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**Subject:** FW: Case No. GC-2009-0110

**From:** kurt@commishlaw.com [mailto:kurt@commishlaw.com]

**Sent:** Thursday, December 04, 2008 4:57 PM

**Subject:** Case No. GC-2009-0110

Dear Public Service Commission:

On three prior occasions I have brought to the Commission's attention that I have received disconnection telephone calls or mail notices in connection with the unpaid balance that is the subject of the above complaint. I am unsure what has been done to ensure that such communications stop as I have never been told. Invoice for account number 553800-004-9 was received on December 3, 2008, which contained - at least - the fourth disconnection notice. The notice is titled "DISCONNECTION NOTICE" in approximate one inch, bold-outlined letters, and contains the following language:

**Urgent: We are prepared to discontinue your gas service on or after the DISCONNECTION DATE printed on the enclosed bill unless we receive payment of the arrears amount.**

. . .

**We may report your payment performance to credit reporting agencies, to the extent permitted by law, in addition to other collection activities.**

It should be noted that an invoice for a different VOOK LLC property and account received today contained no disconnection notice.

It should also be noted that receiving a disconnection notice from the utility against which a complaint is pending can be viewed as intimidating, and may also discourage individuals with complaints from pursuing such complaints.

As someone who has attempted to work through the process that exists to dispute unfair treatment, it is extremely frustrating that something cannot or will not be done to address a situation that has repeatedly been brought to the Public Service Commission's attention. At a minimum, it seems that it would be good practice to inform a complainant in the undersigned's situation what has been done to address the previous threats of disconnection.

If someone that can address this situation would be so kind as to address it, and inform the undersigned what was done to address the situation, it would be very much appreciated.

Sincerely,

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