

Justin Firestone  
2/8/2024

In December 2022-2023 my electric bill went 200 dollars over what the bill was supposed to be and I called customer service and they said everything looked normal and they were going to have a representative call me back and never did. Then 2 months my bill went really low and I called and they said I had a bill credit not to worry about it and then like 2 or 3 months after that I didn't get a bill at all I called to double check and make sure this was correct and they told me sir we do not see a bill. I called 3 days later when my bill was due and they again said I do not have a bill. 2 weeks later my bill doubles and so I call and they said sir you used electricity why wouldn't you have a bill I said well I called and was told there was no bill and she said well if you have an issue I will send you info and you can complain to the PUC. I never filled it out. She said you can pay extra to catch up and there will be no fees we are aware of the situation. Next bill arrives and of course there is late fees and I call yet again and they tell me well all you need to do is set up a repayment plan and there will not be any late fees but we can't refund you the rest of the fees except for this current one .I said ma'am I was told before there is no late fees and I could pay what I could she said sorry I'm not sure who told you this but it's not true. After this is all said and done I feel like I have been over charged like \$500 dollars and I'm still repaying \$15 a month on top of my current bill since this has happened.

I agree with this settlement.

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