

0:03

Hello, my name is [REDACTED]. How can I help

0:05

you?

0:06

Uh, Tanya, my name is [REDACTED] and I'm not

0:08

sure if you can help me. Um, I'm calling

0:11

about the gas bill. It's at my house,

0:13

but it's in um my fiancé. It's in my

0:16

husband's name. Gosh, I forgot we

0:18

already got married. It's in my

0:19

husband's name. So, um I haven't I I'm

0:24

on the bill, so I don't know if you can

0:26

talk to me, but we have a bill that is

0:29

supposedly set for shut offs, and I

0:31

don't I we can't pay it, but we can't

0:34

have it shut off either. So, I'm not

0:35

sure what our options are, what we can

0:37

do, or if you can even talk to me.

0:39

Okay, first let me get your name.

0:42

My name is [REDACTED].

0:44

Okay, [REDACTED]. Um

0:48

is Jonathan there?

0:50

He's not. He's at work. He's out working

0:52

right now.

0:53

Um, if you could verify the last four of

0:55

his social security number and what I

0:57

and what we could what I could do is add

0:59

your name. Um,

1:01

okay.

1:02

Add your name to the account.

1:04

It's [REDACTED].

1:07

Okay. And congratulations on your

1:09

wedding.

1:10

Oh, thank you.

1:12

All right. Um, let's see here.

1:40

Okay, I'm trying to get to where I need

1:41

to be to get you added to the account.

1:43

Okay, so just bear with me.

2:11

Okay. Um

2:52

Okay, [REDACTED], just bear just bear with

2:55

I'm looking up some information here.

2:58

Okay.

3:10

Have you ever had services with us?

3:13

Yeah. And I think I have an outstanding

3:15

bill with you. So that's probably good.

3:18

Okay.

3:36

I will need to get your um social

3:39

security number. Are have you changed

3:41

your name already to Miller?

3:44

Yeah.

3:47

I don't want to end up with my past bill

3:49

stuck on his bill. we already have

3:50

enough problems as it is. So,

3:52

okay,

3:54

if that's going to happen, then I can

3:55

just have him call back and talk later

3:57

or something else because I I don't want

3:59

to end up having I'm trying to help the

4:01

problem, not make the problem worse.

4:03

Right. Okay. All right. So, let's get

4:06

back to your original reason why you

4:08

called and I do apologize. Um, you were

4:11

calling to make arrangements on your

4:13

bill, right?

4:14

Yeah. So, she has been out of work. um

4:19

he's just kind of, you know, been all on

4:22

faith that we will get it provided

4:25

somehow, you know, and so we've been

4:27

doing everything we can um to get money

4:30

flowing, but it's hard to find work

4:33

right now. And then we have a little one

4:35

at home, so when you go to work, then

4:37

you end up paying daycare. And so it's

4:38

like you're almost just working to have

4:40

someone watch your kid for you. So, um

4:43

it's been a kind of a struggle. And so

4:45

we're just trying to figure out what can

4:46

we do. There's not a lot of programs

4:48

that help pay your utilities that have

4:50

any funding left right now. So,

4:54

um, you know, I had to just use another

4:56

community agency to pay my electric bill



4:58

because it was so high I couldn't pay it

5:00

either. So, and I'm out of options with

5:01

them now. You know, they've used all

5:03

that help I can. So, just trying to

5:05

figure out what is our what can we do

5:08

with you guys that we're not going to

5:09

get shut off.

5:13

All right. All right.

5:15

So,

5:16

let me see what we can do. We do have

5:19

the cold weather plan. Um, you would

5:22

need to pay,

5:25

it says here, if you pay today [REDACTED], then

5:28

your monthly payment will be [REDACTED] and

5:31

that will be for the next 12 months you

5:33

will pay [REDACTED]. Um, you will be that

5:36

will be the set amount that you will pay

5:38

each month. Are you able to pay that?

5:42

Yeah, unfortunately I can't pay anything

5:44

right now. I have like \$[REDACTED] to my name

5:46

and so I'm not really sure what we're

5:48

supposed to do. I feel like we're going

5:49

to just go completely under it. I'm kind

5:52

of stressing out.

5:53

Um, have you called before and talked to

5:55

someone in um um

5:59

211 um that would can get you connected

6:03

to different agencies that can help pay?

6:07

Have you done that before?

6:09

Call where

6:11

if the number is 211.

6:13

Oh no.

6:14

Have you done that?

6:16

Uh I've done it years ago but not

6:19

recently. No. I don't think that they

6:22

have a lot of programs available in my

6:24

area. I think it's this Missouri Valley

6:26

is the one place they have and I I've

6:30

used all my help from them. So I'm not

6:32

sure. I mean, I could try call them, but

6:34

I don't know that they're gonna

6:35

Well, I can put you through to I can put

6:38

you through to them and um

6:42

um they um they if you haven't already,

6:45

you may want to um see if there, you

6:48

know, some churches in the area that may

6:50

also help. Um but right now, it seems

6:55

like the cold weather plan is the only

6:57

thing that we have. And it says to set

6:59

up to set you up on that, you will have

7:02

to pay the [REDACTED]

7:05

and um to get you started on and then

7:09

you'll have that set monthly fee of

7:11

[REDACTED] each month. Um

7:15

but I can go ahead and get you over to

7:17

211.

7:19

Okay. And if um if that doesn't if that

7:23

doesn't you know help out then you know

7:28

uh what you would need to do um as far

7:31

as getting on the cold weather plan

7:32

because right now that's really the only

7:35

option you have.

7:37

Okay. And is it do we have a shut off

7:42

date?

7:46

Um, let's see. Your next bill date is

7:50

going to be 25. But let me pull up a

7:52

actual copy of your bill and take a look

7:54

at it

8:06

cuz you would need to get you would need

8:08

to pay the

8:10

oldest bill. Let's see.

8:23

Do you have any idea when you will be

8:25

able to pay anything?

8:28

Um, well, he's doing a job right now

8:30

helping somebody with something, but I I

8:32

don't know how much he's going to make.

8:33

So, I mean, it might be in the next

8:34

couple weeks, but

8:37

Okay. Cuz I'm looking at your bill. It

8:39

says past due amount is [REDACTED]. But then



8:42

the cold weather plan, it's saying you

8:46

need to pay the [REDACTED].

8:49

[REDACTED] is what is what's needed to set

8:53

you up on that plan. So, um,

8:56

okay.

8:56

You don't have a you don't have a

8:58

disconnect on there. You won't be again

9:01

until the 5th. I can't guarantee you

9:04

that it's going to hold out until the

9:07

5th.

9:08

Okay. I want to get you get you over to

9:11

211 to see what they can do to help to

9:14

help out.

9:14

All right. Thank you.

9:16

You're welcome. So, hang on while I get

9:18

you transferred over. Okay.

9:20

Okay.