

Fwd:

2 messages

Larry Word <christconduit@gmail.com>
To: Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 5:36 AM

----- Forwarded message -----

From: **Larry Word** <christconduit@gmail.com>
Date: Tue, Jul 7, 2026, 5:44 PM
Subject:
To: <efile-help@cpuc.ca.gov>, <public.advisor@cpuc.ca.gov>

CPUC Docket Office Clerk / Public Advisor,

I am writing to request a status update to a my formal e-filed expedited complaint made on 6/19/2026 with the following information (attachments with the same for your reference):

- **Filer Name:** Larry Word
- **Transaction / Confirmation Number:** 233993
- **Submission Date:** Friday, June 19, 2026, at 6:03:42 PM
- **Lead Document Type:** Formal Complaint (New Filing)
- **Current Account Status:** IN QUEUE (18 days)
- **Filer Email:** larryrago@gmail.com

Upon reviewing the publically reported docket calendar over the past six weeks I see that a new complaint is generally accepted by the clerk and docketed within 5 to 7 days. I also see that new complaints that were e-field after mine are reaching the docket while mine continues to sit in the queue. That is why I am reaching out to you, to inquire the status of my e-filed submission and why it continues to sit in the queue.

Thank you for any information you may be able to provide on this matter. If it is something you are still working on, please share with me how long I should reasonably wait before following up with another inquiry since these expectations do not appear to be published anywhere that I can find.

Thank you,

Larry Word
(323) 338-8931

 **mergePdf_5_931235046_2987950832.pdf**
166K

Larry Rago <larryrago@gmail.com>
To: public.advisor@cpuc.ca.gov
Cc: efile-help@cpuc.ca.gov

Thu, Jul 16, 2026 at 6:20 AM

It has now been 27 days since I transmitted my complaint and 8 days since my follow up. Latest new complaints to hit the docket show filing dates of July 1st and July 6th respectively (see attachments and forwarded email). Yet, I am told my June 19th filing is still being worked on. This really begs the question: what exactly is the delay? I am starting to lose faith in whether a due process forum exists.

It would seem that a reasonable amount of time has elapsed. It would seem that other cases filed after mine are skipping ahead. It would seem that there must be some advantage to neither accepting nor rejecting this Complainant's filing. By sitting on it indefinitely without action, you deny this Complainant's due process rights to a fair hearing. And since the time to accept/reject an e-filing is not defined statutorily, this Complainant respectfully inquires what is a reasonable amount of time before it becomes a denial of due process. After 60 days? After 90 days? What is the latest one should expect to wait for a decision by the docket clerk? Perhaps if the docket clerk could comment on what is the delay and why other parties are seemingly skipping ahead it would assuage the concerns of this Complainant that he is being unjustly screened out.

My efiled complaint is quite straightforward and well within the purview of CPUC given its circumstances. Public trust in institutions shall erode when due process becomes optional and rules are opaquely applied in a seemingly arbitrary and capricious fashion.

Thank you in advance for any further insight you can provide me regarding my efiled complaint and why it has stalled. Further details and history are attached and forwarded with this email.

Larry Word 323-338-8931

Respectfully Submitted
Larry Word 323-338-8931

- **Filer Name:** Larry Word
- **Transaction / Confirmation Number:** 233993

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[Quoted text hidden]

3 attachments



Screenshot_20260716_053402_Chrome.jpg
457K



Screenshot_20260716_053538_Edge.jpg
394K



mergePdf_5_931235046_2987950832.pdf
166K



CALIFORNIA PUBLIC UTILITIES COMMISSION



ELECTRONIC FILING

[Help](#)[Log Out](#)[1 Filer's Information](#)[2 Cover Sheet](#)[3 Attachments](#)[4 Delivery](#)[Filing History](#)[Supporting Documents](#)

History of filer's filings

Show my filings for the Past 30 days (1) ▼ [Filter](#)

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Filing History 1 record found, displayed

Transaction Number	Date Submitted	Proceeding Number	Lead Document Type	Current Status	Show	Use filing data to	Receipt	Details
233993	06/19/26 06:03 PM		Complaint	IN QUEUE (18 days)	All Parties		Receipt	...

Your page ID for tech-support: 68904.1430

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4.0.269-3/1/22

California Public Utilities Commission Electronic Filing Services		PHONE NUMBER: 415 703-2782	
NOTICE FOR: Larry Word			
THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA			Confirmation Number: 0000233993
NOTICE OF RECEIPT OF DOCUMENTS VIA ELECTRONIC FILING			Proceeding Number: New Filing
Additional Proceeding Numbers:			
Client-Matter Name/Number:			
Parties:	Larry Word		
Officially received by the CPUC on:	Friday, 06/19/2026 at 06:03:42 PM		
Your email address:	larryrago@gmail.com		
This Filing's Confirmation Number:	0000233993		
Your Voice number:	(323) 338 - 8931		
Credit Card used:			
Case Type:	Formal Proceeding		
Fee Tendered - Exact Amount:	\$0.00		
Forms Received:			
Pleadings Received:	CPUC formal Complaint.pdf - Complaint (5 MB) Sanitized and Redacted CPUC Complaint About REbate.pdf - Attachment (4 MB)		
NOTICE: This receipt DOES NOT constitute acceptance by the CPUC of your documents for filing. This receipt confirms that your filing HAS BEEN RECEIVED by CPUC on the date and time indicated. Your Confirmation Number at the top of this receipt, is issued by CPUC, and it should be used in all communications with CPUC regarding this filing. You will receive a separate email notification directly from CPUC when your filing has been Accepted or Rejected.			
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Fwd:

Larry Rago <larryrago@gmail.com>
 To: public.advisor@cpuc.ca.gov
 Cc: efile-help@cpuc.ca.gov

Thu, Jul 16, 2026 at 6:20 AM

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3 attachments



Screenshot_20260716_053402_Chrome.jpg
 457K



Screenshot_20260716_053538_Edge.jpg
 394K

 **mergePdf_5_931235046_2987950832.pdf**
 166K

Automatic reply: [EXTERNAL]

1 message

Public.advisor <Public.advisor@cpuc.ca.gov>
To: Larry Word <christconduit@gmail.com>

Tue, Jul 7, 2026 at 5:48 PM

THIS IS AN AUTO-RESPONSE.

Thank you for taking the time to write to the California Public Utilities Commission (CPUC).

Making an ADA Request

If your email is regarding an Americans with Disabilities Act (ADA)-related matter, the Public Advisor's Office will respond as soon as possible.

Requesting Assistance

If your email is a request for help with understanding your utility bills and service, or assistance in resolving a utility dispute (telephone, energy, water), we will forward your email to our Consumers Affairs Branch and they will contact you. If you would like to contact them directly you can do so at 1-800-649-7570 between the hours of 8:30am – 4:30pm.

Filing a Comment

If your email provides a comment on a CPUC proceeding, please note that public comments are collected through the CPUC's Docket Card linked here, allowing them to be viewed online. Comments sent to the Public Advisor's Office email address (public.advisor@cpuc.ca.gov) will not be included on the online Docket Card but will be a part of the proceeding's file. Please see information on filing your comment on the Docket Card below.

Filing a Comment on the CPUC's Docket Card

To place a comment on the CPUC's Docket Card, please follow the steps below:

If it is an application proceeding, that starts with an, "A," input the following URL into your browser: apps.cpuc.ca.gov/c/AXXXXXXX

If it is a rulemaking proceeding, that starts with a, "R," input the following URL into your browser: apps.cpuc.ca.gov/c/RXXXXXXX

If it is a complaint proceeding, that starts with a, "C," input the following URL into your browser: apps.cpuc.ca.gov/c/CXXXXXXX

If it is an investigation proceeding, that starts with a, "I," input the following URL into your browser: apps.cpuc.ca.gov/c/IXXXXXXX

The X's refer to the specific proceeding number you are referencing.

Your comment will become part of the administrative record for the proceeding. The CPUC is grateful to hear from you because public comments help the CPUC make informed decisions.

More Information

Please visit our website (www.cpuc.ca.gov) at any time if you need assistance, or contact us directly. You can also follow us on Facebook, Instagram, Twitter, and YouTube (we are @CaliforniaPUC on all).

Sincerely,

Public Advisor's Office
California Public Utilities Commission
1-866-849-8390
Public.Advisor@cpuc.ca.gov

Sus comentarios en español también son bienvenidos.



Larry Word <christconduit@gmail.com>

0000233993 - California Public Utilities Commission Acceptance of Filing - C2606031

1 message

CPUC Electronic Filing <electronic_filing@cpuc.ca.gov>

Fri, Jul 17, 2026 at 9:47 AM

To: larryrargo@gmail.com

Cc: larryrargo@gmail.com, christconduit@gmail.com, Charisse.Wayne@cpuc.ca.gov

Dear Larry Word:

Your filing, submitted on 7/17/2026 with confirmation number 0000233993, has been accepted by the California Public Utilities Commission with a filed date of 6/22/2026.

A copy of the filed document can be retrieved at the link below:

<https://docs.cpuc.ca.gov/SearchRes.aspx?docformat=ALL&docid=611600866>

Please do not reply to this message. If you have questions about this filing, please contact the CPUC Docket Office at the address listed below.

Docket Office
California Public Utilities Commission
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102
Voice: (415) 703-2121
Fax: (415) 703-2446
Email: efile-help@cpuc.ca.gov

Office of Assemblyman Tom Lackey - Constituent Assistance

Zarley, Anna <Anna.Zarley@asm.ca.gov>

Thu, Jul 16, 2026 at 1:57 PM

To: "larryrago@gmail.com" <larryrago@gmail.com>

Thank you for contacting the Office of Assemblyman Lackey. The Assemblyman's office is committed to assisting you during this difficult time. I am attaching the necessary paperwork to help us assist you. Please return it to angela.allen@asm.ca.gov and we will send you a confirmation email within 48 hours of receipt, excluding weekends and holidays. If you do not hear from our office, please confirm receipt of the paperwork.

Regards,

*Anna Zarley**District Director**Office of Assemblyman Lackey*Assemblyman Tom Lackey, 34th District41301 12th Street West, Suite F

Palmdale, CA 93551

District Office (661) 267-7636

Fax (661) 267-7736

2 attachments **Case side B 34th District Fillable.pdf**
52K **Casework Intake Form fillable.pdf**
74K



Larry Rago <larryrago@gmail.com>

Office of Assemblyman Tom Lackey - Constituent Assistance

Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 3:03 PM

To: "Zarley, Anna" <Anna.Zarley@asm.ca.gov>

It was a pleasure speaking with you today Anna. Please find the documents you sent completed and attached. The easiest way to pick up on the info is looking at the exhibits to my CPUC formal complaint that is yet to be accepted or rejected. There you will find screengrabs from the online rebate application, the history and email chain, my prior attempts to resolve this and getting the runaround. I greatly appreciate your assistance, I normally consider myself rather capable of navigating this sort of thing and I have never requested help from my local representative but I was sort of at a loss where to turn when all other avenues of redress appear closed off. In any case, thank you for your consideration and feel free to reach out any time if you have questions, concerns, or need additional info.

Larry Word 323-338-8931

[Quoted text hidden]



Completed Packet for Help.pdf

11726K

Assembly California Legislature

Tom Lackey
ASSEMBLYMEMBER, DISTRICT 34

AUTHORIZATION FOR RELEASE OF INFORMATION

I have sought assistance from the Office of Assemblymember Tom Lackey on a matter which may require the release of information contained in records maintained by your agency and which may be prohibited from dissemination by law. I hereby authorize you to release all relevant portions of my records and to discuss matters relating to those records with Assemblymember Tom Lackey and with any authorized member of his or her staff until this matter is resolved.

LARRY WORD
Printed Name

06/07/1974
Date of Birth

40337 YORK LN
Street Address

323-338-8931
Phone

BIG BEAR LAKE, CA 92315
City, State, and Zip

Case Number

READ CAREFULLY: This form requests information that other entities may require from you to authorize them to communicate with the California State Legislature about personal information that is in their files, and it is for this purpose that the requested information will be collected. You should not provide the information requested in this box unless you have been advised that the entity you are authorizing to communicate with the California State Legislature about your records requests the information for purposes of that authorization. If you provide your Social Security Number or Driver's License Number on this form, your signature constitutes acknowledgment that you have provided that information voluntarily on this form.

☐ Social Security Number _____

☐ Driver's License Number _____

(Initial) I have been advised that the entity will require this information for purposes of this authorization.

Signature



Date 7/16/2026

CASEWORK INTAKE FORM

Constituent's Name	LARRY WORD	Date	07/16/2026
Business/Organization	N/A	Call	☒
Address	40337 YORK LN	Email	☒
City, State, Zip	BIG BEAR LAKE, CA 92315	Letter	☒
Phone: ☐ Home ☐ Work ☒ Cell	323-338-8931	Best Day & Time to Call	Afternoon anytime
Phone: ☐ Home ☒ Work ☐ Cell	323-455-4325	Best Number to Call	☐ Home ☐ Work ☒ Cell
Email	larryrago@gmail.com	Working with other Legislative Office	N
Fax			
Agency		Opened By	
Claim/Case Number		Assigned To	
Subject		Entered into LCMS	☐

*Personal Information, such as Social Security Number or Driver's License Number, should only be requested if required by the state agency or department. This information should only be obtained through use of the **Authorization for Release of Information** form.*

Details

NOTE - Please note that residents of Big Bear Lake cannot receive mail at their home address. If you need to send me any mail please send to: LARRY WORD PO BOX 4306 BIG BEAR LAKE, CA 92315

I am owed a \$225 rebate from Southwest Gas for installing a tankless water heater. Here is the relevant chronology:
 2/4/26 I installed a tankless water heater at my home at the above address
 2/28/26 I submitted a completed online application for the \$225 residential rebate (Rebate Application #00005800104)
 3/4/26 My application status changed to "IN PROGRESS PENDING" in the online portal. It has never moved since.
 3/15/26 After several calls to SW Gas to ensure I completed it correct, I was directed to the rebates team who I emailed
 4/7/26 I received my first reply from SW Gas with an email saying to expect 6 to 8 weeks to process rebate
 5/30/26 After several emails and phone calls to get status update to no avail, I filed an informal complaint with CPUC
 6/1/26 Utility vendor replied to my email to cryptically say "Due to a pending decision by CPUC, your rebate is on waitlist
 6/1/26 CPUC sends me a letter dismissing my informal complaint without assigning a number, they say they have nothing to do with these rebates on the same day the utility says that my rebate is waiting because of them. CPUC cites a lack of jurisdiction
 6/19/26 I efile a formal complaint with CPUC explaining they absolutely have jurisdiction and the utility has singled them out as the party as to why they cannot give my rebate. I include the argument exhibits and evidence as shown herein
 7/7/26 I notice the public docket averages 5 to 10 days for a complaint to be accepted or rejected by the clerk. I notice efiled complaints made after mine are being docketed so I follow up with the clerk and the Public Advisor. I am informed that the clerk is still reviewing my filing and has yet to accept or reject it.
 7/16/26 Newest docketed complaints are published showing people who filed on 7/1 and 7/7 have been docketed while my complaint filed on 6/19 still has not been accepted or rejected by the clerk. I follow up again with the clerk and public advisors office. The public advisor provides a phone number to the clerk but when I call it goes to a voice message recording that says the Clerks will be working at home due to Covid but to leave a message if I like. The Public Advisor later follows up to say they were in contact with the clerk who confirm they still have not accepted or rejected my filing and there is no deadline or amount of time for them to decide.

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

LARRY WORD

Complainant,

vs.

SOUTHWEST GAS

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
LARRY WORD PO BOX 4306 BIG BEAR LAKE, CA 92315 larryrago@gmail.com (323) 338--8931	SOUTHWEST GAS (U 905 G) PO BOX 98890 LAS VEGAS, NV 89193-8890 regserve@swgas.com 877-860-6020

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	LARRY WORD
Address	PO BOX 4306 BIG BEAR LAKE, CA 92315
Daytime Phone Number	323-338-8931
Email Address	larryrago@gmail.com

☒ 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	SOUTHWEST GAS
Address	PO BOX 98890
Daytime Phone Number	877-860-6020
Email Address	regserve@swgas.com

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Has staff responded to your complaint?

☒ YES ☐ NO

Is your service now disconnected?

☐ YES ☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES ☒ NO

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

It would appear that the residential rebates offered through Southwest Gas are nothing more than fraudulent inducements that offer consumers no recourse, no appeals, no manner of understanding timelines or decisions, and are a boondoggle for third party administrators who operate outside the scope of regulatory oversight. No real monies are disbursed to consumers or explanation given as to how, when, or why decisions are made on rebates. Consumers are forever stuck in a sort of limbo in a process that is so opaque and convoluted and there is no one to complain to nor is there any oversight. Or at least, such has been my experience.

CHRONOLOGY

On 2/4/26 I installed a tankless Water Heater in my home.

On 2/28/26 I submitted a completed application for \$225 residential rebate (Rebate Application #00005800104)

On 3/4/26 my application status changed to "IN PROGRESS-PENDING" where it has been stuck ever since
(Please see attached Page for continued narrative of complaint)

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):

The utility should make good on the rebate promise to send the \$225 payment to the Complainant for installing a tankless water heater. Absent that, perhaps a more transparent system of understanding whether the application was approved, where one is on a supposed "waitlist" and an explanation as to how CPUC says they have nothing to do with the matter while the utility company can say that they are waiting on a decision or some kind of action from CPUC. This endless circular finger-pointing is maddening. If this was a rebate offered through any other produce the Attorney General could likely be contacted to enforce the terms but here the whole program seems to be able to operate outside of consumer law with no recourse, redress, or explanation.

Formal Complaint Form (Continuation of Page 2 of 6)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

(CONTINUED DETAILS OF COMPLAINT FROM PAGE 2 OF 6)

CHRONOLOGY CONTINUED

On 3/15/26 After several calls to SW Gas, I emailed the rebates team to verify if anything else was required
On 3/30/26 I again emailed SW Gas Rebates for status on the \$225 rebate
On 4/7/26 I received my first reply from SW Gas in an email stating to expect a 6 to 8 week processing time
On 5/30/26 I emailed SW Gas stating it had now been 13 weeks and where was my rebate
On 5/30/26 I filed an informal complaint with CPUC over the rebate and received confirmation #229743
On 6/1/26 I received a reply to my email stating cryptically that "due to a pending decision by the California Public Utilities Commission (CPUC) your rebate application has been placed on a waitlist. We will notify you as soon as a final decision is made"
On 6/1/26 A letter was generated and mailed to me from CPUC closing my informal complaint with the explanation that they do not have jurisdiction over this matter
On 6/19/26 I file this formal complaint, refusing to believe that the state has no authority or jurisdiction since they fund the rebates and there must be some transparency in government as to why consumers are fraudulently induced into buying green energy equipment through rebates that, in my experience, do not exist

CONCLUSION

The Southwest Gas Rebate administrator points the finger at CPUC on the same day that CPUC sends me a letter saying that they essentially have nothing to do with this matter. How ironic. The rebate administrator says expect 6 to 8 weeks. After 13 weeks they say the matter is with CPUC. CPUC denies they have anything to do with this. What is left for a consumer to do or believe? When you purchase a product through a store the rebate rules generally tell you how long to wait for the rebate and who to contact, how to file a complaint, etc. Not so with rebates administered through public utilities. They hand it off to third party administrators and the government regulators say they cannot do anything about it. When I completed my rebate application I recall that program funding and application deadline was March 31, 2026. A review of the rebate website now states that the program application deadline runs through December 31, 2026. So this appears to eliminate any excuse that the funding dollars ran out, otherwise why would the program be extended until December 31, 2026? I honestly believe that if I did not file this formal complaint my rebate application would continue to sit there with no explanation and continued gaslighting anytime I follow up, if any response at all is given. At what point is it that somebody says that this is an unreasonable amount of time to wait? Is there preferential treatment given? Does the third party administrators just keep the rebate money without giving it to consumers? Why is there not a place to show where I am at in the queue or the "waitlist" as stated in my most recent email I received? Why is it that no status was changed and no update was given between the time where I was told "expect 6 to 8 weeks" to after 13 weeks later being told "you are on a waitlist". The "stop contacting us" vibe is strong and the whole program stinks with no accountability, opaque rules, no clear way to follow up and it is rife for exploitation by bad actors. Maybe that is already happening, there is no way for a consumer to know anything.

(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): _____

Hearing (Example: 7/1/09): _____

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

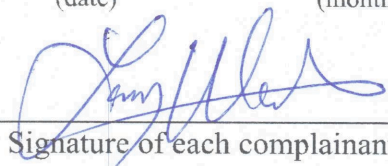
No objections to any dates. Set the date at your discretion.

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

Pay complainant the promised \$225 rebate for installing the tankless water heater in his residence

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 Big Bear Lake, California, this 19th day of June, 2026
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

REPRESENTATIVE'S INFORMATION:

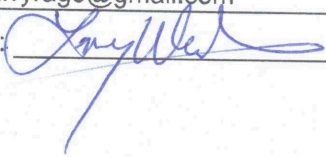
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: LARRY WORD

Address: PO BOX 4306

Telephone Number: 323-338-8931

E-mail: larryrargo@gmail.com

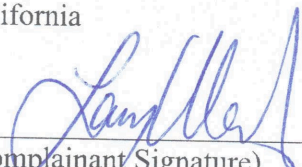
Signature: 

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 June 19, 2026, at Big Bear Lake, California
(date) (City)



(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

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

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one (1) defendant, then you must submit a total of eight (8) copies.

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

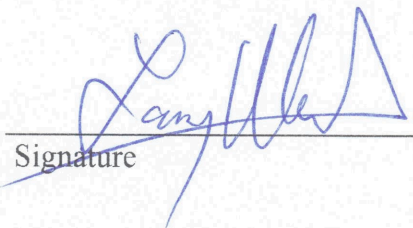
Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACY NOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a **public record** and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available online for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



SignatureJune 19, 2026

DateLARRY WORD

Print your name



Larry Rago <larryrago@gmail.com>

Status Update - Rebate Application 00005800104

Larry Rago <larryrago@gmail.com>
To: rebates@swgas.com

Sun, Mar 15, 2026 at 11:24 AM

Hi,
I am the homeowner of the address:

[REDACTED]

My account with Southwest Gas is ACCOUNT 910000174137

I am following up check on a rebate I submitted for a tankless water heater installed in my home with the above Rebate Application number. I submitted it at the end of February and it still shows PENDING and I wanted to reach out to see if there was anything further needed from me and what the timeline for processing might be. I have attached the packet I submitted along with the application for your convenience.

Thank you for verifying you have what you need from me and for any estimate as to how loong the process takes. Feel free to reach out anytime should there be any questions

Sincerely,
Larry Rago Word

[REDACTED]



Tankless Water Heater Invoice Receipt and Pics 2-4-26 (1).pdf
17529K



Larry Rago <larryrago@gmail.com>

Please Issue my Rebate or Provide Update - Application# 00005800104

Larry Rago <larryrago@gmail.com>
To: rebates@swgas.com

Mon, Mar 30, 2026 at 4:13 PM

Hi,

I wanted to inquire about the status of my \$225 rebate application. It seems it has been sitting in "PENDING" status for about a month and I am wondering if you are missing any information or if there was anything holding it up? I have attached a screengrab that has my account info and what it shows when I log in... stuck in PENDING. Why pending, it is complete, at least from my perspective, except you have not rendered payment.

Please let me know if I can be of any assistance or if you have any questions or if there is any deficiency to the application. I can be reached on the number below

Larry [REDACTED]

2026-03-30_16h10_47.jpg
103K



A. R. JOENS PLUMBING

24/7 Phone (909) 496-6324

ADAM JOENS -- LICENSE #1005599

P O BOX 530, Big Bear City, CA, 92314

arjonesplumbing@gmail.com https://www.arjoensplumbing.com

WORK ESTIMATE - INVOICE - RECEIPT

To:
LARRY WORD

Event date(s)

02/04/2026

#2026-0018

Description/Quantity	Unit Price	Amount
REMOVAL & HAULAWAY OF ONE (1) WATER HEATER (Location Garage)	included	included
Purchase & Delivery of One (1) Tankless Water Heater:	included	included
One (1) Navien NPE-240S2NG 199k BTU, Natural Gas, Condensing	included	included
Installation and High Altitude Setup of One (1) Tankless Water Heater:	\$3,600	\$3,600
One (1) Navien NPE-240S2NG 199k BTU, Natural Gas, Condensing	included	included
High Efficiency Tankless Water Heater	included	included
<i>PAID \$2100 Deposit 2/2/26</i>		
<i>Install and work completed on 2/4/26</i>		
<i>Received \$1500 on 2/4/26</i>		
<i>PAID IN FULL 2/4/26 AR Joens</i>		



Subtotal	\$3,600
Less Deposit	\$2,100
Balance Due	\$1,500

Serving Big Bear Lake, Big Bear City, and nearby mountain communities since 2014



[United Plumbing and Fire Supply](#)

Navien NPE240S2NG High Efficiency Tankless Water Heater

4.9 ★★★★★ ([13 user reviews](#))



NAVIEN

Navien NPE-240S2 Tankless Water Heater – 199K BTU, Natural Gas, Condensing



This unit has been
Converted to High Altitude /
Cet appareil a été converti au Haute altitude

Orifice Size / Injecteur:

Min. 5.05 mm to Max. 7.75 mm

Inlet Gas Pressure / Pression d'entrée du gaz:

Min. 3.5 to Max. 10.5 inches WC

Manifold Gas Pressure /

Pression à la tubulure d'alimentation:

Min. -0.03 to Max. -0.96 inches WC

BTU Input / Débit calorifique:

Max. 199,900 - Min. 13,300 BTU/h

Conversion Kit No. : NAC-NH240

This unit was converted on

4 (day) 2 (month) 26 (year)

to _____ gas with Kit No. _____

by

AR
30 E

(name and address of _____ taking the
conversion, who _____ to the
correctness of this conversion)





Larry Rago <larryrago@gmail.com>

RE: EXTERNAL: Please Issue my Rebate or Provide Update - Application# 00005800104

4 messages

SW Gas Rebates <swgasrebates@resource-innovations.com>
To: "larryrago@gmail.com" <larryrago@gmail.com>

Tue, Apr 7, 2026 at 9:52 AM

Hello Larry,

I am happy to assist you with an update.

Currently your application and documentation are being reviewed. This process is usually around 6-8 weeks from the date your completed application is received. You will continue to receive email updates regarding the status and be able to view updated status via the online portal.

Please let me know if you have any questions or if there is anything else I can assist you with. Have a great day!

Thank you,

Rebate Processing Center
Southwest Gas Energy Efficiency Programs
2223 S Highland Dr. #E6-333
Salt Lake City, Utah 84106
Email: rebates@swgas.com
Phone: 1.855.743.1603
Fax: 1.866.308.8956

From: Larry Rago <larryrago@gmail.com>
Sent: Monday, March 30, 2026 4:13:32 PM (UTC-08:00) Pacific Time (US & Canada)
To: Rebates <Rebates@swgas.com>
Subject: EXTERNAL: Please Issue my Rebate or Provide Update - Application# 00005800104

[WARNING] This message originated outside of Southwest Gas. **DO NOT CLICK** links or attachments unless you recognize the sender and know the content is safe.

Hi,

I wanted to inquire about the status of my \$225 rebate application. It seems it has been sitting in "PENDING" status for about a month and I am wondering if you are missing any information or if there was anything holding it up? I have attached a screengrab that has my account info and what it shows when I log in... stuck in PENDING. Why pending, it is complete, at least from my perspective, except you have not rendered payment.

Please let me know if I can be of any assistance or if you have any questions or if there is any deficiency to the application. I can be reached on the number below

Larry 

The information in this electronic mail communication (e-mail) contains confidential information which is the property of the sender and may be protected by the attorney-client privilege and/or attorney work product doctrine. It is intended solely for the addressee. Access to this e-mail by anyone else is unauthorized by the sender. If you are not the intended recipient, you are hereby notified that any disclosure, copying, or distribution of the contents of this e-mail transmission or the taking or omission of any action in reliance thereon or pursuant thereto, is prohibited, and may be unlawful. If you received this e-mail in error, please notify us immediately of your receipt of this message by e-mail and destroy this communication, any attachments, and all copies thereof.

Southwest Gas Corporation does not guarantee the privacy or security of information transmitted by facsimile (fax) or other unsecure electronic means (including email). By choosing to send or receive information, including confidential or personal identifying information, via fax or unencrypted e-mail, you consent to accept any associated risk.

Thank you for your cooperation.

This email message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information of Resource Innovations, Inc. Any unauthorized use, disclosure, or distribution is prohibited. If this email has reached you in error, please contact the sender by return email and destroy all copies of the original message.

Larry Rago <larryrago@gmail.com>
To: SW Gas Rebates <swgasrebates@resource-innovations.com>

Tue, Apr 7, 2026 at 9:54 AM

Awesome, thank you for the update. It originally stated on the status that "QUALITY ASSURANCE NEEDED" and then it switched to "ACTIVE PENDING" so I just wanted to be proactive to ensure nothing was missing or further required on my end. It sounds like this is normal the current wait time. Reach out if I can be of any assistance.

Larry

[Quoted text hidden]

Larry Rago <larryrago@gmail.com>
To: SW Gas Rebates <swgasrebates@resource-innovations.com>

Sat, May 30, 2026 at 11:00 PM

Hi,

Well I have certainly been patient here but you said to expect about 6 to 8 weeks to process my rebate #00005800104. I submitted a completed application for this rebate on Feb 28, 2026 and it still shows processing. This would now be 13 weeks that you have had my application without any updates. Is this normal? Is sonetgibg wrong?

Thank you for looking into it and any update you can provide.

Larry Word

[Quoted text hidden]

SW Gas Rebates <swgasrebates@resource-innovations.com>
To: Larry Rago <larryrago@gmail.com>

Mon, Jun 1, 2026 at 1:01 PM

Good afternoon Larry Rago,

Thank you for your inquiry. Due to a pending decision by the California Public Utilities Commission (CPUC), your rebate application has been placed on a waitlist. We will notify you as soon as a final decision is made.

Best Regards,

Rebate Processing Center

Southwest Gas Energy Efficiency Programs

2223 S Highland Dr. #E6-333

Salt Lake City, Utah 84106

Email: rebates@swgas.com

Phone: 1.855.743.1603

From: Larry Rago <larryrago@gmail.com>

Sent: Sunday, May 31, 2026 2:01 AM

To: SW Gas Rebates <swgasrebates@resource-innovations.com>

Subject: Re: EXTERNAL: Please Issue my Rebate or Provide Update - Application# 00005800104

You don't often get email from larryrago@gmail.com. [Learn why this is important](#)

This message is from an external sender.

[Quoted text hidden]



Contact Us

Translate



CALIFORNIA

Public Utilities Commission

**You have successfully filed a
complaint! Here is the
confirmation number 229743**

Once your complaint has been reviewed, a
complaint number will be provided to you.

Contact Us

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Ave.

San Francisco, CA 94102-3298

**Call us toll-free, Monday – Friday, 9
a.m. to 3 p.m. at 1-800-649-7570 Fax us**



MAIL

[View Dashboard](#)

Expected Today

1 item(s)



Sort by

Find Applications

Last Updated: Descending

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Site

Application Number

Mar 15, 2026, 11:12:20 AM PDT

Status
Cancelled - Aborted

Site

Application Number

Feb 6, 2026, 5:36:20 PM PST

Status
In Progress - Pending

Last Updated
Mar 4, 2026, 8:12:39 AM PST

Product

Tankless Water Heater



[Tankless Water Heater Invoice Receipt and Pics 2-4-26.pdf](#)
17,528 KB
Feb 28, 2026, 10:47:32 AM

Customer

First Name
LARRY

Bill Account Number
910000174137

Installation Address 2

Installation State
CA

Mailing Address 1

Mailing City

Mailing Zip Code

Alt Phone Num

Last Name
WORD

Installation Address 1

Installation City

Installation Zip Code

Mailing Address 2

Mailing State
CA

Phone Number

Email
larryap@gmail.com

Application Details

Customer LARRY WORD

Site

Program name

CALIFORNIA RESIDENTIAL REBATES

Application Number

00005800104

Status
In Progress

Created

Feb 6, 2026, 5:36:20 PM PST

Last Updated

Mar 4, 2026, 8:12:39 AM PST

Application History

✓ Rebate Application

Feb 28, 2026



CALIFORNIA PUBLIC UTILITIES COMMISSION



ELECTRONIC FILING

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History of filer's filings

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Filing History 1 record found, displayed

Transaction Number	Date Submitted ↑	Proceeding Number	Lead Document Type	Current Status	Show	Use filing data to	Receipt	Details
233993	06/19/26 06:03 PM		Complaint	IN QUEUE (27 days)	All Parties		Receipt	...

California Public Utilities Commission Electronic Filing Services		PHONE NUMBER: 415 703-2782	
NOTICE FOR: Larry Word			
THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA			Confirmation Number: 0000233993
NOTICE OF RECEIPT OF DOCUMENTS VIA ELECTRONIC FILING			Proceeding Number: New Filing
Additional Proceeding Numbers:			
Client-Matter Name/Number:			
Parties:	Larry Word		
Officially received by the CPUC on:	Friday, 06/19/2026 at 06:03:42 PM		
Your email address:	larryrago@gmail.com		
This Filing's Confirmation Number:	0000233993		
Your Voice number:	(323) 338 - 8931		
Credit Card used:			
Case Type:	Formal Proceeding		
Fee Tendered - Exact Amount:	\$0.00		
Forms Received:			
Pleadings Received:	CPUC formal Complaint.pdf - Complaint (5 MB) Sanitized and Redacted CPUC Complaint About REbate.pdf - Attachment (4 MB)		
NOTICE: This receipt DOES NOT constitute acceptance by the CPUC of your documents for filing. This receipt confirms that your filing HAS BEEN RECEIVED by CPUC on the date and time indicated. Your Confirmation Number at the top of this receipt, is issued by CPUC, and it should be used in all communications with CPUC regarding this filing. You will receive a separate email notification directly from CPUC when your filing has been Accepted or Rejected.			
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Larry Word <christconduit@gmail.com>

(no subject)

2 messages

Larry Word <christconduit@gmail.com>
To: efile-help@cpuc.ca.gov, public.advisor@cpuc.ca.gov

Tue, Jul 7, 2026 at 5:44 PM

CPUC Docket Office Clerk / Public Advisor,

I am writing to request a status update to a my formal e-filed expedited complaint made on 6/19/2026 with the following information (attachments with the same for your reference):

- **Filer Name:** Larry Word
- **Transaction / Confirmation Number:** 233993
- **Submission Date:** Friday, June 19, 2026, at 6:03:42 PM
- **Lead Document Type:** Formal Complaint (New Filing)
- **Current Account Status:** IN QUEUE (18 days)
- **Filer Email:** larryrago@gmail.com

Upon reviewing the publically reported docket calendar over the past six weeks I see that a new complaint is generally accepted by the clerk and docketed within 5 to 7 days. I also see that new complaints that were e-field after mine are reaching the docket while mine continues to sit in the queue. That is why I am reaching out to you, to inquire the status of my e-filed submission and why it continues to sit in the queue.

Thank you for any information you may be able to provide on this matter. If it is something you are still working on, please share with me how long I should reasonably wait before following up with another inquiry since these expectations do not appear to be published anywhere that I can find.

Thank you,

Larry Word
(323) 338-8931

 **mergePdf_5_931235046_2987950832.pdf**
166K

Larry Word <christconduit@gmail.com>
To: Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 5:36 AM

[Quoted text hidden]

 **mergePdf_5_931235046_2987950832.pdf**
166K



Larry Word <christconduit@gmail.com>

RE: [EXTERNAL]

1 message

Public.advisor <Public.advisor@cpuc.ca.gov>
To: Larry Word <christconduit@gmail.com>

Wed, Jul 8, 2026 at 9:30 AM

Dear Larry Word,

Thank you for reaching out to the [Public Advisor's Office](#).

Our office is responding on behalf of the [Docket Office](#). The Docket Office mentioned your complaint is currently being reviewed by the Docket Office Advisors.

Sincerely,

Public Advisor's Office

California Public Utilities Commission

From: Larry Word <christconduit@gmail.com>

Sent: Tuesday, July 7, 2026 5:45 PM

To: eFile Help <Efile-Help@cpuc.ca.gov>; Public.advisor <Public.advisor@cpuc.ca.gov>

Subject: [EXTERNAL]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

CPUC Docket Office Clerk / Public Advisor,

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Thank you,

Larry Word
(323) 338-8931



Summary: Application of Pacific Gas and Electric Company on behalf of customer seeking a gas line subsidy pursuant to the requirements of D.22-09-026. (U39G)

[View Filing](#) | [View Docket Card](#)

Proceeding A26-07-003

Filed: July 1st, 2026

Summary: Application of Southern California Gas Company (U904G), on behalf of its customers, for approval of gas extension allowances.

[View Filing](#) | [View Docket Card](#)

Proceeding A26-06-030

Filed: June 26, 2026

Summary: Application of Endurance, LLC D/B/A Endurance Internet, LLC for registration as a telephone corporation pursuant to Public Utilities Code Section 1013.

[View Filing](#) | [View Docket Card](#)

Proceeding A26-07-004

Filed: July 07, 2026

Summary: Application of the California Market Transformation Administrator (U-1399-E) for approval of the second tranche of Statewide Energy Efficiency Market Transformation Initiatives.

[View Filing](#) | [View Docket Card](#)

Proceeding A26-07-005

Filed: July 02, 2026

Summary: Application of Nexus LicenseCo, LLC for a Certificate of Public Convenience and Necessity.

[View Filing](#) | [View Docket Card](#)

Proceeding C26-06-029

Filed: June 26, 2026

Summary: Carson Reclamation Authority, complainant vs Southern California Edison Company (U338E), defendant. Charging allegation is violation of PU Code section 451.

[View Filing](#) | [View Docket Card](#)

Proceeding C26-07-006

Filed: July 01, 2026

Summary: Delia Lovell, complainant vs. Southern California Edison Company (U338E), defendant. Charging allegations are overbilling and inappropriate disconnection of service.

[View Filing](#) | [View Docket Card](#)

Proceeding C26-07-007

Filed: July 06, 2026

Summary: Frank Adomitis, complainant vs. Southern California Edison Company (U338E), defendant. Charging allegation is overbilling.

[View Filing](#) | [View Docket Card](#)

How to Participate

- Submit a public comment on any Proposed Decision via the [CPUC Docket Card](#).
- [Subscribe](#) to a proceeding using its number to receive future updates.



Larry Rago <larryrago@gmail.com>

Fwd:

Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 6:20 AM

To: public.advisor@cpuc.ca.gov

Cc: efile-help@cpuc.ca.gov

It has now been 27 days since I transmitted my complaint and 8 days since my follow up. Latest new complaints to hit the docket show filing dates of July 1st and July 6th respectively (see attachments and forwarded email). Yet, I am told my June 19th filing is still being worked on. This really begs the question: what exactly is the delay? I am starting to lose faith in whether a due process forum exists.

It would seem that a reasonable amount of time has elapsed. It would seem that other cases filed after mine are skipping ahead. It would seem that there must be some advantage to neither accepting nor rejecting this Complainant's filing. By sitting on it indefinitely without action, you deny this Complainant's due process rights to a fair hearing. And since the time to accept/reject an efile is not defined statutorily, this Complainant respectfully inquires what is a reasonable amount of time before it becomes a denial of due process. After 60 days? After 90 days? What is the latest one should expect to wait for a decision by the docket clerk? Perhaps if the docket clerk could comment on what is the delay and why other parties are seemingly skipping ahead it would assuage the concerns of this Complainant that he is being unjustly screened out.

My efiled complaint is quite straightforward and well within the purview of CPUC given its circumstances. Public trust in institutions shall erode when due process becomes optional and rules are opaquely applied in a seemingly arbitrary and capricious fashion.

Thank you in advance for any further insight you can provide me regarding my efiled complaint and why it has stalled. Further details and history are attached and forwarded with this email.

Larry Word 323-338-8931

Respectfully Submitted
Larry Word 323-338-8931

- **Filer Name:** Larry Word
- **Transaction / Confirmation Number:** 233993
- **Submission Date:** Friday, June 19, 2026, at 6:03:42 PM
- **Lead Document Type:** Formal Complaint (New Filing)
- **Current Account Status:** IN QUEUE (27days)
- **Filer Email:** larryrago@gmail.com

[Quoted text hidden]

3 attachments



Screenshot_20260716_053402_Chrome.jpg
457K



Screenshot_20260716_053538_Edge.jpg
394K



mergePdf_5_931235046_2987950832.pdf
166K



California Public Utilities Commission
Electronic Filing Services

PHONE NUMBER:
415 703-2782



NOTICE FOR: Larry Word

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Confirmation Number:
0000233993

NOTICE OF RECEIPT OF DOCUMENTS
VIA ELECTRONIC FILING

Proceeding Number:
New Filing

Additional Proceeding Numbers:

Client-Matter Name/Number:

Parties:

Officially received by the CPUC on:

Your email address:

This Filing's Confirmation Number:

Your Voice number:

Credit Card used:

Case Type:

Fee Tendered - Exact Amount:

Forms Received:

Pleadings Received:

Larry Word

Friday, 06/19/2026 at 06:03:42 PM

larryrargo@gmail.com

0000233993

(323) 338 - 8931

Formal Proceeding

\$0.00

CPUC formal Complaint.pdf - Complaint (5 MB)

Sanitized and Redacted CPUC Complaint About REbate.pdf - Attachment (4 MB)

NOTICE: This receipt DOES NOT constitute acceptance by the CPUC of your documents for filing. This receipt confirms that your filing **HAS BEEN RECEIVED** by CPUC on the date and time indicated. Your Confirmation Number at the top of this receipt, is issued by CPUC, and it should be used in all communications with CPUC regarding this filing. You will receive a separate email notification directly from CPUC when your filing has been Accepted or Rejected.

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2 of 2

Conf 0000233993

Page 1 of 1

Friday, 06/19/2026 at 06:03:42 PM



content://com.google.:



34





Larry Rago <larryrago@gmail.com>

RE: [EXTERNAL] Fwd:

Public.advisor <Public.advisor@cpuc.ca.gov>
To: Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 8:57 AM

Dear Larry Rago,

Thank you for reaching out to the [Public Advisor's Office](#).

The [Docket Office](#) are the ones who review formal filings at the CPUC. Our office will reach out to the Docket on your behalf to see if we can help get an answer quicker.

While you already sent them an email (efile-help@cpuc.ca.gov), you can also attempt to contact them by phone at 415-703-2121.

Sincerely,

Public Advisor's Office

California Public Utilities Commission

From: Larry Rago <larryrago@gmail.com>
Sent: Thursday, July 16, 2026 6:21 AM
To: Public.advisor <Public.advisor@cpuc.ca.gov>
Cc: eFile Help <Efile-Help@cpuc.ca.gov>
Subject: [EXTERNAL] Fwd:

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Respectfully Submitted

Larry Word 323-338-8931

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- **Filer Email:** larryrago@gmail.com

----- Forwarded message -----

From: **Larry Word** <christconduit@gmail.com>
Date: Thu, Jul 16, 2026, 5:36 AM
Subject: Fwd:
To: Larry Rago <larryrago@gmail.com>

----- Forwarded message -----

From: **Larry Word** <christconduit@gmail.com>
Date: Tue, Jul 7, 2026, 5:44 PM
Subject:
To: <efile-help@cpuc.ca.gov>, <public.advisor@cpuc.ca.gov>

CPUC Docket Office Clerk / Public Advisor,

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Thank you,

Larry Word
(323) 338-8931



Larry Rago <larryrago@gmail.com>

RE: [EXTERNAL] Fwd:

Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 1:35 PM

To: "Public.advisor" <Public.advisor@cpuc.ca.gov>

Thank you for your reply. Of all parties I have tried to contact, your office has been the most responsive. But it is increasingly perplexing to me how all of this works. Since you are the public advisor, perhaps you can enlighten me. I will try to be as brief as possible, but tell me if you see a pattern here or have any feedback:

I am owed a rebate by my gas utility. After weeks of follow up by phone and email they say it is not their responsibility and they point me to an agency that manages the rebates. The agency managing the rebates at first says wait 6 weeks then 12 weeks. After repeated followups via phone and email and 16 weeks later, I filed an informal complaint with CPUC. I received a reply from CPUC stating that they have nothing to do with these rebates so they dismissed without assigning a number. On that same day, the gas company replied to my email inquiries to say that they would love to issue the rebate but they are waiting on CPUC to approve. When I submitted my rebate on 2/28 the program showed itself running through 3/31. Now the program shows it runs through Dec 31. So clearly there must have been more funding allocated by CPUC. But they say they have nothing to do with this on the same day the utility says they cannot give me the rebate until CPUC takes action. Feeling like I am getting the runaround, I research how to file a formal complaint and I lodge it on 6/19. I follow all the rules of efilig and include all the emails and documented evidence of trying to resolve this and then everyone just pointing the finger at one another. I had this strange sense that I would get a hearing. Never did I imagine that even at the formal level of a lodged complaint that I would be ghosted. Ghosting is likely preferable because if it is rejected, it must be for cause, and I believe I covered my bases. If it is accepted, it is likely something that for some reason nobody is responsible for. Then I follow up after 17 days, again after 27 days. I called the phone number you provided. It is a recording that states nobody works anymore because of COVID, everyone is at home. Are you guys hiring, I would love to get a job like this!

Okay, I understand the clerk twice has said they have a think tank analyzing the contents to see what technicality it can be dismissed under.... I mean, that is what it seems like, but nobody will answer the question as to when it would be considered an unreasonable delay and denial of due process to sit on it and fail to accept or reject the complaint. Apparently, there is a forever clock, but the standard as I understand it, since it is not defined by statute or deadline, is based on what is reasonable. Since you are the only one who will talk to me, what is reasonable for me to do in terms of follow up? Ask every week? Perhaps ask every month? Truly I am not trying to be a pain or bother to anyone. I am actually starting to believe that the rebates are a con and someone somewhere must be keeping the money. I apologize in advance, I understand this sounds crazy.

Thanks for the phone number, but the VM says they are at home permanent and nobody will answer. I am open to any further suggestions or feedback you may have. Otherwise don't be surprised if I continue checking in from time to time until I get an acceptance or rejection out of the clerk.

Sincerely,
Larry Word

[Quoted text hidden]



Larry Rago <larryrago@gmail.com>

RE: [EXTERNAL] Fwd:

Public.advisor <Public.advisor@cpuc.ca.gov>
To: Larry Rago <larryrago@gmail.com>

Thu, Jul 16, 2026 at 9:29 AM

Dear Larry Word,

The Docket Office wrote back to our office stating the following.

The Complaint is still being reviewed by our Docket Office Advisors. There is no timeframe regarding reviews of Complaints by our Docket Office Advisors. Reviews of Complaints takes longer than others. Once the review is completed, either the Complaint is accepted and filed or a Complaint rejection (denial) letter is sent to the Complainant.

Sincerely,

Public Advisor's Office

California Public Utilities Commission

From: Public.advisor <Public.advisor@cpuc.ca.gov>

Sent: Thursday, July 16, 2026 8:58 AM

To: Larry Rago <larryrago@gmail.com>

Subject: RE: [EXTERNAL] Fwd:

Dear Larry Word,

[Quoted text hidden]

00027481071626004419

DUPLICATE

Page 1 of 6



SOUTHWEST GAS

swgas.com



LARRY WORD
P.O. BOX 4306
BIG BEAR LAKE, CA 92315-4306

\$82.27
AMOUNT DUE

PAST DUE AFTER
08/04/2026

ACCOUNT 910000174137

Billing From 06/13/2026 - 07/14/2026

Date Mailed 07/16/2026

Customer Solutions/Soluciones al Cliente

Toll Free/Llamada Gratis **877-860-6020**

Hearing Impaired: **711**

Service Address: 40337 York Ln, Big Bear Lake, CA 92315

DAILY AVERAGE USAGE (THERMS)

1.47

Current

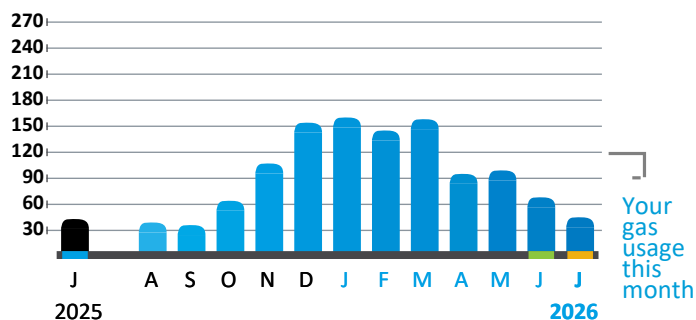
2.33

Last Month

1.41

Last Year

MONTHLY USAGE (THERMS)



IMPORTANT MESSAGES

MAXIMIZE COMFORT. START SAVING.

Make your home more comfortable and energy efficient with simple weatherization upgrades. Southwest Gas rebates can help you save energy and lower your monthly costs. Get started today:

swgas.com/en/residential-rebates-and-promotions.

GET NOTIFIED

Make sure your account is set up to receive notifications in the event of an outage. **Log into MyAccount** to review and update your mobile phone, text and email settings today.



RATE CHANGE

On May 14, 2026, the California Public Utilities Commission approved the settlement agreement in Southwest Gas' 2026 General Rate Case (GRC). Rate changes implemented as a result of the settlement are effective July 1, 2026. For more information about Southwest Gas' GRC, please visit swgas.com/en/california-grc.

REMIT WITH PAYMENT



SOUTHWEST GAS

PO Box 98890

Las Vegas, Nevada 89193-8890

(NOT FOR PAYMENTS)

LARRY WORD
P.O. BOX 4306
BIG BEAR LAKE, CA 92315-4306

\$82.27
AMOUNT DUE

PAST DUE AFTER
08/04/2026

ACCOUNT 910000174137

SEND PAYMENTS TO:

SOUTHWEST GAS

PO Box 24531

Oakland, CA 94623-1531



Please include account number on check or money order and make payable to Southwest Gas. Do not send cash through the mail.



91000017413790000082270000106851

SEE REVERSE SIDE FOR IMPORTANT DETAILS

200641402045

927.0 12/2019

NOTICE TO SOUTHWEST GAS CORPORATION (SWG) CALIFORNIA CUSTOMERS

Baseline - Baseline volumes provide residential natural gas customers with an amount of gas for basic energy needs at a lower rate.

Basic Service Charge and Gas Usage Charge - These charges recover the costs of operating the natural gas distribution system.

Billing Factor - The billing factor is used to convert the metered volume of gas into units of heat energy which are called therms. SWG bills customers on a per therm basis for the amount of energy contained in the gas delivered. The current reading minus the previous reading, times the billing factor, equals the number of therms you have used in the current billing period.

California (CA) Climate Credit - The CA Climate Credit is a payment from the California Cap-and-Trade Program, which is designed to fight climate change by limiting greenhouse gas emissions and which generates proceeds that are used to further reduce emissions and benefit utility customers. As a residential customer in California, you will receive the CA Climate Credit annually on your April bill (based on your billing cycle, you may see your CA Climate Credit reflected on your May bill). Should you have any credit balance that is carried over to your following month's bill, you may request a refund by check instead of having the carryover balance applied to your bill. To request a refund check of your CA Climate Credit carryover balance, please call SWG at our toll-free number (llamada gratis) at 1-877-860-6020.

CARE Discount - The California Alternate Rates for Energy program provides a 20 percent discount to income-qualified customers at their primary residence.

CPUC Surcharge - The California Public Utilities Commission Surcharge recovers the cost of regulation by the CPUC.

Customer Buried Gas Piping - Customers may have underground gas piping that is not maintained by SWG. (Reference Federal Regulation 49 CFR Part 192.16) This piping, which is typically located between the gas meter and a building or outdoor gas appliance, may consist of buried steel gas lines. Steel gas lines are subject to the effects of corrosion if they are not maintained, which could result in leakage. Regardless if the pipe is steel or plastic, it is important that underground natural gas piping is periodically monitored to identify potential problems that might cause a hazardous condition. Federal regulations encourage customers to employ qualified plumbing and heating contractors for all inspections, monitoring, and repairing of customer buried gas piping. Unsafe conditions discovered must be repaired immediately. For assistance in locating licensed plumbers or contractors, or reviewing relocation, replacement, or maintenance options, call Energy Services at 1-800-654-2765. Remember, call before you dig to locate gas piping in advance, and excavate by hand.

Deposits - If you are an existing customer, your deposit will be credited to your account, with any applicable interest, after continuous service and timely payment of bills in accordance with SWG commission approved rules. If your service has been discontinued, either at your request or by SWG, your deposit, plus any applicable interest, will be refunded to you, less the amount of any unpaid bills.

Disconnection of Service at Customer Request - Please call SWG at least five (5) working days in advance of the date you wish to have service disconnected. If SWG is not notified, service will continue to be billed to the customer of record.

Electronic Check Conversion - When a check is provided as payment, SWG is authorized to either use information from the check to make a one-time electronic funds transfer from the account or to process the payment as a check transaction.

Emergency Service - In case of an emergency or if you smell natural gas, call SWG at 1-877-860-6020, or dial 911. Emergency service is also available by calling: Southern California 1-800-867-9091, Northern California 1-800-772-4555, or Needles, 1-800-447-5422.

Monthly Gas Cost - This charge recovers the cost of natural gas purchased by SWG on behalf of its customers.

Notice to Employers - Request a Safety Data Sheet (SDS) for odorized natural gas by calling Energy Services at 1-800-654-2765 or visiting swgas.com/safety. Please ensure your employees know how to obtain SDS information.

Past Due Date/Late Pay Charge - The monthly bill is due and payable upon presentation and becomes past due if not paid by the "Past Due After" date on the bill. A late pay charge may be added to any past due amount.

PPP Surcharge - The Public Purpose Program Surcharge recovers the cost of public benefit programs such as the California Alternate Rates for Energy (CARE) program, energy efficiency and research and development as ordered by the California State Legislature.

Rates and Other Information - The Rules and Rate Schedules of SWG are available at your nearest SWG Customer Business Office or by going online at swgas.com.

Right of Access and Bill Estimation - SWG will have the right of access to your premises for any purpose normally connected with the furnishing of natural gas service(s). If SWG is unable to read a meter on the scheduled date because of circumstances beyond its control, SWG will calculate the bill based upon estimated usage for that billing period.

Service Establishment and Reestablishment Charge - For each establishment of service there is a charge which appears on the first bill following the establishment of service. This charge partially covers the costs incurred to set up the service and create the account in the SWG billing system. Whenever gas service is turned off because of nonpayment, Southwest Gas may require the delinquent bill to be paid before service will be restored. Non-residential customers will be charged reconnection fees. Residential customers will be charged reconnection fees only when an expedited or call-out service for reconnection is requested.

Special Services - Every effort will be made to ensure uninterrupted service to residential customers who notify SWG about permanent residents in their household who are seriously ill, disabled, or elderly. Also, in an effort to avoid service being turned off, any residential customer may elect to designate a third party (agency or individual) to receive a copy of all Disconnect Notices.

y23, m9, v10

If you believe there is an error on your bill or have a question about your service, please call **SWG Customer Assistance at (877) 860-6020**. If you are not satisfied with SWG's response, you may submit a billing or service complaint to the California Public Utilities Commission (CPUC) Consumer Affairs Branch (CAB), at <http://www.cpuc.ca.gov/complaints/>. CAB can also be reached by telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If your complaint is **specifically regarding the accuracy of your bill**, please contact CAB for assistance to avoid having service turned **off** while you wait for the outcome of a complaint. CAB will provide you with instructions on how to mail a check or money order for the disputed amount of your bill that will be held by the CPUC pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which provides direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free numbers below to be routed to the California Relay Service provider.

Language	TTY/VCO/HCO Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
English	1-800-735-2929	1-800-735-2922	1-800-854-7784
Spanish	1-800-855-3000	1-800-855-3000	1-800-854-7784

Payments - To pay 24 hours a day, 7 days a week using a debit or credit card or electronic check, go to **myaccount.swgas.com** to log into your personal MyAccount or make a payment with no log-in required. To use our automated phone system, call us toll free at **877-860-6020**, and select option **2**. See below for additional payment options.

----- RETAIN PORTION ABOVE DOTTED LINE FOR YOUR RECORDS -----



91000017413790000082270000106851

☐ If address changed, please check the box and provide new address below.

WAYS TO PAY**ONLINE****MOBILE APP**

Download
Application

PHONE

PRESS 2

MAIL

PO Box 24531
Oakland, CA 94623-1531

OVERNIGHT/ EXPRESS SHIP

FIS
attn: Southwest Gas Lockbox
501 Canal Blvd. Suite E
Richmond, CA 94804

PAY LOCATIONS

[myaccount.swgas.com/
paystation](http://myaccount.swgas.com/paystation)

PREVIOUS BILL:

Previous Balance	106.85	
Payment(s) Since Last Bill - Thank You	106.85CR	
Balance Forward		\$0.00

\$82.27
 AMOUNT DUE

PAST DUE AFTER
08/04/2026

ACCOUNT 910000174137
RATE SCHEDULE:
 GS-12 CARE RESIDENTIAL GAS SERVICE

CURRENT BILLING: 32 DAYS

	Current	Previous	Billing Factor	Total Therms
METER READING	Jul 14	- Jun 13		
	5427	- 5370	= 57 x 0.8160	= 47
		Next meter read date is: August 12, 2026		
		Cycle 07		

CHARGES
COST
Gas Usage

* Baseline	
* Gas Usage	15 Therms X 0.000560
* Margin 06/13 - 06/30	8 Therms X 0.967640
* Margin 07/01 - 07/14	7 Therms X 1.345660
* Upstr IntraSt Storage 06/13 - 06/30	8 Therms X 0.041610
* Upstr IntraSt Storage 07/01 - 07/14	7 Therms X 0.041710
* Upstr IntraSt Variable 06/13 - 06/30	8 Therms X 0.149110
* Upstr IntraSt Variable 07/01 - 07/14	7 Therms X 0.149470
* InterSt Res Charge 06/13 - 06/30	8 Therms X 0.020650
* InterSt Res Charge 07/01 - 07/14	7 Therms X 0.020700
* IRRAM 06/13 - 06/30	8 Therms X 0.157910
* IRRAM 07/01 - 07/14	7 Therms X 0.158290
* FCAM Adj/Upstr Fixed 06/13 - 06/30	8 Therms X 0.023480 CR
* FCAM Adj/Upstr Fixed 07/01 - 07/14	7 Therms X 0.023530 CR
* FCAM Balance 06/13 - 06/30	8 Therms X 0.005520 CR
* FCAM Balance 07/01 - 07/14	7 Therms X 0.005540 CR
* ITCAM 06/13 - 06/30	8 Therms X 0.019550
* ITCAM 07/01 - 07/14	7 Therms X 0.019600
* GHGBA non-covered 06/13 - 06/30	8 Therms X 0.138360
* GHGBA non-covered 07/01 - 07/14	7 Therms X 0.139130
* NERBA 06/13 - 06/30	8 Therms X 0.000010
* NERBA 07/01 - 07/14	7 Therms X 0.000000
* NGLAPBA 06/13 - 06/30	8 Therms X 0.005300
* NGLAPBA 07/01 - 07/14	7 Therms X 0.000000
* MHPCBA 06/13 - 06/30	8 Therms X 0.017120
* MHPCBA 07/01 - 07/14	7 Therms X 0.017160
* CDMIBA 06/13 - 06/30	8 Therms X 0.011750
* CDMIBA 07/01 - 07/14	7 Therms X 0.011770
* RUBA 06/13 - 06/30	8 Therms X 0.030460
* RUBA 07/01 - 07/14	7 Therms X 0.030530

*** Tier-II**

* Gas Usage	32 Therms X 0.000560
* Margin 06/13 - 06/30	19 Therms X 1.181750
* Margin 07/01 - 07/14	13 Therms X 1.561920
* Upstr IntraSt Storage 06/13 - 06/30	19 Therms X 0.041610
* Upstr IntraSt Storage 07/01 - 07/14	13 Therms X 0.041710
* Upstr IntraSt Variable 06/13 - 06/30	19 Therms X 0.149110
* Upstr IntraSt Variable 07/01 - 07/14	13 Therms X 0.149470
* InterSt Res Charge 06/13 - 06/30	19 Therms X 0.020650
* InterSt Res Charge 07/01 - 07/14	13 Therms X 0.020700
* IRRAM 06/13 - 06/30	19 Therms X 0.157910

PREVIOUS BILL:

Previous Balance	106.85	
Payment(s) Since Last Bill - Thank You	106.85CR	
Balance Forward		\$0.00



\$82.27

AMOUNT DUE

PAST DUE AFTER

08/04/2026

ACCOUNT 910000174137

RATE SCHEDULE:
GS-12 CARE RESIDENTIAL GAS SERVICE

CHARGES			COST
* IRRAM 07/01 - 07/14	13 Therms X	0.158290	
* FCAM Adj/Upstr Fixed 06/13 - 06/30	19 Therms X	0.023480 CR	
* FCAM Adj/Upstr Fixed 07/01 - 07/14	13 Therms X	0.023530 CR	
* FCAM Balance 06/13 - 06/30	19 Therms X	0.005520 CR	
* FCAM Balance 07/01 - 07/14	13 Therms X	0.005540 CR	
* ITCAM 06/13 - 06/30	19 Therms X	0.019550	
* ITCAM 07/01 - 07/14	13 Therms X	0.019600	
* GHGBA non-covered 06/13 - 06/30	19 Therms X	0.138360	
* GHGBA non-covered 07/01 - 07/14	13 Therms X	0.139130	
* NERBA 06/13 - 06/30	19 Therms X	0.000010	
* NERBA 07/01 - 07/14	13 Therms X	0.000000	
* NGLAPBA 06/13 - 06/30	19 Therms X	0.005300	
* NGLAPBA 07/01 - 07/14	13 Therms X	0.000000	
* MHPCBA 06/13 - 06/30	19 Therms X	0.017120	
* MHPCBA 07/01 - 07/14	13 Therms X	0.017160	
* CDMIBA 06/13 - 06/30	19 Therms X	0.011750	
* CDMIBA 07/01 - 07/14	13 Therms X	0.011770	
* RUBA 06/13 - 06/30	19 Therms X	0.030460	
* RUBA 07/01 - 07/14	13 Therms X	0.030530	
Total Gas Usage		=	86.33
Monthly Gas Cost			
* Monthly Gas Cost 06/13 - 06/30	27 Therms X	0.170800	
* Monthly Gas Cost 07/01 - 07/14	20 Therms X	0.238940	
Total Monthly Gas Cost		=	9.39
PPP Surcharge	Total Therms X	0.032780	= 1.54
CPUC Surcharge	Total Therms X	0.003500	= 0.16
* Basic Service Charge			5.75
CARE Discount			20.90CR
* Rate before CARE discount			
Current Bill			\$82.27
Balance Forward			\$0.00
Amount Due			\$82.27

PREVIOUS BILL:

Previous Balance	106.85	
Payment(s) Since Last Bill - Thank You	106.85CR	
Balance Forward		\$0.00

 \$82.27 AMOUNT DUE	PAST DUE AFTER
	08/04/2026

ACCOUNT 910000174137

RATE SCHEDULE:
GS-12 CARE RESIDENTIAL GAS SERVICE

WHAT DO THEY MEAN?

Ever wonder what yellow paint, flags and whisksers mean on roads, sidewalks or in yards mean? They mark the approximate locations of buried natural gas pipelines, with gas lines possibly located up to two feet on either side of the marks. Always call 811 at least two working days before digging—it's free and it helps prevent injuries, costly repairs, and service outages.

Stay safe and avoid guesswork!
Learn more at swgas.com/markers.



¿QUÉ SIGNIFICAN?

¿Alguna vez se ha preguntado qué significan la pintura amarilla, las banderas y los marcadores en las carreteras, las aceras o los jardines? Estos marcan la ubicación aproximada de las tuberías subterráneas de gas natural; las líneas de gas podrían encontrarse hasta a dos pies a cada lado de dichas marcas. Llame siempre al 811 con al menos dos días hábiles de antelación antes de excavar: es un servicio gratuito que ayuda a prevenir lesiones, reparaciones costosas e interrupciones del servicio.

¡Manténgase seguro y evite las conjeturas! Obtenga más información en swgas.com/markers.

<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20260702.pdf>

<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20260701.pdf>

<https://eVue-SWG2.fisglobal.com/swg/images/inserts/20260706.pdf>