

OFFICIAL FILE

I.C.C. DOCKET NO. 09-0408

Complaint's Exhibit No. 1

Witness Taylor

Date 12-9-09 Reporter AC

***Oct/08 – Called People Gas to set up an account in my name for gas service**

People Gas Rep's Reply: Was told by phone rep to fax over lease to get account set up– faxed it over the next day!

***Several months later I had asked Valentina Taylor if they had mailed any of my bills to her since I had not received ANYTHING from People Gas (I figured they had to be addressing them to her since I was not receiving them). She said NO she had not received any of my bills and then urged me to give People Gas a call and find out what was going because at this point we both felt that something wasn't right.**

People Gas Rep's Reply: I called People Gas and asked them if they had received any of my information and that I hadn't received a bill! I was ASSURED by the rep (and she INSISTED) that EVERYTHING was fine in their system and that I should be receiving a bill soon!?

***Feb/08–I called People Gas once again to let them know I still had not received any bills and was informed by the rep that she cannot discuss this account with me because I am not the account holder!?!? This was confusing to me and I informed Valentina Taylor of this response immediately.**

***Valentina Taylor put in a call to people gas stating that I am a new tenant that has been here since Oct 08 and have received NO Bills!**

People Gas Rep's Reply: Well then she needs to fax over her lease and info so we can set up her account!

***Once again Valentina Taylor informed me that she had straightened everything out and to go ahead and give People Gas a call again to get the account set up!**

People Gas Rep's Reply: I called People Gas same day and they STILL refused to speak to me because I was not the account holder despite my efforts to explain to her I was a new tenant.

***I told Valentina Taylor of the conversation I had with People gas and she just couldn't understand what they were doing or what was going on. It was at this point she had to make a decision to have this reported with the Chamber of Commerce!**

10/8/09 - Went to court date.....

10/8/09 - Valentina Taylor called me and said for me to give Teresa Barragan a call to get things straight with her.

10/9/09 - I thought FINALLY help at last! So I called Teresa that next morning to let her know what was going on and to find out what I needed to do in order to get things straight as far as keeping the gas on and getting a BILL at least so I can get things current, also that I have kids in school and wanted to make sure I get things resolved (I still had no idea how much I owed to people gas)! The conversation I had with Teresa did not go very well. She was defensive and not open to discussing anything except for the fact that I have been with GAS a whole year! All she was willing to do was pass judgment on what kind of person she THOUGHT I was instead of taking into consideration what had transpired and lead up to the

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present situation. I let her finish ranting about how I was receiving all this gas without paying for it and I then asked her how was I supposed to pay for it when I received no bills and none of my calls were acknowledged? All she could say was they have no records of any of my calls. Which I guess they would not have a way to log it because People Gas NEVER set up my account!? She then asked me with a sarcastic tone if I owed any gas at any other addresses and I told her no.

She asked me for my social security number and I gave it to her, she checked my ss number and saw that I have no outstanding payments! I gave her my work info and I told her how long I had been at the residence all while receiving her poor attitude and bias behavior. After going back and forth and getting NOWHERE I then had to remind myself to focus on the issue at hand so I asked her what I needed to do at this point to fix the problem. She stated to me that I needed to fax over a copy of my lease and my id! I asked her what my balance was and how much did I owe and she said frustratingly that she did not know and would not know until she receives my lease! She then gave me her fax number.

10/12/09 – I FAXED OVER COPY OF MY LEASE AND ID to Teresa Barragan!

10/14/09 – I received a bill from People Gas for \$77.00 dated 10/9/09 (Charges indicated it was a deposit installment)...payment due date 11/2/09

10/15/09 – received a Thank you letter from People gas (Dated 10/10/09) thanking me for my recent application and in order to establish an account in my name I had to fax over the following info: Lease, Proof of previous address, and a security deposit payment of \$233.00. Also, I must establish the account within 14days or gas supply will be disconnected and my application canceled!

10/16/09 – Mailed check for \$77.00 to people gas (Check Cleared)

10/21/09 – Received a phone call (in the morning hours) at my work number from Teresa Barragan. She informed me that my total balance was \$1711.00 and that if I pay \$428.00 TODAY she will be able to make payment arrangements for me for the remaining balance. I told her my pay schedule is bi-weekly and that I didn't have that amount today and asked her if I could do half of that now and the other half next week Friday. She said no, it has to be today! I told her I would try and see if I could borrow the amount she was requesting and would let her know by end of business today. I could not find anyone to help me with the finances that same day for the amount she was asking me for by the end of the day on such a short notice. I called her and left her a detailed voice message letting her know I couldn't get up all the money today and I would give her a call tomorrow to see if I can make some other kind arrangements with her. I called her the next morning and she did not answer so I left another voice message asking her to give me a call so I can hopefully work something else out with her. I didn't get a call back that day so I called her again the next day and left yet another message and on this same day I found out the gas service had been shut off at my apartment.

I called customer care in hopes to speak to someone and they could not give me any information regarding the account and that I had to speak with Teresa Barragan.

I left Teresa a message letting her know that I'm not getting any service from anyone just as before.

10/23/09 – Received a voice mail from Teresa Barragan that I am to call customer care in order to make arrangements with them.

10/23/09 – called customer care and was informed by the rep that my account is on hold and that I have to talk to Teresa Barragan. I asked the rep if I can please get a bill with my balance on it and she said she did not know what my balance was.

11/2/09 – Payment made amount \$250.00

11/3/09 – Received a letter from People gas To avoid disconnection you must call us immediately to apply for service in your name!?