

Decision No. R25-0588-I

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

PROCEEDING NO. 25F-0335EG

NEVILLE RUSTOMJEE,

COMPLAINANT,

V.

PUBLIC SERVICE COMPANY OF COLORADO,

RESPONDENT.

**INTERIM DECISION
PROHIBITING DISCONTINUANCE OF SERVICE**

Issued Date: August 13, 2025

I. STATEMENT

1. On August 11, 2025, Complainant Neville Rustomjee filed a Complaint with the Colorado Public Utilities Commission (“Commission”) against Public Service Company of Colorado (“Public Service” or “Respondent”).¹ Complainant requests that disconnection of service be prohibited so that the matter may be heard.

2. Rule 1302(a) of the Commission’s Rules of Practice and Procedure, 4 *Code of Colorado Regulations* (CCR) 723-1 addresses formal complaints:

(a) Any person may file a formal complaint at any time. A formal complaint shall set forth sufficient facts and information to adequately advise the respondent and the Commission of the relief sought and, if known, how any statute, rule, tariff, price list, time schedule,

¹ The Complaint named “Xcel Energy” as the Respondent. Public Service conducts utility business in Colorado as a wholly-owned subsidiary of Xcel Energy, Inc., a public utility holding company. As a result, Public Service is the proper designation for the Respondent in this matter.

decision, or agreement memorialized, accepted, or approved by Commission decision is alleged to have been violated. In addition, a formal complaint shall meet the following requirements, as applicable:

(I) a complaint that seeks to modify, limit, suspend, annul, or revoke a certificate, permit, registration, license or other authority shall be signed and sworn by the complainant;

(II) a complaint that claims unreasonable rates or charges of any gas, electric, water, or telephone public utility shall comply with the provisions of § 40-6-108(1)(b), C.R.S.; and

(III) a complaint against a cooperative electric association shall comply with the provisions of § 40-9.5-106, C.R.S., if applicable.

3. Based upon a preliminary review of the Complaint, it does not set forth sufficient facts and information to adequately advise the Respondent and the Commission of the relief sought through the complaint. The nature of the complaint generally appears to relate to a disagreement regarding installation of a smart meter and/or the Commission-authorized charges and/or access to a non-communicating meter in the event a customer opts not to have a smart meter installed. Complainant states that all bills are current and that he has medical issues.

4. Commission Staff indicates that Complainant's service is subject to disconnection.

5. The Commission does have the authority to prohibit discontinuance of service pending resolution of a proceeding involving a dispute over utility charges upon such terms as the Commission deems reasonable, including the requirement that the Complainant posts a bond. See Rule 1302(e) CCR 723-1. Subject to the conditions ordered below, a sufficient showing has been made to warrant an order prohibiting discontinuance of service.

6. Public Service is already authorized by the Commission to charge a Monthly Meter Reading Charge for Denver Metro Service Area of \$11.84 per month to customers

electing to take service under Schedule IDMO.² See Original Sheet 119A of Colo. PUC No. 8 Electric. This charge covers the costs associated with the manual reading of each Interval Data Meter at a premise. *Id.*

7. The Complaint establishes sufficient grounds for prohibiting Public Service from discontinuing utility service subject to three conditions. First, Complainant will be required to post a deposit or bond with Public Service toward authorized reading charges during the pending proceeding in the amount of \$50.00, payable no later than August 25, 2025. Complainant must also allow the necessary access to read the meter and keep current with future charges incurred for utility services provided by Public Service.

8. If Complainant fails to post such deposit or bond, permit access, or keep current with future charges, disconnection of service will be avoided during the pendency of this proceeding.

II. ORDER

A. It Is Ordered That:

1. Public Service Company of Colorado (“Public Service”) shall not discontinue utility service to Neville Rustomjee at service address 10035 E. 7th Avenue, Aurora, CO 80010, pending resolution of this proceeding.

2. The order prohibiting discontinuance of utility service set forth in ordering paragraph no. 1 above is conditioned upon Neville Rustomjee (1) posting a deposit or bond with Public Service in the amount of \$50.00, payable no later than August 25, 2025, (2) allowing the

² Interval Data Meter Option.

necessary access to read the meter, and (3) keeping current with charges incurred for future utility services provided by Public Service at 10035 E. 7th Avenue, Aurora, CO 80010.

3. If any condition of the relief granted in ordering paragraph no. 1 above is not met, Public Service may discontinue such utility service at 10035 E. 7th Avenue, Aurora, CO 80010 in accordance with tariffs on file without further order from the Commission.

4. This Order shall be effective immediately.

(S E A L)



THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

G. HARRIS ADAMS

Administrative Law Judge

ATTEST: A TRUE COPY

A handwritten signature in cursive script that reads 'Rebecca E. White'.

Rebecca E. White,
Director