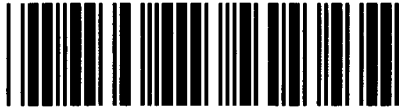




Control Number: 40959



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40959

November 13, 2012

Public Utility of Texas
Central Records
Attention: Filing Clerk
1701 N. Congress Ave.
Austin, Texas 78711-3326

From: JAMES LYNN
115 Aspen Street
Lancaster, Tx 75134

2012 NOV 15 PM 3:11
PUBLIC UTILITY CLERK

Dear Honorable Chairman Nelson and Public Utility Commissioners,

Please, allow me a few moments of your time per this written document that I am sending in regards to a Billing Dispute with the Electric Service Provider. I hope to fully explain the issue at hand where it would clearly be understood and seen by all. I initially filed an Informal Compliant with the Public Utility Commission and was not satisfied with the investigator's resolution which was closed on October 04, 2012, although the stamped post mark is October 08 and 09, 2012, four or five days after The investigator composed the letter, and I received the decision on October 16, 2012.

Which 'do not include information on how to File a Formal Compliant' which the resolution letter should have included. It was on Friday November 09, 2012 when I first was told that a Formal Compliant had not been filed; I was "shocked" because, I thought when I made them aware on the PUC Online website that I was dissatisfied and had all intentions of having this "reviewed as a Formal Compliant" I "thought the investigator" submit that information to the appropriate department to review the Formal Compliant issue. I personally do not fill that my Informal Compliant was handled appropriately and taken as a serious compliant "which is actually insulting" to say the least. I called to speak with a manager and ended up leaving a voice mail and I never got a return call, although I left two voice mails asking for a return call and describing the nature of the call, gave my name, return contact number and the CPU #.

Per the dissatisfied resolution of the investigation, the investigator made reference to Substantive Rule

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FORMAL COMPLIANT

Complainant : JAMES LYNN
Account Number: 900035354723
Service Provider : TXU Electric

§ 25.479 (c) (2) to pass – through the delivery charges from Oncor, which I also disagree with. The interpretation of this article is not applicable to my issue / billing dispute as a whole. 25.479 (c) Bill Content (which was never an issue), (2) (2) If a REP separately identifies a charge defined by one of the terms in this paragraph on the customer's bill, then the term in this paragraph must be used to identify that charge, (defining the bill or any part of the bill was "never" an issue either).

What was and is an issue is, any TDU charge(s) listed in the bill, the amount billed by the REP shall not exceed the amount of the TDU tariff charge(s), "that was not addressed by the investigator, because I have "repeatedly asked the service provider and Oncor what is the monthly amount for and "why does the amounts differ from month to month?" No one has ever provided an answer, and now I am asking again, why does the amount differ from month to month by Oncor and what is the amount of the TDU tariff charges the TDU charge is not to "exceed"?

I do not feel the investigation of the "billing dispute for kilowatt usages and amount billed were correctly investigated. There are "many discrepancies" within the two page resolution letter which lead me to believe that I sincerely need to submit a FORMAL COMPLIANT regarding these issues. Based on the information provided by the service provider, the Customer Protection Division has determined that the actions of the company were consistent with Substantive Rule §25.479 (b) (2) the Frequency and Delivery of Bills, "which were not applicable to this complaint either" after the REP

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receives the usage data and any related invoices for non-bypassable charges, unless validation of the usage data and invoice received from a transmission and distribution utility by the REP or other efforts to determine the accuracy of usage data or invoices delay billing by a REP past 30 days.

I asked for the "usage data provided to the PUC for my review and I have yet to receive that information from the PUC or the service provider. The investigator said the bill was based on the meter readings "obtained from Oncor. Records show they "billed the correct usage amounts for the service and "no adjustment was required" I have asked for the "meter reading data that was "also" obtained from Oncor and provided to the PUC that shows the account was billed the correct usage amounts for the service and no adjustment was provided and I have yet to receive that information from the service provider or PUC.

The service provider sent a "disconnect notice for the "disputed amount" of \$375.99 scheduled for disconnection on November 15, 2012 which includes 168.43 invoice #055925 834269 due date October 04, 2012 and invoice 0541509 85035, \$197.56 due date September 04, 2012 which my PUC compliant was for invoice # 05427592 7106 due date August 04, 2012, \$153.63 PAID IN FULL on August 20, 2012, also the September 4th & October 4th and November 4th if they were INCREASED over billed by 70% just like the August 2012 invoice. I then received another "disconnect notice scheduled for October 19, 2012 for \$503.60 which include the November 4th due date which just became due a few days ago, and I received that bill on November 13th today.

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Service Provider: TXU Electric

I also received invoice # 056178 25491 \$80.43 due on December 4, 2012 and a service provider representative was insisting that I make a "defer payment plan" which will included the December 4, 2012 although I repeatedly told her that I want to wait until the Administrative Law Judge reviewed the Formal Complaint before I make any arrangement on the account. I have ALWAYS paid the FULL Current Amount Due each month and I intent to pay these bills in full as well as soon as the CORRECTION on the bills has been made. If I felt I owed that total dollar amount I would have paid if, IN FULL. I DID NOT USE THAT AMOUNT OF KILOWATT USAGE and I am looking forward to having this FORMAL COMPLAINT RESOLVED IN MY FAVOR, BECAUSE I AM THE PARTY THAT IS CORRECT IN THIS MATTER.

Please ensure that my electric service IS NOT DISCONNECTED during this FORMAL COMPLAINT process, please contact the service provider and make them aware that a Formal Complaint has been filed. Thank you all in advance for your assistance in this matter.

