

From: Peters, Erin
Sent: Saturday, January 10, 2009 5:16 AM
To: Gray, Abby
Subject: FW: Comments on Strawman Consumer complaint procedure document

From: Mike Brenner [mailto:mbrenner@indremcs.org]
Sent: Mon 11/10/2008 10:04 AM
To: Peters, Erin
Subject: Comments on Strawman Consumer complaint procedure document

Erin:

Following is a couple of comments made by one of our regulated Co-op managers in connection with the Strawman document.

Thank you for the opportunity to comment.

Please add me to your workshop list and let me know the time of your next scheduled meeting..

- 1) Formerly, a consumer only had a right to complain about a bill that was not delinquent. Now there is no timeframe specified, and no disconnect is allowed until the complaint is settled as long as an undisputed portion is paid. I think there should be some cut-off point prior to actual disconnection of service for making a complaint. For instance, allowing a complaint for up to ten days after a disconnect notice is rendered would be more reasonable than allowing a complaint right up to the time the meter is pulled. Complaining about a bill to the serviceman working a disconnect should not trigger protection.
- 2) Formerly, a utility had to wait ten days after notifying the consumer of its proposed disposition of a complaint before disconnecting service, presumably to see if the consumer would appeal the decision to Consumer Affairs within the seven-day allotted timeframe. I don't see that a wait time for a disconnect is mentioned now following the utility's proposed disposition of the complaint. It does say that a consumer has 45 days to appeal, which would not be a proper length of time to hold off on a disconnect. The new rule does specify that there must be a ten-day period between the time of a Consumer Affairs decision is rendered and a disconnect, which allows time to appeal the decision to the Commission.

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