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BEFORE THE
ILLINOIS COMMERCE COMMISSION

IN THE MATTER OF:)
Roy Hollis,)
Complainant,)
-vs-)
Peoples Gas Light and Coke) No. 15-0609
Company,)
Respondent.)
Complaint as to broken meter in)
Chicago, Illinois.)

Chicago, Illinois
December 16, 2015

Met pursuant to notice at 10:00 a.m.

BEFORE:
John T. Riley, Administrative Law Judge.

1 APPEARANCES:

2 MR. ROY HOLLIS
3 7834 South Champlain Avenue
4 Chicago, Illinois 60619

5 Appearing pro se;

6 INTEGRYS BUSINESS SUPPORT, LLC, by
7 MR. KOBY A. BAILEY
8 200 East Randolph Street, Suite 2300
9 Chicago, Illinois 60601
10 (312) 240-4081
11 kabailey@integrysgroup.com

12 Appearing on behalf of Peoples Gas
13 Light and Coke Company;

14 ALSO PRESENT:

15 Mr. Bill Hendrixson and
16 Ms. Diane Harris
17 Peoples Gas Light and Coke Company

18 SULLIVAN REPORTING COMPANY, by
19 Brad Benjamin, CSR
20 License No. 084-004805

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I N D E X

<u>Witnesses:</u>	<u>Direct</u>	<u>Cross</u>	Re- <u>direct</u>	Re- <u>cross</u>	By <u>Examiner</u>
None.					

E X H I B I T S

<u>Number</u>	<u>For Identification</u>	<u>In Evidence</u>
None so marked or admitted.		

1 JUDGE RILEY: Pursuant to the direction of the
2 Illinois Commerce Commission, I call Docket 15-0609.
3 This is a complaint filed by Roy Hollis versus
4 Peoples Gas Light and Coke Company as to a broken
5 meter in Chicago, Illinois.

6 Mr. Hollis, you are appearing without
7 counsel; is that correct?

8 MR. ROY HOLLIS: Correct.

9 JUDGE RILEY: Be advised that you're perfectly
10 entitled to proceed without counsel. If at any time
11 during the course of this hearing or the course of
12 these proceedings that you did want to have counsel,
13 they could file an appearance at any time, but they
14 would have to take the record as they find it. They
15 would -- we wouldn't be able to go back and start
16 over for him.

17 And the address you're complaining
18 about is 9254 South Vanderpoel in Chicago?

19 MR. ROY HOLLIS: Correct.

20 JUDGE RILEY: You have a speak up for the court
21 reporter.

22 MR. ROY HOLLIS: Yes, right.

1 JUDGE RILEY: And Mr. Bailey, would you enter
2 an appearance for Peoples Gas?

3 MR. BAILEY: Koby Bailey on behalf of The
4 Peoples Gas Light and Coke Company, 200 East
5 Randolph, Suite 2300, Chicago, Illinois 60601,
6 telephone (312) 240-4081.

7 JUDGE RILEY: Mr. Hollis, you're alleging that
8 essentially the gas meter at your residence was
9 broken.

10 MR. ROY HOLLIS: Well, I guess it was broken.
11 They took the meter -- I called and asked them, you
12 know, I was like, My gas is off. And they gave me a
13 couple numbers to call throughout the day, and then I
14 finally spoke to someone and they said that the
15 meter's -- it was tampered or something to how they
16 talked about it.

17 So I called the Illinois Commerce
18 Commission. I think that's how I actually found out
19 that they said it was tampered. I called the
20 Illinois Commerce Commission, and they kind of told
21 me what was going on.

22 JUDGE RILEY: Did -- when did this occur? When

1 did -- when did you find -- when was your gas -- you
2 said you had no gas service?

3 MR. ROY HOLLIS: Right.

4 JUDGE RILEY: When was that?

5 MR. ROY HOLLIS: I came home, I can't remember
6 what day it was. It was probably a Thursday.

7 JUDGE RILEY: Well, I mean, was it three months
8 ago? Six months ago?

9 MR. ROY HOLLIS: Maybe it was -- I can't
10 remember.

11 JUDGE RILEY: Was it during the summer do you
12 think?

13 MR. BAILEY: August 12th.

14 MR. BILL HENDRIXSON: August 12th. They show a
15 date here.

16 MR. ROY HOLLIS: It was warm outside.

17 JUDGE RILEY: Actually, Peoples Gas says that
18 it was August 12th?

19 MR. BAILEY: Yeah.

20 JUDGE RILEY: All right. Thank you.

21 And was service restored at any time?

22 MR. ROY HOLLIS: No.

1 JUDGE RILEY: So you still don't have gas
2 service at that --

3 MR. ROY HOLLIS: No. I moved.

4 JUDGE RILEY: I see.

5 So this is your former residence?

6 MR. ROY HOLLIS: Correct.

7 JUDGE RILEY: And you're now currently living
8 at 7834 South Champlain?

9 MR. ROY HOLLIS: Correct.

10 JUDGE RILEY: Okay.

11 MR. ROY HOLLIS: I'm basically saying -- I
12 mean, they gave me a bill of \$5,000 saying that this
13 has been going on for 5 years. I'm like, How does
14 this go on for 5 years when I was getting government
15 assistance? Why would I tamper with the meter if I'm
16 getting government assistance and they're paying for
17 it.

18 JUDGE RILEY: Did the Commission explain to you
19 what they meant by the tampering? What had happened?

20 MR. ROY HOLLIS: No. I never really got a
21 complete understanding of what was going on.

22 JUDGE RILEY: They never described what

1 happened to the meter?

2 MR. ROY HOLLIS: No. They said -- they
3 won't -- when it's -- they just said tampering. They
4 said when it's tampering, there's not really much
5 that the Illinois Commerce Commission can do. And
6 the guy said, Well, I could do -- I could file it --
7 you could file a complaint. So...

8 Then when I got the bill, and it's
9 going on -- it's putting on my credit report, and
10 that's when I had like -- you know, I moved on.
11 So... But still, I don't want a \$5,000 bill to be
12 kind of following me around.

13 JUDGE RILEY: No. I understand that.

14 Didn't Peoples Gas -- you say never
15 informed you that they felt the meter had been
16 tampered with?

17 MR. ROY HOLLIS: Nobody's ever said anything to
18 me until this day.

19 JUDGE RILEY: Was the meter ever removed or
20 inspected?

21 MR. ROY HOLLIS: They removed it.

22 JUDGE RILEY: They removed it?

1 MR. ROY HOLLIS: Yeah, they removed it, and for
2 a week or two I was thinking that they were going to
3 come and put it back or something was going to
4 happen, but it never happened. So I found a friend,
5 and she's living in there now.

6 JUDGE RILEY: So you were able to find living
7 quarters elsewhere?

8 MR. ROY HOLLIS: Correct.

9 JUDGE RILEY: And so you have no idea what the
10 status of the meter is now with the --

11 MR. ROY HOLLIS: Well, it has gas at the house.
12 It's in her name.

13 JUDGE RILEY: Oh, no. But I'm talking about
14 your prior residence. That's the only one we're --
15 that's --

16 MR. ROY HOLLIS: Right. Right.

17 JUDGE RILEY: That's the only one we're
18 concerned about.

19 You don't know that the meter was ever
20 reinstalled there, or --

21 MR. ROY HOLLIS: No, I don't know. No, I don't
22 know. As far as my meter? The meter that they had

1 in my house, or what do you mean?

2 MR. BILL HENDRIXSON: Well, it's the same
3 address.

4 JUDGE RILEY: Okay. Hold on. Excuse me.

5 MR. BILL HENDRIXSON: Sorry.

6 JUDGE RILEY: I'm sorry.

7 It's okay to speak, but please
8 identify yourself.

9 MR. BILL HENDRIXSON: Okay.

10 Bill Hendrixson, Peoples Gas.

11 JUDGE RILEY: Thank you.

12 MR. BILL HENDRIXSON: Okay. So the service is
13 back on on Vanderpoel?

14 MR. ROY HOLLIS: Right.

15 MR. BILL HENDRIXSON: It's in your girlfriend
16 or somebody's name?

17 MR. ROY HOLLIS: Friend's name, yeah.

18 MR. BILL HENDRIXSON: Okay. So we turned the
19 service back on for her.

20 JUDGE RILEY: I see.

21 MR. BILL HENDRIXSON: And when we turned it on,
22 we brought on a new meter.

1 JUDGE RILEY: And did anyone explain to you
2 what the \$5,000 was for? Was it --

3 MR. ROY HOLLIS: They said that the meter has
4 been like that for 5 years, that I haven't paid for
5 usage in 5 years. And my argument is I had CEDA for
6 that long. Why would I tamper with the meter when I
7 was getting government assistance and they were
8 paying for it, which made no sense to me.

9 JUDGE RILEY: Mr. Bailey?

10 MR. BAILEY: CEDA would have been for your
11 entire bill?

12 MR. ROY HOLLIS: They were paying.

13 MR. BAILEY: Yeah, I mean that's --

14 MR. BILL HENDRIXSON: Well, CEDA made some
15 payments.

16 MR. BAILEY: Made some payments, but --

17 MR. BILL HENDRIXSON: We're not saying they
18 didn't make payments. What we're saying is you were
19 getting bills every month --

20 MR. ROY HOLLIS: But isn't CEDA based off of
21 how much your bill is? So I have --

22 MR. BILL HENDRIXSON: It's a combination of

1 several things. It's not just how much the bill is.

2 MR. ROY HOLLIS: When you apply for CEDA, they
3 look at your bill, they look at how much you make,
4 they look at -- and they basically give you money
5 based off of what you, you know, you have going on.

6 So my argument is, why would I do
7 something with a meter when I'm going to CEDA and
8 asking them to pay my bill? My bill -- if it's
9 higher, then CEDA would give me more; you get what
10 I'm saying? So if it's lower, why would I --

11 JUDGE RILEY: Right. No, I understand that.

12 MR. ROY HOLLIS: So why punish me for some- --
13 and then why go for -- let this go on for 5 years? I
14 know that they were -- they came out and they changed
15 the meter. I had a meter issue where the meter
16 froze. I don't know if they changed or what happened
17 with the meter around that time.

18 So my argument to them was -- and it
19 seemed like no one was kind of answering me or
20 helping me out -- was why would I do this when I'm
21 getting government assistance?

22 MR. BAILEY: Rarely, if ever, does CEDA pay the

1 entire -- or LIHEAP grant pay for the entire gas
2 bill.

3 MR. ROY HOLLIS: I'm not saying they paid the
4 entire, but the more your bill is the more that they
5 give, right?

6 MR. BAILEY: That's generally, but...

7 MR. ROY HOLLIS: So when I applied for CEDA,
8 they had me bring my bill in, and if it's higher,
9 they would pay more, right?

10 MR. BAILEY: Right.

11 But they won't --

12 MR. BILL HENDRIXSON: Normally.

13 MR. BAILEY: Normally, yes. But it's not
14 absolute. For -- if you have a \$1,000 bill -- and
15 I've seen grants of \$400 or \$500.

16 MR. ROY HOLLIS: They pay -- I got my gas off
17 one time, and I want to say it was \$2,000 or
18 something. They paid that \$2,000.

19 MR. BAILEY: They paid the entire bill?

20 MR. ROY HOLLIS: They paid my entire bill at
21 one time.

22 MR. BILL HENDRIXSON: What I'm showing here is

1 you got a grant in November 26th of '13 for \$529.
2 You only had a balance owing at that point of 28.18.
3 So actually you had a credit on the account for
4 \$500.82. Again --

5 MR. ROY HOLLIS: That --

6 MR. BILL HENDRIXSON: -- that was November 26th
7 of '13.

8 MR. BAILEY: Those aren't showing -- that's no
9 usage.

10 MR. BILL HENDRIXSON: And then the bills from
11 that point forward -- you're getting billed every
12 month, but you're getting billed for no gas usage.
13 The reading's exactly the same. So the credit that
14 you had --

15 MR. ROY HOLLIS: Was paying -- right here --

16 MR. BILL HENDRIXSON: It's just -- is -- right,
17 is paying the bills, correct.

18 MR. ROY HOLLIS: So everything month that I'm
19 getting -- I thought -- I said to myself -- I said
20 well, I don't know what I'm supposed to do with this.
21 I'm not going to call and Peoples Gas and say --

22 MR. BILL HENDRIXSON: Right. Because we're not

1 asking you to pay anything. It says a credit on it.

2 MR. ROY HOLLIS: During this time I'm still on
3 government assistance. Now I'm not on government
4 assistance. If the situation was where -- I wouldn't
5 be here, because right now CEDA is back and running.
6 I can go to CEDA right now and the \$5,000 bill paid,
7 but -- because I've done this before where you
8 guys -- you don't cut off during the wintertime, come
9 summertime, you guys pay the bills. CEDA pays a
10 bills. Right now I can go to CEDA, if I qualified
11 and get that \$5,000 bill paid.

12 So my argument is to you guys is, why
13 would I cheat the system if the government is paying
14 my bill?

15 MR. BILL HENDRIXSON: We're not saying you're
16 cheating. What we're saying is we found the meter
17 was tampered with, and you were only being billed --

18 MR. ROY HOLLIS: But that -- that has
19 nothing -- that's not my fault. I didn't do it on
20 purpose.

21 MR. BILL HENDRIXSON: Well, we're not saying
22 you did.

1 MR. BAILEY: Well, now -- hold on.

2 JUDGE RILEY: Well, let me just -- there is an
3 issue of tampering then, but not --

4 MR. BILL HENDRIXSON: We have pictures showing
5 the meter was tampered with.

6 MR. BAILEY: Yeah, we -- yeah, beginning in
7 2010 we show an actual read of 4,671 feet, and that
8 act- -- that does not change for the next 5 years.
9 So we show no usage on the meter for 5 years.

10 MR. ROY HOLLIS: So why wasn't I contacted?

11 MR. BAILEY: When RPU went out and
12 investigated -- I think it was in August. I'm going
13 to flip to that.

14 We actually discovered a couple of the
15 bolts removed. So we have this -- you know, the
16 seals that indicate whether the seals have been
17 busted or not.

18 JUDGE RILEY: Right.

19 MR. BAILEY: A couple of seals have been taken
20 out, and then as far as the gear works with the ERT
21 to meter, those had been removed.

22 So for a period of 5 years somebody

1 tampered with the meter and no gas --

2 JUDGE RILEY: Is there any way that Peoples Gas
3 can explain why they -- if the readings were the same
4 for a --

5 MR. BAILEY: Five-year period.

6 JUDGE RILEY: -- five-year period, why wasn't
7 it addressed sooner? Why wasn't tampering suspected
8 sooner?

9 MR. BAILEY: Why not after a year or two, I do
10 not have the answer to that one yet.

11 MR. ROY HOLLIS: And then, also, they came -- I
12 know that I was getting -- I don't know if you have
13 records -- I don't have the records on that -- they
14 wanted to change my meter. So my meter's outside,
15 and then also -- then also over the winter -- I don't
16 know which winter, last year or year before that --
17 my meter froze. So they came out and unfroze -- they
18 took the meter off and they took it in the van, and
19 they were out there for at least an hour -- 30
20 minutes to an hour because, you know, I wasn't
21 getting any gas at all. And I was like -- I
22 called -- I called, I said, What's the's going on? I

1 don't have a bill. Because off -- I -- I -- all this
2 is confusing to me. "No payment due. No payment
3 due." This has been going on for a long time. Here
4 are my bills.

5 MR. BAILEY: So you've been getting billed,
6 but --

7 MR. ROY HOLLIS: "No payment due." So I'm
8 thinking --

9 MR. BAILEY: You didn't notice that there was
10 no usage occurring?

11 MR. ROY HOLLIS: I look at this.

12 MR. BAILEY: Yeah. You look at the bottom
13 line.

14 MR. ROY HOLLIS: I don't know how to read any
15 of that other stuff. So my --

16 JUDGE RILEY: Let me -- just let me figure out
17 something.

18 MR. BAILEY: Here you go.

19 Now, when was -- the freeze up would
20 have been...?

21 MR. ROY HOLLIS: It was in -- it was that
22 winter when it was real cold then.

1 MR. BAILEY: '13, '14.

2 MR. BILL HENDRIXSON: '13, yeah. '13 was a
3 polar vortex or whatever you want to call it.

4 MR. BAILEY: Vortex. Yeah.

5 MR. ROY HOLLIS: They came out, and I called
6 them. I'm like, What's going on? I don't have any
7 gas. Do I owe you guys any money or anything?
8 Because --

9 MR. BAILEY: Now, did you ever a call our call
10 center?

11 MR. ROY HOLLIS: It was --

12 MR. BAILEY: Well, you must have called your
13 call center to get a dispatch out there to unfreeze
14 the meter.

15 MR. ROY HOLLIS: Yeah.

16 MR. BAILEY: Because it was cold and the
17 pressure -- but did you ever call in to say why am I
18 not getting a bill or not get any usage?

19 MR. ROY HOLLIS: No.

20 MR. BAILEY: Okay.

21 MR. ROY HOLLIS: No. I'm getting bills.

22 MR. BAILEY: But -- but no usage on them.

1 MR. ROY HOLLIS: I'm thinking it's something to
2 do with CEDA. I mean, at the time I'm getting action
3 for children because I have two kids, five and four.
4 I'm getting help with my electric as well. I haven't
5 paid electric bill the same -- I mean, the same thing
6 with electric bill. I haven't paid in years for
7 that. Now I'm starting to pay because I don't have
8 any assistance anymore.

9 I was getting food stamps. I mean,
10 I'm a former realtor. So when the real estate market
11 went down, that's when -- then I was working for CPS,
12 then I stopped working for CPS, now I'm working for
13 Delta Air Lines. So my thing is, is that at that
14 time -- you know, with two kids I'm thinking all this
15 has something to do with CEDA. I got a new furnace
16 from CEDA as well.

17 MR. BAILEY: So you got an IWAPS grant for
18 them -- an Illinois Weatherization Assistance Project
19 grant?

20 MR. ROY HOLLIS: Correct. Correct.

21 Yeah, I mean --

22 JUDGE RILEY: What is the situation now that --

1 are you still getting a bill for \$5,000 or is there
2 an outstanding amount of \$5,000?

3 MR. ROY HOLLIS: Well, when I filed the
4 Complaint, I haven't received -- my father got a
5 phone call because our name is the same, and I don't
6 know if it has anything to do -- because I basically
7 manage the property for my fa- -- the one I'm staying
8 in now in the basement.

9 JUDGE RILEY: For the five years that the meter
10 did not register any usage, was the Complainant --
11 was he on the account the whole time?

12 MR. BAILEY: Yes, he was.

13 JUDGE RILEY: All right.

14 MR. BAILEY: Yeah, he had -- so for the
15 five-year period where the meter wasn't registering
16 usage, he was in possession of the property and he
17 was the account holder on record the entire time.

18 JUDGE RILEY: All right.

19 MR. BILL HENDRIXSON: In this period.

20 MR. BAILEY: And -- yeah, from, what,
21 September 3rd, 2010, to the August 12th, 2015, and,
22 in addition the meter has been tampered with.

1 That's -- the RPU -- the Revenue Protection Unit
2 report, the steal report, and then also the pictures
3 of -- of it. So...

4 JUDGE RILEY: So what is Peoples Gas's stance
5 right now?

6 MR. BAILEY: The tampering occurred, and there
7 is an outstanding balance of a little over \$5,243.78
8 due on that.

9 JUDGE RILEY: Is that the bottom line as far as
10 Peoples Gas is concerned?

11 MR. BAILEY: That is our position right now.

12 MR. ROY HOLLIS: And like I told -- like I said
13 earlier, you know, I've been with CEDA a long time.
14 If I wasn't in the position where I could qualify --
15 if I was in a position where I could qualify, I'd
16 just go to CEDA and they would pay it.

17 But now I'm here and I can't pay that.
18 I can't afford it. What am I -- and then I either
19 talked to -- Peoples Gas have said, you know, at the
20 time when I was living in the house, I said to
21 them -- I said, Can we do a payment plan because it's
22 something -- because right now I can't afford it?

1 JUDGE RILEY: Is the amount outstanding based
2 solely on usage or is it based upon -- well, it
3 wouldn't be on usage.

4 MR. BAILEY: Yeah, it has to be estimated usage
5 because the index in the meter was broken.

6 JUDGE RILEY: I see. So it's estimated usage.
7 Is any of it tied to the tampering
8 itself?

9 MR. BAILEY: Yeah. That's the entirety of the
10 balance that is tied to the tampering. So it's
11 basically lost gas through the meter.

12 JUDGE RILEY: All right.

13 MR. BILL HENDRIXSON: Well, and some of the --

14 JUDGE RILEY: So in other words -- but it's not
15 the imposition of a fine or anything like that, it's
16 just the estimated reading that would have --

17 MR. BAILEY: Right.

18 JUDGE RILEY: -- that would have used, the
19 estimate that would have been used had the meter been
20 functioning.

21 MR. BAILEY: Yeah, exactly. I don't believe
22 there's a reconnection fee assessed.

1 MR. BILL HENDRIXSON: No.

2 MR. ROY HOLLIS: Now, with -- since I was
3 getting CEDA, would CEDA then pay the difference
4 because they would have given me more money?

5 MR. BAILEY: Well, the -- with --

6 MR. ROY HOLLIS: And are you accounting for the
7 money that CEDA gave me?

8 MR. BAILEY: Oh, yeah. That's actually
9 recorded as credits on your account.

10 MR. ROY HOLLIS: Okay.

11 MR. BAILEY: And I -- this is a nonexpert's
12 view on CEDA -- but yes, generally your CEDA grant is
13 based on both your income level and your outstanding
14 balances or your current gas balances. So all other
15 things equal, if your gas balances are higher, you'll
16 receive some higher incremental amount.

17 The challenge here is, this looks like
18 tampering with the meter. You were the account
19 holder of record, you owned the property. We're
20 estimating about \$5,000 worth of gas. Given it --
21 you know, considering this is a tamper/steal
22 situation, getting a CEDA grant while we consider a

1 tamper/steal situation is difficult. And if there is
2 a tamper/steal situation, we're not going to make
3 payment arrangements.

4 Now, I haven't talked to my client
5 about going forward and other things we can do here,
6 but, I mean, right now, it's in our eyes, in our
7 records, and our reports, we're showing a
8 tamper/steal -- a tamper/steal situation, which is --
9 we take that really, really seriously because it
10 becomes a safety issue when people tamper with our
11 facilities. So that's -- I mean, that's where we
12 stand right now.

13 JUDGE RILEY: Mr. Hollis, I can tell you that
14 you're entitled to your day in court, but I don't
15 know what it would -- what you would do to resolve
16 the issue. It's Peoples Gas' position that you owe
17 the 5- -- you owe the outstanding balance.

18 MR. ROY HOLLIS: Yeah. I don't really know how
19 this works.

20 MR. BAILEY: Okay.

21 JUDGE RILEY: As I said, you're entitled to
22 your day in court, but -- and with the tampering

1 issue, under the regulations People's would be
2 required to go forward with their evidence first and
3 demonstrate exactly how they determine the tampering,
4 and then they have to go through their calculations
5 as to how they came to the outstanding bill. And
6 then it would be up to you to refute that. And I
7 don't know that you would do, but that's the
8 situation as it stands right now.

9 MR. ROY HOLLIS: Okay. So...

10 JUDGE RILEY: Do you want to set a date for a
11 hearing, for an evidentiary hearing, or would you
12 like to try and somehow find a way to pay the
13 outstanding amount?

14 I mean, is it your -- I mean, you
15 agree that lived at the premises the whole time --

16 MR. ROY HOLLIS: Yeah.

17 JUDGE RILEY: -- during this period?

18 Okay. And the account was in your
19 name?

20 MR. ROY HOLLIS: Yeah.

21 JUDGE RILEY: All right.

22 MR. ROY HOLLIS: But like I said, you know, I'm

1 not trying to just -- I don't know. I'm here. I'm
2 trying to do the right thing, I guess.

3 JUDGE RILEY: Right. Right. We understand
4 that.

5 MR. ROY HOLLIS: I'm trying to figure what's --
6 why am I in this situation.

7 JUDGE RILEY: Right.

8 Well, that's that pretty much it in a
9 nutshell, is that --

10 MR. ROY HOLLIS: Could that meter have been
11 switched out when they -- when they're --

12 MR. BILL HENDRIXSON: We are not showing that
13 it was switched out.

14 MR. BAILEY: Yeah, unfortunately not.

15 MR. ROY HOLLIS: Was that the meter that has
16 always been on the house?

17 MR. BILL HENDRIXSON: Correct.

18 MR. BAILEY: The meter number on -- oh, that's
19 just the read. No, that's the account.

20 Do you have the documentation as to
21 meter being there the whole time?

22 MR. BILL HENDRIXSON: I don't believe that I

1 have it in --

2 MR. BAILEY: In your packet?

3 MR. BILL HENDRIXSON: -- our pile here.

4 MR. BAILEY: Oh. Actually, you did bill. We
5 got it.

6 MS. DIANE HARRIS: Details.

7 MR. BILL HENDRIXSON: We got readings on -- I
8 apologize.

9 MR. BAILEY: Yeah, the P 18045740. That's
10 just -- it didn't print out.

11 MR. BILL HENDRIXSON: Yeah, with this system it
12 just went back three years at a time --

13 MR. BAILEY: Yeah. Okay.

14 MR. BILL HENDRIXSON: But it's the same meter
15 number.

16 MR. BAILEY: No, we're showing the same meter
17 number throughout here.

18 MR. ROY HOLLIS: So when was that meter
19 installed at the house?

20 MR. BAILEY: That meter --

21 MR. BILL HENDRIXSON: Before you moved in.

22 MR. BAILEY: That previous account holder --

1 MR. BILL HENDRIXSON: I don't believe I had
2 that.

3 MR. BAILEY: I got it. We have -- well, yeah.
4 All we need to do is pull how far back that meter
5 goes.

6 MR. BILL HENDRIXSON: The meter, right.

7 MR. BAILEY: But, yeah, because we show -- we
8 show that as -- let me see, what is it? We stopped
9 getting reads on what? 6 --

10 MR. BILL HENDRIXSON: Reading on --

11 MR. BAILEY: What is that 6/8.

12 MR. BILL HENDRIXSON: 6/8/10 was 4671. From
13 that point forward it's the same.

14 MR. BAILEY: Yeah, it freezes at 4671.

15 MR. ROY HOLLIS: What year is that?

16 MR. BAILEY: Back in 2010.

17 MR. BILL HENDRIXSON: In 2010. So that --

18 MR. ROY HOLLIS: What month? 2010?

19 MR. BILL HENDRIXSON: June.

20 Now, it looks like your account didn't
21 start until September of that year. So from that
22 point forward --

1 MR. ROY HOLLIS: So it started to act funny in
2 June of that year, and I didn't start taking over
3 until 12th of September.

4 MR. BAILEY: Yeah, that's what it looks like.

5 MR. ROY HOLLIS: So I didn't have it put in my
6 name until September, but it was tampered with in
7 June?

8 MR. BAILEY: Well, we have an account -- we
9 have here -- let's see, we got this -- am I reading
10 this correctly? Because we have -- Mr. Hollis
11 starting in October 7th, 2009, we have usage
12 throughout. And then starting in roughly -- what is
13 this, June 8th of 2010, there's our problem -- is
14 where we stopped having reads.

15 MR. BILL HENDRIXSON: Is that when you moved in
16 in 2010? Sometime in the summer?

17 MR. BAILEY: No. It shows it 2009.

18 MR. ROY HOLLIS: I moved in --

19 MR. BILL HENDRIXSON: Because we're showing '09
20 your name is on the account.

21 MR. ROY HOLLIS: I don't know what year I moved
22 in, but it was like in October.

1 MR. BAILEY: Yeah. October 2009, actually.

2 MR. BILL HENDRIXSON: That would make sense.

3 MR. BAILEY: So we show October through May --

4 MR. BILL HENDRIXSON: There was usage.

5 MR. BAILEY: -- usage. And then we stopped

6 seeing usage in -- June 8th, 2010, with that one.

7 And then everything after that is just frozen

8 throughout for the next many -- so what -- I mean, we

9 can go back and we can check -- I have the meter

10 record back until -- with me -- to June -- to 12, but

11 I'm sure we can get -- get an earlier meter record on

12 this.

13 MR. BILL HENDRIXSON: Uh-huh.

14 MR. BAILEY: But, yeah. Sometime -- yeah, I

15 mean, this is -- the meter's, they're consistently

16 showing the same reading. My assumption is that's

17 the same meter throughout.

18 MR. BILL HENDRIXSON: Yeah, we don't show the

19 meter was ever changed.

20 MR. BAILEY: Yeah, we don't show a change.

21 MR. ROY HOLLIS: Well, why was my service

22 started in -- I don't understand that.

1 MR. BAILEY: Okay. So your service looks like
2 it started in 2009 -- in October of 2009, then you're
3 billed up -- you're billed throughout, but the meter
4 stops registering new usage in, like, June 8th, 2010,
5 it looks like.

6 MR. ROY HOLLIS: And then what happened in
7 October 2010?

8 MR. BAILEY: And then another read occurs and
9 it's still at 4,671 feet; and then another read
10 occurs in November and it's still at 4,671 feet
11 measured.

12 So it gets fixed -- somehow that
13 amount doesn't change through 2015. And then --

14 MR. ROY HOLLIS: For five years.

15 MR. BAILEY: Then for five years. And then we
16 show the meter's tampered with. The mechanics -- the
17 mechanical within the meter is tamp- -- is broken.
18 It's been busted. It's been tampered with. So that
19 puts us in the position we're in today.

20 I mean, would it be best to schedule a
21 status hearing 30 out? I mean, if -- or...

22 JUDGE RILEY: I was going to say for what

1 purpose?

2 MR. BAILEY: Yeah, well that's -- I'm trying to
3 figure this out.

4 JUDGE RILEY: Is there any way -- any nego- --
5 I mean, you said that -- that because of the
6 tampering issue, the tampering theft, that you're not
7 inclined for a payment plan or anything like that.

8 MR. BAILEY: Well, we may be inclined for a
9 payment plan. I just haven't spoken to my client
10 about a payment plan.

11 JUDGE RILEY: All right. If there is in any
12 kind of wiggle room for the complainant at all, I
13 would set this 30 -- we can go ahead and set this 30
14 days out, and see what accomodation might be able to
15 be reached.

16 MR. BAILEY: Yes. I mean, certainly for the
17 amount we're going to be pretty fixed.

18 JUDGE RILEY: Right.

19 MR. BAILEY: But if we can figure out another
20 way to figure this out.

21 JUDGE RILEY: All right. Why don't we do that.
22 We'll give ourselves some time. Give everyone some

1 time.

2 MR. BAILEY: Yeah.

3 JUDGE RILEY: We are at December 16.

4 MR. BAILEY: Yeah.

5 JUDGE RILEY: Mr. Hollis, is any day of the
6 week particularly good or bad for you?

7 MR. ROY HOLLIS: You're talking about in
8 January?

9 JUDGE RILEY: Right. Or any day of the week.
10 I mean --

11 MR. ROY HOLLIS: Wednesdays are good.

12 JUDGE RILEY: Are Mondays better than Fridays
13 or something like that?

14 MR. ROY HOLLIS: Wednesdays.

15 JUDGE RILEY: How about January 20?

16 MR. BAILEY: Okay.

17 JUDGE RILEY: January 20th.

18 MR. BAILEY: As long as it's -- if we can make
19 it more towards the -- I have a 1:30 status.

20 JUDGE RILEY: We'll set it for it for
21 10:00 o'clock.

22 MR. BAILEY: Okay. Excellent.

1 MR. BILL HENDRIXSON: I'm sorry.

2 January what.

3 JUDGE RILEY: 20.

4 MR. BAILEY: January 20th, okay.

5 MR. BILL HENDRIXSON: At 10:00?

6 MR. BAILEY: And then if we can't resolve, then
7 we'll get an evidentiary scheduled.

8 JUDGE RILEY: Right.

9 MR. ROY HOLLIS: So -- so I can understand
10 what's going on here --

11 JUDGE RILEY: We are going to reconvene on
12 January 20th at 10:00 o'clock, just as we did today.
13 And we're going to discuss where we are on this
14 matter and see whether or not it can be resolved, or
15 see if we're -- whether or not we're going to have to
16 go to evidentiary hearing.

17 MR. ROY HOLLIS: What's an evidentiary hearing?

18 JUDGE RILEY: That means that the parties will
19 come in and Peoples Gas will lead off and produce
20 evidence saying that the -- this is why they believe
21 that the meter had been tampered, and this is how we
22 cal- -- they calculated the amount that's outstanding

1 on your bill. And then you'll come up with whatever
2 testimony or evidence you can to try and refute what
3 they have shown.

4 MR. ROY HOLLIS: Now --

5 JUDGE RILEY: We're not getting to that stage
6 right now. We're just going to do what I call
7 another status, which is what we've done today.

8 MR. ROY HOLLIS: Okay.

9 JUDGE RILEY: And we're just going to talk
10 about the case and see if there's any sign of a
11 resolution other than going to hearing.

12 MR. ROY HOLLIS: Okay. I mean, I can't argue
13 to say that it wasn't tampered with because I don't
14 know anything about meters or stuff or anything like
15 that. But I'm just saying, it's just -- I don't
16 know. It doesn't make any sense for me to do that.
17 So why is it I'm being penalized for it?

18 JUDGE RILEY: We've given ourselves some time.
19 So let's see if we can't in the next 30, 35 days sort
20 the matter out, see if things can become a little bit
21 clearer. So we'll leave it at that.

22 MR. BAILEY: Okay. Very good.

