

ICC Formal #08-0562, Audio Tapes
Audio Only Site 01 Audio Module 1 Audio Channel 60
October 28, 2008 @ 07.43.43.100
14 minutes, 16 seconds

Cynthia: North Shore Gas this is Cynthia, how can I help you?

Canel: I have a question about my bill.

Cynthia: Sure, and your at 344 Surfside Place, Mr. Canel?

Canel: Correct.

Cynthia: And I just need to verify your home phone number please?

Canel: 847-835-0432

Cynthia: And then is there a work or cell phone number?

Canel: 847-738-1616

Cynthia: Thank you, sir. And how can I help you?

Canel: I have a 10/21 bill and I am not sure how you got to the amount due.

Cynthia: Okay, let me take a look at it. Okay, this is an official case. You went to the ICC?

Canel: That's not what I am calling about. I am calling about the amount due. That case is pending.

Cynthia: I know, but when you go to the ICC, let me see here, hold on. That was based on an actual read. The current bill from the 20th. We read it on 8458.

Canel: I don't know what you are talking about. Here, do you have a copy of what I have? Do you have a copy of the 10/21 bill?

Cynthia: I could pull it up.

Canel: Okay, why don't you do that. We will find this all out.

Cynthia: Okay, what is the question?

Canel: Do you see the total current charges, \$100.99?

Cynthia: Correct.

Canel: And it says amount due, \$197.06?

Cynthia: Mm - hmm

Canel: How do you get to the \$197.06 from \$100.99?

Cynthia: You hold on a second please?

CANEL EX ID 12C

Canel: Sure.

Cynthia: Thank you.

Roberta: Thanks for holding Roberta speaking.

Cynthia: Hi this is Cynthia

Roberta: How can I help you?

Cynthia: I'll give you the account number

Roberta: All right.

Cynthia: 85 followed by four zeros 3090052

Roberta: What you got here?

Cynthia: He has a question regarding his bill. This is an ICC case that they're investigating but he had a question on his October 21st bill with the amount due is 197.06. Now, can we help him with this, explain this, or is this something that might involve the whole bill I don't know, I don't know what

Roberta: If it's a question about a specific bill then yeah, you can discuss the specific bill, but regarding the dispute no.

Cynthia: Okay. Now this \$197.06, are his current charges were \$100.99 so he wants to know what the \$97 difference is and that's what I was trying to look for and I couldn't find it.

Roberta: one moment

Cynthia: Oh, those look like maybe...no late charges...no but that's disputed...unless that's the July bill

Roberta: Must be the roll over charges from last month's payment charge...unless...they were charged from the previous month from July and September's bill the \$45.30 let's see that's \$100.99 so that's 45.30 plus 43.75 that's 190.08...cause the total disputed amount is \$2800, the total bill is \$3,017 dollars, that's the difference of the two.

Cynthia: Does it come down to the penny

Roberta: Um...It looks like it is so far. I'm checking one other place.

Cynthia: This isn't very easy to read you know.

Roberta: Well it's basic math but we're gonna do it like this...his actual it says utility gas 195.61 so current usage is all basically math, is all what it is to me because if you add what his total bill is, \$3,017.35, you subtract what's disputed which is \$2,820.29, that leaves \$197.06 subtracting your current charges this month is \$100.99 equals 96.07 remaining but the charge from the previous month was \$45.30

Cynthia: \$42.67?

Roberta: Um...did he pay that last month or this month. He paid that.

Cynthia: 97.97

Roberta: Um the total charges are 45.30 leaves 50.77 and the late handling charge 43.79

Cynthia: Shouldn't we have froze that?

Roberta: When would it be created

Cynthia: October 7th

Roberta: And what was disputed and look what he disputed actually, cause the actual dispute is the amount it covered.

Cynthia: 29...30.17 is the total number of the bill

Roberta: looking for a \$6.89

Cynthia: He didn't make any payments on this, I wonder if, oh no, well the 42.67 its \$1.45.

Roberta: So he hasn't paid the 42.67?

Cynthia: No he just called to say that he understands the \$100 but he wants to know where that difference is coming from the 96.07.

Roberta: Why don't you just send the Bill..the bill went out 10/20

Cynthia: 96.07. They did the 45.30, they did the 43.79

Roberta: 2731.20..2731.20...89.09...120...89.09....everything is not being disputed cause we have the bill is not being disputed on the total current balance he owes. Was he current up until the dispute?

Cynthia: 214 he paid that the dispute was placed on 10

Roberta: He has 3 or 4 disputes, and so each time it's disputed everything the same thing is not disputed

Cynthia That's why I called you I didn't know exactly you know cause I didn't want to tell him the wrong information because...

Roberta: Every time you dispute something it don't, like here, right here, to the July 23 bill for the July 23rd adjustment line for Nichole Cutler. You see he disputed at that time 2500 plus the 243.84 and then the dispute was created for then, oh Nichole Cutler resolved the dispute for only 25.30. She didn't resolve the dispute of late payments on the 243.84, so she resolved only a portion of the dispute. So, so far the late payment charges is rolling over so when you sign up to dispute they don't close it for the whole month its opened for then Paula reissued again August the 6th for the same amount again

Cynthia You want to talk to him?

Roberta: He asked me did he

Cynthia No, but I don't can't see this clearly if he doesn't have the exact dollar amounts he's gonna want to speak to somebody.

Roberta: Well if he asks for someone ill speak to him but if he doesn't ask for someone don't volunteer me for because to go thru the bill and that's what the bill is here and print the data window out and dissect it but if he's not asking for someone don't volunteer me.

Cynthia Ok

Roberta: I can print the bill out with you and dissect it at your desk but this is a private billing dispute so you have to go to the bill and dissect it that's what I'm doing right now I'm looking at the bill going through each charge and see what's being disputed each time and what's being resolved each time so it'll only take you a few moments to do it but I don't if you want to call him back or he might put him on hold while you do that but the bill needs to be dissected to see what's being charged or resolved.

Cynthia I think we should call him back.

Roberta: We or you?

Cynthia Someone should call him back.

Roberta: How about you...what do you mean someone?

Cynthia: Ok I'm not saying you, I will call him back. I don't want to keep him on hold. It needs to be looked at because f this is an ICC case and I know from the past and you tell him something wrong it's going to get him more upset.

Roberta: But the only thing he's asking for is the current charges, which is not under ICC, so that part you can answer.

Cynthia: The 96.07 that's what he's asking for that's what I can't figure out.

Roberta: Ok well take some time but if you need some help I can help you with that.

Cynthia: That's why I called you.

Roberta: Ok so you what you want to do next....Cause it has to be dissected so we can do it right now over the phone or you can tell the customer you'll him back. Your choice.

Cynthia: I would suggest to call him back.

Roberta: Ok we'll go ahead and do that.

Cynthia: I'll get a number.

Roberta: Ok. Thank you.

Cynthia: Hello sir?

Canel: Yes.

Cynthia: Thank you for holding. Umm, we need a little time to go through this. Is there a number that I can reach you back at?

Canel: Sure.

Cynthia: And what number would that be please?

Canel: 847-835-0432

Cynthia: And you are here during, is this your business number during the day or your home.

Canel: That's the residence phone and someone will be here today if... You know how long this will take you?

Cynthia: Not to long...

Canel: If you don't get me on that number, don't leave a message, call the cell phone number that I gave you.

Cynthia: Okay.

Canel: I would like to resolve this. We have enough things hanging around with you folks.

Cynthia: I know. It's just that I was looking at the dispute and the dispute was issued then it wasn't resolved. It was going back and forth. I just want to make sure that correct information is given to you.

Canel: Okay thanks. Bye.

Cynthia: Okay thanks. Bye