

EC-2011-0326

Data Requests for Eric Vickers:

1. Please provide the supporting documentation whereby you obtained your reference in Count 1, 2. that under 4 CSR-240-13.055, it state any person seeking relief under the CWR has the right to pay their utility provider "10%" of outstanding balance of their utility bill.....
2. Please provide the supporting documentation whereby you obtained your reference in Count 1, 4., that under 4 CSR-240-13.055, "if a customer defaults on an agreement entered into with a utility under the CWR, the utility can require the customer to pay 80% of the outstanding balance of their utility bill, rather than pay the lesser 10% plus on month's average balance."
3. Under 4 CSR 240-13.055 (10)(A) it states, "A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP shall be deemed to be the payment required. The utility shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the customer does not exceed two (2) weeks." So that I might be able to understand your position, please provide me the language in the rule or with your understanding, where in the rule there a timeline for when the terms in writing must be submitted?
4. Mr. Vickers did you file an informal complaint with the Missouri Public Service Commission as requested by Ms. Fred in her email dated 3/16/2011 at 1:21 p.m.? If not, why not?
5. Have you filed an informal complaint with the Missouri Public Service Commission before? If so, when and what were the issues involved in your dispute?