

REGULATORY AFFAIRS

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OFFICE OF THE
EXECUTIVE SECRETARY May 25, 00

Dr Mr Waddell, Rubye G. Pate

I am writing to request a formal complaint against the United Cities Gas Company & to request a hearing before the board. I have been living in my apartment since Nov 1 of 1997 and since this time I have called the company complaining 9 times. (When I called to confirm this number I was somehow given someone else's billing information, and when I asked about the previous tenants of this apartment who are friends of mine their information was lost, but a tenant 5 yrs ago who I also know was still in the system?) My complaint is that ~~I~~ ^{the apartment} ~~has~~ had a gas leak since before I moved in and during numerous visits the United Gas Company had failed to find it. I shut off my heat in on off position. The air was turned off Sept 23rd I turned it on sometime in November towards the ^{very} end of the month.



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Rubye G. Pate

The october bill (10-5 = 11-4) was \$79.70 which is completely ridiculous at this time I called and complained the operator says that the bill was "estimated" due to my dog jumping over the fence and chasing the reader (which I had warned them about prior to this) if the dog was out; we were home. They are suppose to contact us when they are in the yard. Anyway after receiving a \$6.18 bill I was appeased thinking they are correcting the mistake. I recieved a bill for \$137.03 from 12-3-00 = 1-5-00 late and when I got it I complained again. Jay Murray & the reader came out and said that she was chased off the property Jan 4, 00 & chased only once. My remark to this is that the operator was a psychic or the reader was a liar. I again stated to Jay Murray that the bills were too high he suggested having a gas leak looked into (again) and I said No because he always sends people out and then ^{my} always make me feel stupid by saying I use that much gas & it is someone anyway home. I don't know who they



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were or what they did but they did it
to say that they found a leak. Some
time in early March (6th) I had the heat
turned off and found a leak while playing
with the dogs in the back yard. The
smell was very faint but it was coming
from a gas grill. Since the leak was
stopped our gas bill went down. This
Mar (3-3=4-5) was \$33.29 (33 therms used)
last March the bill was \$18.99 (~~112~~¹⁰⁶ therms)
this April we used 7 therms last April
(according to their records which are very
hard to read) was ~~either 112 or 114~~^{71.46}? either
way the bills are always confusing. The
information that are for consumers to
understand the consumption is always
wrong. I am very tired of arguing a point that
is so obviously their fault. The fact the the
leak is on my side of the meter is ridiculous
why come out and not check all aspects of
the problem. If SANDERS they had done
their job in Nov 97 MARKETING I would not be
wasting my time GROUP

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that there was no leak. They should have said

Ruby G. Pate

That the possibility is low but that I should pay to have a technician come out and check my ends, but instead they dismissed me & now are trying to claim that it was my fault. I am an ignorant consumer, if they had told me in Nov 97 I would have had my pipes checked out. They assumed I was knowledgeable and we all know what assuming does. They offered to settle my dispute by paying me \$79.70. This is very offensive. I am arguing a minimum of my balance \$384.69. IF I have to take this to a higher court ^{+ 25 for court costs} I will obtain all payments since Nov 97. They endangered the lives of me & my neighbors by not notifying me of possible leaks. I also feel that an apology is worth noting, they made me feel stupid by telling me that my consumption was that high and that my conservation skills were not helping. My bills have always been low. The gas will be an exception.

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Thank you Claire Schuler

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