



Control Number: 38316



Item Number: 3

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June 8, 2010

Public Utility Commission of Texas
Central Records
Attn: Andrew Kang, Administrative Law Judge
1701 Congress Avenue
P. O. Box 13326
Austin, Texas 78711-3326

10 JUN 10 11:09 AM
646 10 11 9:43
CITY

Reference Docket: 38316

Dear Sir,

I, Emogene Burch, have reached a settlement with TXU Energy that resolves the billing issue I have been discussing with them for several months.

Please accept this letter as notice of my request to withdraw my complaint that is known as Docket 38316. I have reached a satisfactory agreement with TXU Energy.

Please let me know if you have questions, or if I need to take other action to ensure the cancellation of this Docket.

Thank you,

Emogene Burch

Emogene Burch
204 Richland Drive
Palestine, Texas 75801-6090
Home: 903-729-1191
Cell: 817-821-3903

attachment (1)

jean

From: <Richard.Sorell@txu.com>
To: <jeanbu@embarqmail.com>
Sent: Monday, June 07, 2010 3:31 PM
Attach: Burch request to withdraw formal complaint June 8 2010.doc
Subject: Settlement of overbilling

Ms Burch,

I enjoyed our two conversations over the past several days. I am sorry that it has taken so long to resolve this issue.

First, let me summarize the settlement being offered contingent on the withdrawal of your complaint.

\$1,136.50	Difference in residential versus non residential rate for period March 2007 - August 2009
\$73.62	Interest on the difference in residential versus non residential rate March 2007 - August 2009
\$1,654.90	Sales tax charged June 1993 - August 2009 (\$80 per year estimate used June 1993 - August 1998)
\$599.26	Interest on sales tax June 1993 - June 2010
\$200.00	Courtesy credit
\$3,664.28	Total due customer contingent on withdrawal of complaint

Payments made:

\$280.43	Applied to account balance December 17, 2009
\$1,028.51	Check 2901 dated December 17, 2009
\$1,136.50	Check 2989 dated December 23, 2009

Net amount to be refunded upon withdrawal of complaint

\$1,218.84 To be paid upon receipt of letter requesting withdrawal of the complaint

Ms. Burch - TXU Energy will begin processing a check for the \$1,218.84 after we receive the request to withdraw the complaint.

Please print the attached letter, sign and fax it to me at the fax number shown below.

Please don't hesitate to call if you have questions.

Thank you,
 Richard

Richard Sorell
TXU Energy, Contact Center Operations
 Senior Manager, Priority Customer Care BBB/PUC Issues
 972-868-8244 - desk
 214-793-3216 - cell
 1-877-304-2684 - fax
richard.sorell@txu.com

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6/7/2010