

ICC Formal #08-0562, Audio Tapes  
Audio Only Site 01 Audio Module 2 Audio Channel 45  
October 28, 2008 @ 07.46.15.900  
10.44 minutes

Roberta?: Roberta speaking  
Cynthia: hi this is cynthia  
Roberta?: how can I help you?  
Cynthia: I'll give you the account number  
Roberta?: go ahead  
Cynthia: 85 followed by four zeros 3090052  
Roberta?: what you got here  
Cynthia: he has a questions regarding his bill. This is an ICC case that they're investigating but he had a questions on his October 21<sup>st</sup> 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: ok now this \$197.06 are his current charges were 100.99 cents so he want's 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 monthly payment charge...unless...they were charged form the previous months from July and aw Septembers bill the \$45.30 let's see that's \$100.99 so that's 45.30 plus 43.75 that's 190.08...cuz the total 2800 hundred dollars 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 its basically math but we're gonna do it like this...his actual it says utility gas 195.61 so current usage basically math is all what it is to me because if you add 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 charge 43.79  
Cynthia: Shouldn't we have frozed that  
Roberta?: when would it be created  
Cynthia: October 7<sup>th</sup>  
Roberta?: and what was disputed and it look  
Cynthia: 29...30.17 is the total number of the bill  
Roberta?: looking for a \$6.89  
Cynthia: he didn't make any payment well he a dollar 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  
Roberta?: Why don't you just send to Bill..bill would 1020  
Cynthia: 96.07. They did the 45.30 they did the 43.79  
Roberta?: 273.20..273.20...89.09....everything is not being disputed cuz we have the bill is not being disputed was he current up until the dispute

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Cynthia: 214 he paid that the dispute was placed on  
Roberta?: He has 3 or 4 disputes and so each time its disputed everything the same thing is not disputed  
Cynthia: That's why I called you I didn't know exactly you know cuz I didn't want to tell him the wrong information  
Roberta?: Everytime you dispute something it don't like here come down to the July 23 bill for the July 23<sup>rd</sup> adjustment line for Nicole Cutler. You see he disputed at that time 2500 plus the 243.84 and then it was created for then oh Nicole Cutler resolved the dispute for only 25.30 she didn't resolve the dispute of 243.84 so she resolved only a portion of the dispute. So so far the late payment charges is rolling over so disputed they don't close it for the whole month its opened for then Paula reissued again August the 6<sup>th</sup> 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 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'm on hold while you do that  
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 don't want to keep him on hold. It needs to be looked at because If 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....Cuz 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 we call him back  
Roberta?: Ok we'll go ahead and do that  
Cynthia: I'll get his number  
Roberta?: Ok. Thank you

*Part  
of  
more  
problem*