

JUN 03, 2016

DOCUMENT NO. 03348-16

Dear Ms Page,

I'm writing this letter because I believe our electric bill has been grossly over billed! We live in an almost 1000 square foot house with only 2 people living here and one of the persons is gone most of the day. Our bill went from \$187.00 to \$400.00 plus dollars in a monthly time and with the same amount of power being used and the same amount of occupants. I understand that bills can fluctuate but I strongly disagree that our bill jumped that much in a monthly time! We have lived at this residence since 2004 July and have never had our power turned off! Our bill has surged to over \$1000.00 dollars causing a great strain on our household! We have had a representative from your company come out and he agreed that our bill

should not and could not have jumped so dramatically even if we had everything in our home running at the same time! He even commented that his home is much larger and his bill is not as high as an bill! After he did his service we thought we would get some relief! Our new bill was a lot lower, actually what it should run but during the mean time the paid bills were so high and we were behind because we simply could not afford to pay over bills (electric service along with the water bill, the mortgage and the day to day basic living cost! This has put again a terrible strain on our household because we can't afford to live! When we call the power company everyone that answers the phone acts as though it's no big deal and that we should be grateful to have power! This has a

back and forth for months with us
being told this has been corrected
and no that's been deducted and you
not past due so we think we are being
and bam! The service gets turned
off! We were without power for almost
2 weeks! It was so disheartening! Makes
you feel like a failure! Knowing that
we have lived here all this time
without having the power turned off and
in one instance it's off! We raised 2
kids here, had an bus here always
paid our bills, maybe not without
extensions but they were paid. While
the power was off we lost so much
more than the food that was in our
refrigerator and freezer, we lost a
sense of pride, that feeling that we
getting up everyday to go to work so
I can take care of my family. None
of that mattered as we sat here in
the dark day after day, right after

night! All that mattered was how
are we going to get these people their
money so that we can have our
service returned! Its hard to fathom
that something so basic can make
you feel like you're nothing! We
finally were able to pay to have the
service returned but not without a
punch in the face to say I still
own you because in addition to the
deposit you already have on your
account but because you couldn't
pay us we are charging you an addi-
tional deposit! We know you can't
pay your current bill so were going
to make it harder for you to enjoy
a basic service. In conclusion I feel
that if you look at our bills throughout
the time we have been at this residence
it will speak for itself and that this
is not the first time we have had this
issue or stated our concern. We will

continue to do so because we can't afford to be over billed just because we were told a deduction of our \$8000 was being removed from the bill yet it remains! I continue to speak with coworkers and people in general that live in much larger homes and don't have bills as large as ours further proving our grievance. I hope this gets the time and attention it deserves because those here at 510 12nd ave south this is a serious life changing matter!

Sincerely,
The Pelers Family

RECEIVED-FPSC

2016 JUN -3 AM 9:10

COMMISSION
CLERK