

Submitted by Lindy Levia  
at 10/15/12 Board Meeting  
Item 16

## FILING AN INFORMAL COMPLAINT WITH THE PUBLIC UTILITIES COMMISSION (PUC)

### Website

[www.cpuc.ca.gov/](http://www.cpuc.ca.gov/)

This website explains how to make an informal complaint on line or in writing.

1. Go to Consumer Information Center, choose the option which reads "I want to file a complaint."
2. Choose "Utility Complaint"

### Options

3. Complete the complaint form on line. Scan in supporting documents **or**
4. Print the complaint form, copy documents and mail to the address shown on the form:

Consumer Affairs Branch  
California Public Utilities Commission  
505 Van Ness Avenue, Room 2250  
San Francisco, CA 94102  
Attention: Robert Navarro

**or**

5. Fax the complaint form and documents to Robert Navarro 415.703.1158
6. Phone for additional help: 415.703.2074

### Supporting Documents

1. One or two months of bills prior to the "spiked bill".
2. The "spiked" bill.
3. The following month's bill showing normal usage.
4. Any report from a CalAm water audit.
5. Any report from a plumber or leak specialist showing no leaks.
6. Any offer of a "leak adjustment" from CalAm.
7. Any notice of a water shut off.

### What Action Do You Want the PUC to Take

State that you are questioning the accuracy of a bill. Explain that you have received an abnormally high bill without evidence of a leak, meter malfunction or change of usage. CalAm has offered no explanation but holds you responsible for the unexplained water loss. State the terms of the "leak adjustment" that CalAm has offered to you, and make it clear that the amount far exceeds your usual bill. Since the problem appears to be on CalAm's side of the meter, ask that you pay an amount based on historical usage.

## Informal Complaint Form

Do you wish to follow-up on a **previously reported complaint**? If yes, enter

Previously Reported  
Complaint Number:

Do you wish to file a **new complaint**? If yes, please fill in the form below:

### Service Information

First Name:	Last Name:
If the complaint pertains to your business, enter the business name:	
Street:	Unit:
City:	Email:
State:	Daytime Phone:
Zip:	

### Contact Information

If the contact information differs from the address provided above, please fill in the information below	
First Name:	Last Name:
Street:	Unit:
City:	State:
Zip:	

### Company/Utility Information

Tell us about the company/utility that your complaint involves
Utility Name:
Account No.:

What is the situation that concerns you?

[Empty rectangular box for text entry]

What did the utility say when you contacted them?

[Empty rectangular box for text entry]

What action do you want the CPUC to take?

[Empty rectangular box for text entry]

**Attach any documents which pertain to your case.**

**Mail this form to**

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California Public Utilities Commission  
505 Van Ness Avenue, Room 2250  
San Francisco, CA 94102