

ICC Formal #08-0562, Audio Tapes
Audio Only Site 01 Audio Module 4 Audio Channel 5
June 4, 2008 @ 08.37.30.300
6.11 minutes

Tricia: Thank you for holding my name is Tricia how can I help you
Canel: Hi we've got a gas bill that went through the roof and we had somebody come out he's here now from north shore gas he can't find no explanation for why this bill was generated and he has no explanation for what's happened he can't find a leak he can't find anything he's gone through all the appliances there's no explanation for why this bill was generated. What do we do now?
Tricia: Ok. Um. Lets' see what is your name please
Canel: Canel. C-A-N-E-L.
Tricia: And you are located at 344 surf side in glencow
Canel: Surfside
Tricia: Correct
Canel: In glencow
Tricia: yep
Tricia: Can I have you verify your last four digits of your social security number please
Canel: 6289 are the last four digits
Tricia: Thank you what is your home telephone number
Canel: 847-835-0422
Tricia: Is your cell phone number 847
Canel: Yes...738-1616
Tricia: Ok thank...um you know what did he get a meter reading because
Canel: Yes.
Tricia: This is based on an estimate
Canel: No no...he said that...you said the meter reading...
Samuel: The meter reading was in line with you had
Canel: The meter reading is in line with what you had
Tricia: Oh ok can you ask him exactly what the meter reading was
Canel: Hold on a minute hold on
Canel: Mr. Adams would you talk to the lady
Samuel: From the gas company
Samuel: Hello
Tricia: Hi hi this is Tricia in Waukegan
Samuel: Yeah, how you doin?
Tricia: Good
Samuel: This is Samuel adams
Tricia: Yeah, what was the meter reading
Samuel: Right now I got it at 9466
Tricia: Oh ok so it's even higher than our estimate
Samuel: Yeah
Tricia: Ok You can put back in the phone
Samuel: you see The question is back in March you got the thing out
Tricia: Yeah I do
Samuel: You there...can you see it.
Tricia: Yeah,
Samuel: They gave me a print out ok back in march they had a reading of a 7127
Tricia: Right march 20 correct
Samuel: right, Then it jumps to April goes to 9149
Tricia: 49..right
Samuel: and That's where I can't see cuz that

CANEL EX 10 17a

Tricia: Why...

Samuel: yeah,

Tricia: yeah, why it did that

Samuel: Yeah cuz that's a 2500 you know it's a good size home but it's not no 2500 it only has got two furnaces and a water heater and

Tricia: Oh ok

Samuel: My thing is this

Tricia: Ok

Samuel: Who handles this next is it going to Andy he's still there

Tricia: Who handles what now I'm sorry

Samuel: Like with the high bill complaint cuz I don't see where these people use this much gas

Tricia: You know. I'm not sure to tell you the truth. Um you're talking about Andy McGrone, right

Samuel: Right,

Tricia: well he's not here any longer he's been gone for I think about a year, I think something like that,

Samuel: well he's up in Wisconsin

Tricia: yeah he's up in Green bay

Tricia: know so you're not a meter reader are you

Samuel: nah I'm with the service department

Tricia: I wonder um I'm trying to think of who the meter reader is it dafney poloty do yo know the supervisor for the meter readers

Samuel: Yeah, she's the meter reading supervisor so uh

Tricia: I wonder cuz I don't know I never dealt with something like this really do you want me to ask nicky

Samuel: Yeah, you can um her I'm wondering cuz when I put an x in there for call back required I was just wondering who gets that then

Tricia: you know I'm not sure, to tell you the truth I'm really not sure, I wonder does dispatch now maybe

Samuel: no Nicky you said Nickeys up there

Tricia: Nicky...Nickey Cutler

Samuel: Yeah, is she there

Tricia: she's the supervisor but I'm sorry is she here

Samuel: yeah

Tricia: yeah she is here

Samuel: let me talk to her for a minute

Tricia: you know what yeah what is your name

Samuel: Samuel adams,

Tricia: Samuel Adams?

Samuel: yeah, she knows me

Tricia: One moment Sam

Tricia: Aright Samuel

Samuel: Yeah,

Tricia: You know thank you for holding you know she's on the phone right now

Samuel: Ok. No problem then uh I'll call her back then

Tricia: You're gonna call her back what should I tell the customer do you think do you want me speak back with him or...

Samuel: Yeah, well see the thing is you know I know sometimes they end up getting a different meter and stuff sometimes I know it's a long drawn out process but I don't see anything wrong with this meter. But I just don't know where the next step would be

Tricia: Right, yeah, and why it's so high,

Samuel: Yeah I can't find any reason I mean I know sometimes the reader can be a little you know the people can use the gas but I just don't see 2500 I don't see now 2500 I'm just wondering if somebody hit and it went from 7 to 9

Tricia: Right, but actually you know what that was an estimate March 20 but even even the February bill was 6701, which was an actual reading

Samuel: Yeah yeah
Tricia: you know and so yeah it is it jumped from the estimate to the 9149
Samuel: Yeah, I'm just wondering
Tricia: Wow! That is high
Samuel: Big difference
Tricia: Right right
Tricia: I mean do you want me to handle it or do you want to handle it
Samuel: Well you can I guess Will this go to eman
Tricia: You know I'm really not sure
Samuel: I'll ask him when I get in
Tricia: ok aight I mean do you want to handle it then or do you want me to
Samuel: I'll take care of it
Tricia: You will. Thank you so much Samuel
Samuel: Aright
Tricia: You have a good day
Tricia: Ok bye bye