public Utility Easement (PUE).
>
> In addition to this, we have been actively coordinating with Comcast and AT&T to address the extensive aerial trespassing and neglected lines originating from the joint pole. During today's site visit, the Comcast field representative formally acknowledged that their lines are in active aerial trespass over my property. Furthermore, the Comcast technician explicitly identified that several of PG&E's own lines follow the exact same path, crossing well outside the legal 10-foot easement boundary and encroaching into my private backyard airspace.
>
> Given these concurrent findings, I am requesting that a PG&E Land Management or Engineering representative schedule an on-site field visit with me. We need to physically review all ground and aerial encroachments and establish a coordinated plan for structural remediation—such as a sidewalk guy retrofit or pole modification—to bring the infrastructure back within your deeded 10-foot easement boundaries.
>
> Please let me know a few dates and times next week when a field supervisor or planner can meet me on-site.
>
> Thanks
>
> Tony
>
> On Sat, Jul 11, 2026 at 9:03 PM Tony Duong <tduong.sf@gmail.com> wrote:
>
> > Hi Lori,
> >
> > Checking in to see if you've had a chance to connect with folks on your end.

Thanks

Tony

On Fri, Jun 26, 2026 at 3:58 PM Tony Duong <tduong.sf@gmail.com> wrote:

> Thanks Lori
>
> On Fri, Jun 26, 2026 at 3:54 PM Felix, Lori (Law-Claims) <LAFP@pge.com> wrote:
>
> > Classification: Public
> >
> > Thank you for the follow up.
> >
> > I am sorry I missed this email.
> >
> > I have forwarded to the PG&E land department to review and will advise what they determine as soon as possible.
> >
> > **Lori Felix**
> >
> > **Claims Investigator, Expert**
> >
> > PG&E Law – Claims Department
> >
> > Office: 925-433 1661
> >
> > ---
> >
> > **From:** Tony Duong <tduong.sf@gmail.com>
> > **Sent:** Friday, June 12, 2026 8:14 AM
> > **To:** Felix, Lori (Law-Claims) <LAFP@pge.com>
> > **Subject:** Re: Claim Number: A26566773
> >
> > !!! 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 Lori,
> >
> > Thank you for your previous correspondence outlining PG&E's documented 8-foot PUE and secondary 2-foot easement expansion

(totaling a 10-foot boundary corridor).

Please refer to the attached image which documents the actual physical layout of the guy wires supporting the joint pole.

A precise physical measurement reveals a material property encroachment and an active safety hazard:

Material Encroachment: The ground anchor for these guy wires sits 15 feet from my rear property line. This places the anchor and lower cables a full 5 feet entirely outside of PG&E's maximum 10-foot legal easement corridor.

CPUC General Order 95 Safety Hazard: As shown in the photo, these high-tension cables cut diagonally across my primary residential deck and lawn activity area. The final 7 horizontal feet of the cable drop well below an 8-foot vertical height clearance, creating an immediate head-strike and safety hazard for my family.

While your office previously asserted a prescriptive right to maintain equipment, California law establishes that prescriptive longevity cannot be used to maintain a clear safety hazard in a residential area, nor can it justify an extra-easement encroachment that materially impairs the use of my yard.

Demand for Action: I demand that PG&E Engineering perform an immediate field safety audit of this pole. PG&E must bring its structural support infrastructure within its legal 10-foot boundary footprint and clear my interior airspace by executing one of the following standard engineering solutions:

Retrofitting the pole with a Sidewalk Guy configuration to pull the anchor back to the property line.

Replacing the asset with a Self-Supporting Class 1 or Steel Pole to eliminate the down-guy wires entirely.

Please confirm receipt of and provide an update on when an engineering safety inspector will be dispatched to the site.

Thank you

<image002.jpg>

Tony

On Wed, May 27, 2026 at 9:33 AM Tony Duong <tduong.sf@gmail.com> wrote:
>
> Hi Lori,
>
> Checking in to see if you have any updates from Land Rights Dept
>
> Thanks
> Tony
>
> On Tue, May 19, 2026 at 3:45 PM Tony Duong <tduong.sf@gmail.com> wrote:
>> Hi Lori,
>> Thanks for confirming receipt and forwarding this to the Land

Rights Dept.
>> Do you have a timeframe as to when I should expect a response from Land Rights?
>> Tony
>> On Tue, May 12, 2026 at 2:15 PM Felix, Lori (Law-Claims) <LAFP@pge.com> wrote:
>>> Dear Tony Duong,
>>> This communication will serve to confirm our receipt of your claim in which you convey concerns relative to the PG&E utility easement.
>>> I have forwarded your letter to PG&E Land Rights Department.
>>> I will advise of the response to include possible next steps as soon as possible.
>>> In the meantime, please contact me with any questions or if I can be of further assistance.
>>> Sincerely,
>>> Lori Felix
>>> Claims Investigator, Expert
>>> PG&E Law – Claims Department
>>> Office: 925-433 1661
>>> You can read about PG&E's data privacy practices at PGE.com/privacy.