



Control Number: 39403



Item Number: 1

Addendum StartPage: 0

39403

Richards & Penn, LLP

ATTORNEYS AT LAW

R. W. (Ricky) RICHARDS

rwr@therichardslawfirm.com

ERIC T. PENN

eric@therichardslawfirm.com

PAUL J. MASCOT

paul@therichardslawfirm.com

516 E. Commerce

P.O. Box 1309

Jacksonville, Texas 75766-1309

Telephone: (903)586-2544

Telecopier: (903)586-6529

STAFF:

Sylvia Davis

Rachael Pierce

Debbie Brown

Angela Chandler

Courtney Foster

RECEIVED
MAY 16 AM 11:12
PUBLIC UTILITY COMMISSION
FILING CLERK

May 11, 2011

Public Utility Commission of Texas

P. O. Box 13326

Austin, TX 78711

Re: Complaint #CP2011031402

Dear Sirs:

Please consider this letter my formal complaint against Stream Energy.

My name is R. W. (Ricky) Richards, P. O. Box 1309, Jacksonville, TX 75766, telephone 903-586-2544 (office, 903-586-1893 (home), cell 903-780-4040 or cell 9030-721-9580. My fax number is 903-586-6529.

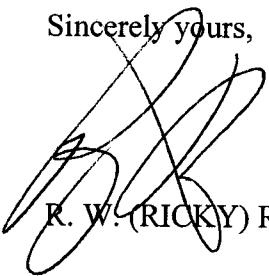
A description of the facts leading to this complaint is as shown in my letter to you of March 25, 2011, as is a statement of the relief that I am seeking. A copy of that letter is attached hereto.

The electric provider is Stream Energy.

I have attempted informal resolution through the Commission staff and have received their response dated May 5, 2011, a copy of which is attached hereto.

Thank you for your attention to this matter.

Sincerely yours,



R. W. (RICKY) RICHARDS

RWR:sd

Encls.

Richards & Penn, LLP

ATTORNEYS AT LAW

R.W. (Ricky) RICHARDS

rwr@therichardslawfirm.com

ERIC T. PENN

eric@therichardslawfirm.com

PAUL J. MASCOT

paul@therichardslawfirm.com

516 E. Commerce

P.O. Box 1309

Jacksonville, Texas 75766-1309

Telephone: (903)586-2544

Telecopier: (903)586-6529

STAFF:

Sylvia Davis

Rachael Pierce

Debbie Brown

Angela Chandler

March 25, 2011

FACSIMILE #512-936-7003

Public Utilities Commission

P. O. Box 13326

Austin, TX 78711-3326

Dear Sirs:

You will please find enclosed two bills on my barn at my house that I am formally filing a complaint on. The bills are from Stream Energy claiming that in one month at my barn I had an electric bill of \$1535.64 for the month of February, 2011. The bill is clearly wrong. I contacted Stream and they have informed me that I was to contact Oncor, the delivery company who allegedly reads the meters. Oncor claims that they have done a re-read of the meter and they are not going to report any change in regard to this matter.

It was reported to me that Oncor came out to my property and switched the meter sometime in December of 2010. You will note on the enclosed bill that the January bill shot up and the February bill went crazy after this meter change. Oncor has a very poor track record here locally concerning their meters and the accuracy of the reading technology that they use. There is no question but that the bills for January and February of this year on that meter are inaccurate and I should have my money refunded. I am asking the Public Utilities Commission to make them replace the meter, refund my money and/or credit the account, and take whatever action the Public Utilities Commission can take to make Oncor straighten up and stop sending me outrageous bills. If there is any other information that I need to give you or any form that I need to complete, please let me know and I will be glad to get it to you.

Thank you for your kind and prompt attention to this matter.

Sincerely yours,


R. W. (RICKY) RICHARDS

RWR:sd

Encls.

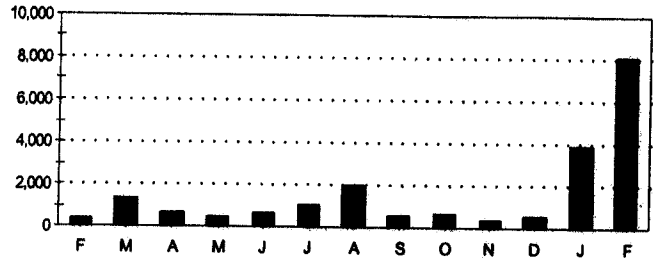


COMMERCIAL

INVOICE DATE: 02/23/2011
 INVOICE NUMBER: 1018732735681
 ESI ID: 10176990006600477
 SERVICE ADDRESS: 00000 @BEACH OKEEFE AND PEBBLE BEA
 SERVICE PERIOD
 START (METER READ): 01/21/2011
 SERVICE PERIOD END (METER READ): 02/21/2011
 PRODUCT PLAN: SMALL COMM. - MONTH TO MONTH

| | | |
|-------------------------------|--------------------------|---------------------------------|
| ACCOUNT NUMBER: 1040151276 | AMOUNT DUE: \$1535.64 | PAYMENT DUE DATE: 03/11/2011 |
|-------------------------------|--------------------------|---------------------------------|

Monthly Usage



The average price you paid for electric service this month is \$0.171
 (Total Energy Charges plus Delivery Charges divided by the usage)

Explanation of Charges

PREVIOUS INVOICED AMOUNT: 735.52
 PREVIOUS PAYMENT(S) AMOUNT: 735.52
 PAYMENT [02-11-2011] 735.52
 TOTAL CURRENT CHARGES: 1535.64
 TOTAL DUE ON DUE DATE: 1535.64
 PAYMENT DUE DATE: 03/11/2011
 (TO AVOID LATE PAYMENT PENALTY (5%))

Important Messages

Want to secure your next fixed rate agreement? Lock-in & save today!
 Visit www.streamenergy.net/lockin/ and enter your ESI ID and Account Number to get started.

For variable rate customers, you may obtain information on the price for your next invoice by visiting
http://www.streamenergy.net/energy_rate_history_texas.asp

For more information about residential electric service, please visit www.powertochoose.com.

Commercial Service: 1-866-544-0692
 To make a payment anytime call: 1-888-962-5888
 or visit www.streamenergy.net

Monday - Friday: 9am - 5pm CST
 Saturday: Closed
 Sunday: Closed

Follow Stream Energy:



Thank You For Choosing Stream Energy

Please detach this portion with your payment. Bring entire bill if making a payment in person. Make your check payable to Stream Energy.

TX110223.001.bd-197-000000412



ACCOUNT NUMBER: 1040151276
 INVOICE NUMBER: 1018732735681
 SERVICE ADDRESS: 00000 @BEACH OKEEFE AND PEBBLE BEA

AMOUNT DUE

TOTAL DUE ON: 03/11/2011 \$1535.64
 TOTAL DUE AFTER: 03/11/2011 \$1612.42

AMOUNT ENCLOSED \$

000099 000000412
 RICKEY RICHARDS
 PO BOX 1309
 JACKSONVILLE, TX 75766

Stream Energy
 P.O. BOX 650026
 DALLAS, TX 75265



000000153564001018732735681201103110000010401512764

To assist those in need with their electric bills, you may send your donation to: Bill Payment Assistance Program P.O. Box 192746 Dallas, TX 75249

| METER NUMBER | PREVIOUS METER READ | CURRENT METER READ | BILLED KW | METER READING (KWH) X | MULTIPLIER | X | PRICE/KWH | = | ENERGY CHARGE |
|--------------------------------------|---------------------|--------------------|-----------------------|-------------------------------|------------|---|-----------|---|----------------|
| 092079285LG | 36591 | 38193 | | 1602 | 1 | | 0.1420 | | 227.48 |
| 093796817LG | 0 | 6470 | | 6470 | 1 | | 0.1420 | | 918.74 |
| DELIVERY CHARGES | | | STREAM CHARGES | | | | | | |
| BASIC CUSTOMER CHARGE: | | | 1.09 | ENERGY CHARGE (8072 KWH): | | | | | 1,146.22 |
| CTC2 - DOCKET 30706 - RATE CASE EXP: | | | 0.40 | LATE PAYMENT PENALTY: | | | | | 36.78 |
| DELIVERY POINT CHARGE: | | | 5.09 | TOTAL STREAM CHARGES | | | | | 1183.00 |
| DISTRIBUTION CHARGE: | | | 159.63 | TAXES | | | | | |
| ENERGY EFFICIENCY COST RECOVERY: | | | 0.01 | GROSS RECEIPTS REIMB: | | | | | 26.92 |
| PUBLIC PURPOSE PROGRAM: | | | 5.29 | PUC ASSESSMENT: | | | | | 2.25 |
| TDSP METER SURCHARGE: | | | 2.39 | SALES TAX: | | | | | 86.10 |
| TRANSMISSION COST RECOVERY FACTOR: | | | 3.67 | ALL OTHER TAXES: | | | | | 27.58 |
| TRANSMISSION SERVICE CHARGE: | | | 32.22 | TOTAL TAXES: | | | | | 142.85 |
| TOTAL DELIVERY CHARGES: | | | 209.79 | TOTAL CURRENT CHARGES: | | | | | 1535.64 |

PUCT License Number: 10104
P.O. BOX 650026
DALLAS, TX 75265
Commercial Service: 1-866-544-0692
Email: customerservice@streamenergy.net
www.streamenergy.net
Monday - Friday: 9am - 5pm CST
Saturday: Closed
Sunday: Closed

Automated Bank Draft
Online Bill Payment
"Over the Phone" Bill Payment
Payment by Mail
Financial Institution Online Bill Payment
Pay Center Locator

To find out more about these payment options, please visit us online at:
www.streamenergy.net/payment.asp

To report an outage to Oncor:
1-888-313-4747
To request service from Oncor:
1-888-313-6862

The amounts billed include transition charges from the TDSP (i.e., local wires company) that are being billed by and collected on behalf of Oncor.

If you believe that this invoice includes unauthorized charges, please contact Stream Energy at 1-866-447-8732 to inquire about these charges. If you are not satisfied with our review, you may file a complaint with the Public Utility Commission of Texas (PUCT), P.O. Box 13326, Austin, Texas 78711-3326. PUCT phone number: Local (512) 936-7120. Toll-free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

TX110223.001 tx-198-000000412

To assist those in need with their electric bills, you may send your donation to: Bill Payment Assistance Program P.O. Box 192746 Dallas, TX 75249

| METER NUMBER | PREVIOUS METER READ | CURRENT METER READ | BILLED KW | METER READING (KWH) | X | MULTIPLIER | X | PRICE/KWH | = | ENERGY CHARGE |
|--------------------------------------|---------------------|--------------------|---------------|-------------------------------|---|------------|---|-----------|---|----------------|
| 092079285LG | 36591 | 38193 | | 1602 | | 1 | | 0.1420 | | 227.48 |
| 093796817LG | 0 | 6470 | | 6470 | | 1 | | 0.1420 | | 918.74 |
| DELIVERY CHARGES | | | | STREAM CHARGES | | | | | | |
| BASIC CUSTOMER CHARGE: | | | 1.09 | ENERGY CHARGE (8072 KWH): | | | | | | 1,146.22 |
| CTC2 - DOCKET 30706 - RATE CASE EXP: | | | 0.40 | LATE PAYMENT PENALTY: | | | | | | 36.78 |
| DELIVERY POINT CHARGE: | | | 5.09 | TOTAL STREAM CHARGES | | | | | | 1183.00 |
| DISTRIBUTION CHARGE: | | | 159.63 | TAXES | | | | | | |
| ENERGY EFFICIENCY COST RECOVERY: | | | 0.01 | GROSS RECEIPTS REIMB: | | | | | | 26.92 |
| PUBLIC PURPOSE PROGRAM: | | | 5.29 | PUC ASSESSMENT: | | | | | | 2.25 |
| TDSP METER SURCHARGE: | | | 2.39 | SALES TAX: | | | | | | 86.10 |
| TRANSMISSION COST RECOVERY FACTOR: | | | 3.67 | ALL OTHER TAXES: | | | | | | 27.58 |
| TRANSMISSION SERVICE CHARGE: | | | 32.22 | TOTAL TAXES: | | | | | | 142.85 |
| TOTAL DELIVERY CHARGES: | | | 209.79 | TOTAL CURRENT CHARGES: | | | | | | 1535.64 |

PUCT License Number: 10104
P.O. BOX 650026
DALLAS, TX 75265
Commercial Service: 1-866-544-0692
Email: customerservice@streamenergy.net
www.streamenergy.net
Monday - Friday: 9am - 5pm CST
Saturday: Closed
Sunday: Closed

Automated Bank Draft
Online Bill Payment
"Over the Phone" Bill Payment
Payment by Mail
Financial Institution Online Bill Payment
Pay Center Locator
To find out more about these payment options, please visit us online at:
www.streamenergy.net/payment.asp

To report an outage to Oncor:
1-888-313-4747
To request service from Oncor:
1-888-313-6862

The amounts billed include transition charges from the TDSP (i.e., local wires company) that are being billed by and collected on behalf of Oncor.

If you believe that this invoice includes unauthorized charges, please contact Stream Energy at 1-866-447-8732 to inquire about these charges. If you are not satisfied with our review, you may file a complaint with the Public Utility Commission of Texas (PUCT), P.O. Box 13326, Austin, Texas 78711-3326. PUCT phone number: Local (512) 936-7120. Toll-free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

TX110223.001 Int-188-000000412

*** TX REPORT ***

TRANSMISSION OK

TX/RX NO 0649
RECIPIENT ADDRESS 15129367003
DESTINATION ID
ST. TIME 03/25 13:06
TIME USE 00'45
PAGES SENT 4
RESULT OK

FACSIMILE TRANSMITTAL COVER SHEET
RICHARDS & PENN, LLP
Attorneys at Law
P.O. Box 1309
Jacksonville, Texas 75766

Office: Commerce Place
516 E. Commerce
E-mail: sylvia@therichardslawfirm.com

Telephone: 903-586-2544
Facsimile: 903-586-6529

DATE: March 25, 2011

TO: PUBLIC UTILITIES COMMISSION FAX NO. 512-936-7003

RE: My Stream Energy Account - ESI ID: 10176990006600477

NO. OF PAGES (Including cover sheet) 4

OPERATOR: SD

FROM: R. W. (RICKY) RICHARDS

Should you have problems receiving this transmission, please call 903-586-2544.

Message: Please see the attached letter and its enclosure.

Barry T. Smitherman
Chairman

Donna L. Nelson
Commissioner

Kenneth W. Anderson, Jr.
Commissioner



Rick Perry
Governor

Public Utility Commission of Texas

5/5/2011

Mr Ricky Richards
P O Box 1309
Jacksonville TX 75766-1309

RE: Complaint # CP2011031402

Dear Mr Richards:

It is unfortunate that the Customer Protection Division has been unable to resolve your complaint to your satisfaction through our informal complaint process. However, you have the option to file a formal complaint through the Public Utility Commission.

An informational brochure explaining the formal complaint process is enclosed. You may also access this brochure at www.puc.state.tx.us/publications.

We appreciate the opportunity to assist you. If you have any questions or concerns, please feel free to call toll-free at 1-888-782-8477.

Sincerely,

Customer Protection Division
Public Utility Commission of Texas

Enclosure