

**Public Utility Commission of Oregon  
Administrative Hearings Division**



**FORMAL CONSUMER COMPLAINT**

**Instructions:** Complete this form to file a formal complaint against a utility. Complete all relevant parts and provide as much information as possible. Please attach additional pages if necessary. To assist you, we have provided a copy of rules on dispute resolution. We will serve your complaint on the utility and notify you of future events. Your complaint will be assigned a docket number and will be a public record. **If your service is disconnected or you received a notice of disconnection, you may be entitled to restored or continued service while we review your complaint. See Section 3.**

**Section 1: Complainant and Utility Information**

Name: Industry 10 Studios, LLC			
Address: 1127 SE 10th Ave, Suite 200,			
City: Portland	State: OR	Zip Code: 97214	
Home phone:	Cell Phone: 5034756624	Work Phone:	
Email Address: george@redbarnmuse.com			
Utility: Northwest Natural	Account # (if known)		

**Section 2: Complaint**

1. What is your complaint? What did the utility do or not do that caused the problem? Be specific.  
(Attach additional pages if necessary.)

The utility has claimed there was a crossed meter. I would like a technician from NWN as well as a representative from the regulatory board to come out and PROVE the meter connects to my water heater and furnace. Enough mistakes have been made that it (at the very least) warrant someone else to come out to make absolutely sure that another error wasn't made.

*(Please continue on next page)*

<b>Mailing Address:</b> PO Box 1088 Salem, OR 97308-1088	<b>Street Address:</b> 201 High St. SE Suite 100 Salem, OR 97301
<b>Telephone:</b> (503) 378-6678	<b>Web Site:</b> <a href="http://www.puc.state.or.us">http://www.puc.state.or.us</a>
<b>Filing Center Email Address:</b> <a href="mailto:puc.filingcenter@state.or.us">puc.filingcenter@state.or.us</a>	

**Section 2: Complaint (continued)**

2. If you know, please list the statutes, rules, or tariffs that you believe the utility violated.

3. What do you want the utility or the PUC to do to resolve your complaint? *(We have authority to order refunds where appropriate, but cannot grant money damages.)*

I would like a technician from NWN as well as a representative from the regulatory board to come out and PROVE the meter connects to my water heater and furnace. Enough mistakes have been made that it (at the very least) warrant someone else to come out to make absolutely sure that another error wasn't made.

4. Consumer Services provided you with a copy of your informal case record. Do you want us to consider this case record in resolving your formal complaint?

Yes

No

*Please see next page*

**Section 3: Continued or Restored Service**

Has your utility service been disconnected, or have you received a disconnection notice? If so, you may be entitled to restored or continued service while we review your complaint. You may also be eligible for an expedited process to determine this eligibility. **If you have not been disconnected or have not received a disconnection notice, please skip to Section 4.**

**Please answer all questions below completely.** If you meet certain criteria, we will schedule a telephone hearing within three business days to determine whether you are entitled to continued or restored service. You and the utility will both be invited to participate.

1. Please check one:

- a. I have been refused an application for new service.
- b. I was disconnected.
- c. I received a notice that my service will be disconnected, but I have not yet been disconnected.

If you checked b. or c., fill in disconnection date here: N/A

2. The utility claims that it is disconnecting/refusing service because:

- I did not pay my bill.
- I did not establish credit.
- Other (Please explain):

I cannot UNCHECK the previous question. Please disregard. The notice I received was for the other unit.

3. Have you provided the utility with a deposit?

- Yes
- No

If so, what is the amount of the deposit? \$75 \_\_\_\_\_

4. Is the utility disconnecting your service or refusing to serve you for failure to pay your bill?

- Yes
- No

If you answered yes, you may be entitled to continued service if you make financial arrangements to protect the utility from future losses. This is usually done by paying all undisputed charges while your complaint is being resolved.

a. Are you willing to pay all undisputed charges while your complaint is being resolved?

- Yes
- No

*Please see next page*

**Section 3: Continued or Restored Service (continued)**

- b. Have you made, or are you willing to make, other financial arrangements with the utility, such as prepaying estimated monthly utility charges? If so, please describe the financial arrangements. Be specific.

If they are charging me for unbilled usage, that means a check is being sent to someone who overpaid. I have notified the building owner who occupied the other space that I would like that check turned over to me so I can send it to NWN - should it be necessary.

**Section 4: Additional Documents**

To help us review your complaint, please attach a copy of your utility bill(s) and any disconnection notice(s) you received. Also include any additional documents that may be helpful in resolving your complaint.

*Please black out any drivers' license numbers, social security numbers, bank routing numbers and bank account numbers before sending us your documents.*

*Please see next page*

**Section 5: Filing Options**

Are you able to put your complaint into Word or text-searchable .pdf format and scan your other documents to .pdf format to email them to us?

Yes. **I am able to file my documents using email (Electronic Filing).**

Attach your complaint (and any additional documents you wish to add) as an attachment to an email addressed to: [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us).

The *subject line* of the email must read: "Formal Complaint, [your name], [date]".

Please note: Our electronic filing system can accept only the attachments to the email. Do not include information about your complaint in the body of the email itself.

No. **I request a waiver of PUC electronic filing rules because I cannot prepare and submit documents electronically. I request permission to send copies of my documents by U. S. Mail to the Filing Center.**

Please mail the signed and dated original paper documents to the following mailing address:

**Public Utility Commission of Oregon  
Formal Complaint  
PO Box 1088  
Salem, OR 97308-1088**

**Section 6: Signature and Date**

George Voorhes

23 May 2017

Complainant Signature (Your typewritten name represents your signature)

Date

**PRINT**

Industry 10 Studios LLC  
1127 SE 10<sup>th</sup> Ave Ste 200  
Portland OR 97214-3456

RE: IMPORTANT NOTICE ABOUT YOUR NATURAL GAS SERVICE ACCOUNT

Dear NW Natural Customer:

We have recently learned about a situation that caused you to receive incorrect gas bills. Here's what has happened and what you can expect.

The gas meter billed to your account was actually the meter serving a neighboring account. The meter billed to a neighboring account was serving your account. Unfortunately, this means the amounts previously billed to you were not based on your actual gas usage.

This error likely occurred at the time the gas line was originally installed.

In accordance with the rules of the state utility commission, we are required to recalculate the previous bills based on what you should have been billed. The enclosed worksheet shows the recalculation. The cross meter correction resulted in charges which are on the enclosed bill.

We apologize for the inconvenience this may cause you. If you have any questions or concerns regarding this bill adjustment, please call 1-800-422-4012. If the result of the adjustment is you owe us for past incorrect bills our customer service team will be happy to set up a time-payment arrangement for you. Our office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

You may also direct any questions or concerns to the state public utility commission. Their contact information is provided at the bottom of this letter.

Sincerely,

NW Natural Account Services Department

If your service address is in Oregon the contact information is: Public Utility Commission of Oregon, 3930 Fairview Industrial Drive SE Salem, OR 97308-1088. Telephone: 503-378-6600 or toll-free at 1-800-522-2404. Website: [www.puc@state.or.us](mailto:www.puc@state.or.us).

If your service address is in Washington, the contact information is: Washington Utilities & Transportation Commission, 1300 S. Evergreen Park Drive SW, Olympia, WA 98504-7250. Telephone: 1-888-333-9882. Website: [www.wutc.wa.gov](http://www.wutc.wa.gov).

MEMORANDUM



Account: 3170141

Name: Industry 10 Studios LLC  
 Address: 1127 Se 10th Ave #200

Bill Date		Therms			Gas Charges (Service fee, Usage, and Misc.)		
As Billed	Corrected	As Billed	Corrected	Increase (Decrease)	As Billed	Corrected	Increase (Decrease)
4/18/2016	4/18/2016	21.2	90.20	69.0	\$ 33.65	114.21	\$ 80.56
5/17/2016	5/17/2016	1.2	16.00	14.8	16.06	65.54	49.48
6/17/2016	6/17/2016	-	12.30	12.3	1.57	(58.41)	(59.98)
7/19/2016	7/19/2016	-	13.70	13.7	15.00	27.06	12.06
8/17/2016	8/17/2016	-	11.20	11.2	15.00	24.86	9.86
9/19/2016	9/19/2016	-	11.10	11.1	15.00	24.77	9.77
10/17/2016	10/17/2016	7.4	16.00	8.6	21.51	29.08	7.57
11/15/2016	11/15/2016	12.5	124.20	111.7	25.92	123.30	97.38
12/19/2016	12/19/2016	124.4	416.80	292.4	122.54	366.44	243.90
1/19/2017	1/20/2017	206.7	496.00	289.3	193.69	408.78	215.09
2/17/2017	2/17/2017	183.4	327.60	144.2	173.54	275.82	102.28
				-			-

978.3

\$ 767.97 +/- Tax

Public Purpose Charge 23.55

Oregon Public Utility Commission

SL3-Restricted-ATTACHMENT

Specialist: M KIM

Name: INDUSTRY 10 STUDIOS Commercial:  
Language:

Addresses: 1127 SE KENT AVE SUIT 200, PORTLAND OR 97214 (LOC) (INVOLVED)  
1127 SE KENT AVE SUIT 220, CROSSED METERED, PORTLAND OR 97214 (OTHR)

E-mail: george@redbarnmuse.com DOCKET #

Phones: (503) 475-6624 (CELL) (INVOLVED)

Contacts: GEORGE VOORHES (OWN) (PRINCIPAL TENNANT)

Subject:

Comments:

COMPANY REVERSAL	CATEGORY COMPLX	STAFF UNRS	SAVINGS DET.	CLASS OPEN/MODE	TYPE BY	SUBTYPE CLOSE/MODE	FORMAL BY
0001 G NORTHW No	COMP No	No		BILL 5/8/2017/TELE	ADJ kim	5/22/2017/TELE	kim

Call Taken (date): 5/5/2017 By: Brandy  
Open Date: 5/8/2017 Opened By: Kim

Disconnect Notice Due: 5/5/2017 Disconnected: Out of Service:

5/5/2017 CODE DETAIL  
COMPLAINT - BILLING - ADJUSTMENT

George Voorhes states Northwest Natural is billing him for a crossed meter and he feels this is incorrect.

5/5/2017 2:15:00 PM CALL TAKEN BY BRANDY

George owns Industry 10 Studios. He is a primary tenant in a group of 12 tenants that make up suite 200 which is a small portion of a larger building. Each suit in the building handles their own utilities.

About one month ago the tenants in suite 220 decided to cancel service with NWN, but gave the wrong suit number. Instead of giving suite 220 they gave suite 200. George's gas service was inadvertently turned off for about a week.



**SL3-Restricted-ATTACHMENT**

**Analyst: kim**

**Open Date: 5/8/2017**

This is when George's problems began.

5/4 - He received his bill for 4/28 which stated he has \$117.83 due for 2/17 to 3/01 and that he had a crossed meter and now owed \$767.97 for the last 12 months.

5/5 - He received a bill for \$189.75 for 3/01 to 4/18

George stated that the unit he was supposedly cross metered with is 3 times the size of his space and two floors. His unit is 1/3rd the size and only one floor. He states that after NWN determined that his space was crossed with 220 his bill has tripled which does not make sense if his unit is 1/3rd the size.

The meters in question are 821860 and 986111.

At 2:26 while on the phone with me Geoffrey had a door hanger left on his door that stated the gas was disconnected at Suite 220. The door hanger was left on the door of Suite 200. No one knocked to notify the tenant. The only gas appliance they are currently using is the hot water heater and because the tank is full they are unable to determine if the service was disconnected in their unit or in unit 220. The hanger was left on the wrong door and no attempt at contact was made with the tenant at the unit where the door hanger was left.

He was able to give me a list of his billings and he stated his last years bills did not make sense with what he was told in the letters from the company.

2016 bills:

1/2016-\$85.62  
2/2016-\$63.27  
3/2016-\$73.21  
4/2016-\$18.65  
5/2016-\$1.06  
6/2016-gas read was 0  
7/2016  
8/2016-gas read was 0  
9/2016-gas read was 0  
10/2016-\$6.51  
11/2016-\$23.00  
12/2016-\$128.80at 2:26 while on the Phone  
1/2017-\$203.81  
2/2017-\$183.40  
3/2017-\$182.61  
4/28: \$117.83 in gas due for the month 2/17-3/01  
crossed meter \$767.97 4/18/16 to 2/17-17

**SL3-Restricted-ATTACHMENT**

**Analyst: kim**

**Open Date: 5/8/2017**

Second bill for a 48 day period: estimated read 3/01 actual read was 4/18 \$189.75

He believes his meter was not crossed with the larger suit number 220 but he is now being billed for the usage of 220 and that is why his bills are triple.

**5/5/2017 4:00:00 PM CALL TO NWN**

Deanna called NWN to inform them we were taking a complaint on this customer and during the phone call a door hanger was left on the door without a knock and for the wrong unit. She explained that the customer was unsure if the disconnection had taken place or not. Angelia the NWN representative asked that we send over the address and business name immediately and she would get back to us with more information.

**5/5/2017 4:07:00 PM EMAIL TO ANGELIA - NWN**

From: Brandy  
Sent: Friday, May 5, 2017 4:07 PM  
To: Angelia  
Cc: PUC Complaint Desk  
Subject: George Voorhes \*\*\* Urgent\*\*\*

Deanna with the PUC just called about this one.

George Voorhes  
Industry 10 Studios  
1127 SE KENT AVE SUIT 200 Portland OR 97214

Secondary address  
1127 SE KENT AVE SUIT 220 Portland OR 97214

A door hanger saying service was disconnected at Suit 220 was left at 2:26 on the door of Suit 200.

George was on the phone with me at the time the hanger was left and no one knocked to notify him. He is unsure if his gas was disconnected at his address or if the gas at 220 was disconnected. The meters in question are 821860 and 986111 there is a situation where meters may have been crossed so we are not sure exactly which meter is currently at Suit 200.

Brandy Richter  
Consumer specialist  
Puc.consumer@state.or.us  
503-378-6600/1-800-522-2404

**5/5/2017 4:39:00 PM EMAIL FROM ANGELIA - NWN**

From: Angelia

**SL3-Restricted-ATTACHMENT**

**Analyst: kim**

**Open Date: 5/8/2017**

Sent: Friday, May 5, 2017 4:39 PM  
To: Brandy  
Cc: PUC Complaint Desk  
Subject: RE: [External]George Voorhes \*\*\* Urgent\*\*\*

Hi Brandy,

The information I gathered indicates the gas service at 1127 SE 10th Ave. #200 in Portland for Industry 10 Studios LLC/George Voorhes is currently on. It appears there was a service order request to disconnect the service at 1127 SE 10th Ave # 220, which was completed today and a card was left.

Let me know if you need anything more.

Thank you,

Angelia

**5/8/2017 11:00:00 AM QUESTIONS FOR NWN**

What do your records show in regard to contact with the customer about their billing?

The customer states they were sent a bill for \$767.97 due to a crossed meter. Please provide all information on this situation.

The customer states the shut off notice for suite 220 was left at suite 200, what can you tell me about this?

Please provide a 2 year billing summary for suite 200 and 220.

Any additional information you can provide to help resolve this customers concerns would be appreciated.

**5/8/2017 12:08:00 PM EMAIL TO NWN - CASE/QUESTIONS**

From: Kim  
Sent: Monday, May 8, 2017 12:08 PM  
To: PUC Complaint Desk  
Cc: Angelia  
Subject: OPUC - NEW CASE - INDUSTRY 10 STUDIOS - GEORGE VOORHES

Hello,

Please review the attached case and answer the questions listed as "Questions for NWN."

**SL3-Restricted-ATTACHMENT**

**Analyst: kim**

**Open Date: 5/8/2017**

Thank you,

Kim  
Consumer Specialist  
Oregon Public Utility Commission  
Fax 503-377-5743

**5/11/2017 3:20:00 PM EMAIL FROM NWN - REPSONSE**

From: Lois  
Sent: Thursday, May 11, 2017 3:20 PM  
To: Kim  
Cc: PUC Complaint Desk  
Subject: RE: [External]OPUC - NEW CASE - INDUSTRY 10 STUDIOS - GEORGE VOORHES

Kim,

Answers to your questions are in the attached Case Record. I have also attached the documents we mailed to the customer. If you need more information, please let me know.

Thank you,

Lois

---

What do your records show in regard to contact with the customer about their billing?  
Answer: Industry 10 studios called to start their billing 6/8/2015.

On 9/23/15 the customer called NW Natural about the minimum monthly service charge on their bill during the summer as they only had gas heat. They were advised of the option to close their account for the summer and the \$30.00 reconnection charge in the fall. The customer said they were okay with leaving the gas on as their payments are tax deductible.

On 7/1/16 George called about his deposit refunding to his account, and was advised that it refunds to the account in the 13th month after 12 months of good payment history. The deposit refunded on their 7/19/16 bill.

On 4/4/17 George called because his unit did not have gas, and found out that his account was closing because another party had called to take over service at his address as of 3/1/17. NW Natural went out to the address and confirmed there were crossed meters at the address. George's gas was turned back on and the technician who restarted the service verified the customer had a water heater and gas heat at that time. NW Natural made sure the customer who started service at the wrong address was started at the correct address and kept the account open for Industry 10 Studios LLC.

### SL3-Restricted-ATTACHMENT

**Analyst: kim**

**Open Date: 5/8/2017**

On 4/28/17 NW Natural mailed the customer a bill for \$962.00. This bill included usage from the correct meter (meter #986111) from 2/17/17 to 3/1/17 as well as a cross meter adjustment of \$767.97 for the usage on that meter that the customer was not billed for.

On 5/1/17 NW Natural mailed the customer the bill for usage from 3/1/17 to 4/18/17.

On 5/4/17 George called to dispute the amount of the crossed meter charge. The account was reviewed by a Representative, a Customer Account Consultant, and a Supervisor. The customer was offered a TPA and they declined. George said that he knows the party who would be receiving a credit for their crossed meter adjustment and after talking together the other party wanted nothing to do with their refund check and agreed to send the refund check to George. George wanted to then send the refund check back to NW Natural to be applied to his own account. The customer was given the Supervisor's extension since George advised he was going to call back with Scott so they could both speak with her at the same time if there were any further questions.

On 5/8/17 George left a voicemail for one of NW Natural's Supervisors.

The customer states they were sent a bill for \$767.97 due to a crossed meter. Please provide all information on this situation.

Answer: This customer occupies suite 200 in their building and their meter was crossed with their neighbor in suite 220. This was discovered because the new party in 220 mistakenly called to start service at 200. Since no party called NW Natural to start service at unit 220, the gas meter (meter #986111) was turned off at that unit. When that meter was turned off, it stopped the gas from going into suite 200. Industry 10 Studios LLC called NW Natural about not having gas service. We sent a technician out that day and the technician verified that the meters were crossed. Industry 10 Studios LLC had been at suite 200 since 6/8/2015 and had been billed for the meter reads from meter #821860. That meter actually serves suite 220.

When NW Natural becomes aware of crossed meters, we rebill the customers for the past 12 months to correct the billing. Industry 10 Studios LLC was originally only billed for the unit heater at 220, but their actual equipment consists of a water heater and furnace, which used more gas than they were originally billed for. The \$767.97 Crossed Meter Adjustment is the difference between the amount they paid for gas use on meter #821860 and the gas they actually used as measured on meter #986111.

The customer states the shut off notice for suite 220 was left at suite 200, what can you tell me about this?

Answer: Our technician notes that they left a card on the front door of suite 220 after the meter was turned off.

**SL3-Restricted-ATTACHMENT**

**Analyst: kim**

**Open Date: 5/8/2017**

Please provide a 2 year billing summary for suite 200 and 220.

Answer: See the attachments

Any additional information you can provide to help resolve this customers concerns would be appreciated.

Answer: The customer remains eligible for a Time Payment Arrangement if they would like help spreading their gas charges over time.

**5/22/2017 2:21:00 PM VOICE MAIL TO CUSTOMER - PLEASE CALL**

**5/22/2017 2:45:00 PM CALL FROM CUSTOMER TO CLOSE - REQ FORMAL**

George contacted me and I went over the response that I received from NWN. George was very unhappy with the information I provided and advised me that we needed to set up a meeting where him, NWN, and the PUC came out and showed him exactly where the lines are going to prove the lines were crossed.

I let George know that was not going to happen, he persisted and told me over and over that the billing is incorrect and he will not accept my answer. I advised George that he can take his case formal, which would be in front of an ALJ. I advised if he does this, there will be a hearing and whatever the ALJ decides will be final. George stated he would like to do this. I let him know I would get the information for the formal to him today via email.

I also advised George to make sure that he sets up a time payment arrangement and pays all non-disputed charges. George thanked me for the information and stated he will be looking for the email.

**Attachments to Case:**

5/11/2017 4:00:00 PM - SL3 - Industry Studios LLC 3170141-0 3 year as billed

5/11/2017 4:05:00 PM - SL3 - Industry 10 Studios LLC 3170141-0 Crossed meters

**Oregon Public Utility Commission**

**SL3 - Restricted  
ATTACHMENT**

**Specialist:** MALM, KIM

**Name:** INDUSTRY 10 STUDIOS  Commercial

**Addresses:** 1127 SE KENT AVE SUIT 200, PORTLAND OR 97214 (LOC ) (INVOLVED)  
1127 SE KENT AVE SUIT 220 CROSSED METERED, PORTLAND OR 97214 (OTHR)

**Email:** george@redbarnmuse.com

**Phones:** (503) 475-6624 (CELL) (Involved)  
(503) 608-7377 (OTHR)

**Contacts** VOORHES, GEORGE (OWN ) - PRINCIPAL TENNANT  Authorized

<b>COMPLAINT</b>	<b>BILLING</b>	<b>ADJUSTMENT</b>
Company: 0001 G NORTHW		NORTHWEST NATURAL
Open: 5/8/2017 kamalm TELE		Close: 5/22/2017 kamalm TELE
Docket #:		

Call Taken: 5/5/2017  
Open Date: 5/8/2017

Taken By: Richter, Brandy  
Opened By: MALM, KIM

**Disconnect Notice Due:** 5/5/2017

**Disconnected:**

**Out of Service:**

**5/5/2017 CODE DETAIL**

**COMPLAINT - BILLING - ADJUSTMENT**

George Voorhes states Northwest Natural is billing him for a crossed meter and he feels this is incorrect.

**5/5/2017 2:15:00 PM CALL TAKEN BY BRANDY**

George owns Industry 10 Studios. He is a primary tenant in a group of 12 tenants that make up suite 200 which is a small portion of a larger building. Each suit in the building handles their own utilities.

About one month ago the tenants in suite 220 decided to cancel service with NWN, but gave the wrong suit number. Instead of giving suite 220 they gave suite 200. George's gas service was inadvertently turned off for about a week.

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5/4 - He received his bill for 4/28 which stated he has \$117.83 due for 2/17 to 3/01 and that he had a crossed meter and now owed \$767.97 for the last 12 months.

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Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

## SL3 - Restricted ATTACHMENT

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At 2:26 while on the phone with me Geoffrey had a door hanger left on his door that stated the gas was disconnected at Suite 220. The door hanger was left on the door of Suite 200. No one knocked to notify the tenant. The only gas appliance they are currently using is the hot water heater and because the tank is full they are unable to determine if the service was disconnected in their unit or in unit 220. The hanger was left on the wrong door and no attempt at contact was made with the tenant at the unit where the door hanger was left.

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2016 bills:

1/2016-\$85.62

2/2016-\$63.27

3/2016-\$73.21

4/2016-\$18.65

5/2016-\$1.06

6/2016-gas read was 0

7/2016

8/2016-gas read was 0

9/2016-gas read was 0

10/2016-\$6.51

11/2016-\$23.00

12/2016-\$128.80at 2:26 while on the Phone

1/2017-\$203.81

2/2017-\$183.40

3/2017-\$182.61

4/28: \$117.83 in gas due for the month 2/17-3/01

crossed meter \$767.97 4/18/16 to 2/17-17

Second bill for a 48 day period: estimated read 3/01 actual read was 4/18 \$189.75

He believes his meter was not crossed with the larger suit number 220 but he is now being billed for the usage of 220 and that is why his bills are triple.

**5/5/2017 4:00:00 PM**

**CALL TO NWN**

Deanna called NWN to inform them we were taking a complaint on this customer and during the phone call a door hanger was left on the door without a knock and for the wrong unit. She explained that the customer was unsure if the disconnection had taken place or not. Angelia the NWN representative asked that we send over the address and business name immediately and



Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

**SL3 - Restricted  
ATTACHMENT**

she would get back to us with more information.

**5/5/2017 4:07:00 PM EMAIL TO ANGELIA - NWN**

From: RICHTER Brandy  
Sent: Friday, May 5, 2017 4:07 PM  
To: 'Warren, Angelia' <arw@nwnatural.com>  
Cc: PUC Complaint Desk <pucd@nwnatural.com>  
Subject: George Voorhes \*\*\* Urgent\*\*\*

Deanna with the PUC just called about this one.

George Voorhes  
Industry 10 Studios  
1127 SE KENT AVE SUIT 200 Portland OR 97214

Secondary address  
1127 SE KENT AVE SUIT 220 Portland OR 97214

A door hanger saying service was disconnected at Suit 220 was left at 2:26 on the door of Suit 200.

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He is unsure if his gas was disconnected at his address or if the gas at 220 was disconnected. The meters in question are 821860 and 986111 there is a situation where meters may have been crossed so we are not sure exactly which meter is currently at Suit 200.

Brandy Richter  
Consumer specialist  
Puc.consumer@state.or.us  
503-378-6600/1-800-522-2404

**5/5/2017 4:39:00 PM EMAIL FROM ANGELIA - NWN**

From: Warren, Angelia [mailto:arw@nwnatural.com]  
Sent: Friday, May 5, 2017 4:39 PM  
To: RICHTER Brandy <brichte@puc.state.or.us>  
Cc: PUC Complaint Desk <pucd@nwnatural.com>  
Subject: RE: [External]George Voorhes \*\*\* Urgent\*\*\*

Hi Brandy,

The information I gathered indicates the gas service at 1127 SE 10th Ave. #200 in Portland for Industry 10 Studios LLC/George Voorhes is currently on. It appears there was a service order request to disconnect the service at 1127 SE 10th Ave # 220, which was completed today and a card was left.

Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

**SL3 - Restricted  
ATTACHMENT**

Let me know if you need anything more.

Thank you,

Angelia

**5/8/2017 11:00:00 AM QUESTIONS FOR NWN**

What do your records show in regard to contact with the customer about their billing?

The customer states they were sent a bill for \$767.97 due to a crossed meter. Please provide all information on this situation.

The customer states the shut off notice for suite 220 was left at suite 200, what can you tell me about this?

Please provide a 2 year billing summary for suite 200 and 220.

Any additional information you can provide to help resolve this customers concerns would be appreciated.

**5/8/2017 12:08:00 PM EMAIL TO NWN - CASE/QUESTIONS**

From: MALM Kim  
Sent: Monday, May 8, 2017 12:08 PM  
To: PUC Complaint Desk <pucd@nwnatural.com>  
Cc: 'Warren, Angelia' <arw@nwnatural.com>  
Subject: OPUC - NEW CASE - INDUSTRY 10 STUDIOS - GEORGE VOORHES

Hello,

Please review the attached case and answer the questions listed as "Questions for NWN."

Thank you,

Kim Malm  
Consumer Specialist  
Oregon Public Utility Commission  
Kim.Malm@state.or.us  
503-373-1132  
Fax 503-377-5743

**5/11/2017 3:20:00 PM EMAIL FROM NWN - RESPONSE**

From: Douglass, Lois [mailto:ldd@nwnatural.com]  
Sent: Thursday, May 11, 2017 3:20 PM  
To: MALM Kim <KAMALM@puc.state.or.us>  
Cc: PUC Complaint Desk <pucd@nwnatural.com>

Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

**SL3 - Restricted  
ATTACHMENT**

Subject: RE: [External]OPUC - NEW CASE - INDUSTRY 10 STUDIOS - GEORGE VOORHES

Kim,

Answers to your questions are in the attached Case Record. I have also attached the documents we mailed to the customer. If you need more information, please let me know.

Thank you,

Lois Douglass

---

What do your records show in regard to contact with the customer about their billing?

Answer: Industry 10 studios called to start their billing 6/8/2015.

On 9/23/15 the customer called NW Natural about the minimum monthly service charge on their bill during the summer as they only had gas heat. They were advised of the option to close their account for the summer and the \$30.00 reconnection charge in the fall. The customer said they were okay with leaving the gas on as their payments are tax deductible.

On 7/1/16 George called about his deposit refunding to his account, and was advised that it refunds to the account in the 13th month after 12 months of good payment history. The deposit refunded on their 7/19/16 bill.

On 4/4/17 George called because his unit did not have gas, and found out that his account was closing because another party had called to take over service at his address as of 3/1/17. NW Natural went out to the address and confirmed there were crossed meters at the address. George's gas was turned back on and the technician who restarted the service verified the customer had a water heater and gas heat at that time. NW Natural made sure the customer who started service at the wrong address was started at the correct address and kept the account open for Industry 10 Studios LLC.

On 4/28/17 NW Natural mailed the customer a bill for \$962.00. This bill included usage from the correct meter (meter #986111) from 2/17/17 to 3/1/17 as well as a cross meter adjustment of \$767.97 for the usage on that meter that the customer was not billed for.

On 5/1/17 NW Natural mailed the customer the bill for usage from 3/1/17 to 4/18/17.

On 5/4/17 George called to dispute the amount of the crossed meter charge. The account was reviewed by a Representative, a Customer Account Consultant, and a Supervisor. The customer was offered a TPA and they declined. George said that he knows the party who would be receiving a credit for their crossed meter adjustment and after talking together the other party wanted nothing to do with their refund check and agreed to send the refund check to George. George wanted to then send the refund check back to NW Natural to be applied to his own account. The customer was given the Supervisor's extension since George advised he was going to call back with Scott so they could both speak with her at the same time if there were any further questions.

Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

**SL3 - Restricted  
ATTACHMENT**

On 5/8/17 George left a voicemail for one of NW Natural's Supervisors.

The customer states they were sent a bill for \$767.97 due to a crossed meter. Please provide all information on this situation.

Answer: This customer occupies suite 200 in their building and their meter was crossed with their neighbor in suite 220. This was discovered because the new party in 220 mistakenly called to start service at 200. Since no party called NW Natural to start service at unit 220, the gas meter (meter #986111) was turned off at that unit. When that meter was turned off, it stopped the gas from going into suite 200. Industry 10 Studios LLC called NW Natural about not having gas service. We sent a technician out that day and the technician verified that the meters were crossed. Industry 10 Studios LLC had been at suite 200 since 6/8/2015 and had been billed for the meter reads from meter #821860. That meter actually serves suite 220.

When NW Natural becomes aware of crossed meters, we rebill the customers for the past 12 months to correct the billing. Industry 10 Studios LLC was originally only billed for the unit heater at 220, but their actual equipment consists of a water heater and furnace, which used more gas than they were originally billed for. The \$767.97 Crossed Meter Adjustment is the difference between the amount they paid for gas use on meter #821860 and the gas they actually used as measured on meter #986111.

The customer states the shut off notice for suite 220 was left at suite 200, what can you tell me about this?

Answer: Our technician notes that they left a card on the front door of suite 220 after the meter was turned off.

Please provide a 2 year billing summary for suite 200 and 220.

Answer: See the attachments

Any additional information you can provide to help resolve this customer's concerns would be appreciated.

Answer: The customer remains eligible for a Time Payment Arrangement if they would like help spreading their gas charges over time.

**5/22/2017 2:21:00 PM**

**VOICE MAIL TO CUSTOMER - PLEASE CALL**

**5/22/2017 2:45:00 PM**

**CALL FROM CUSTOMER TO CLOSE - REQ FORMAL**

George contacted me and I went over the response that I received from NWN. George was very unhappy with the information I provided and advised me that we needed to set up a meeting where him, NWN, and the PUC came out and showed him exactly where the lines are going to prove the lines were crossed.

Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

## SL3 - Restricted ATTACHMENT

I let George know that was not going to happen, he persisted and told me over and over that the billing is incorrect and he will not accept my answer. I advised George that he can take his case formal, which would be in front of an ALJ. I advised if he does this, there will be a hearing and whatever the ALJ decides will be final. George stated he would like to do this. I let him know I would get the information for the formal to him today via email.

I also advised George to make sure that he sets up a time payment arrangement and pays all non-disputed charges. George thanked me for the information and stated he will be looking for the email.

### **5/22/2017 3:17:00 PM                      EMAIL TO CUSTOMER - FORMAL PACKET**

From: CONSUMER PUC  
Sent: Monday, May 22, 2017 3:17 PM  
To: 'george@redbarnmuse.com' <george@redbarnmuse.com>  
Subject: Formal Complaint Packet

Dear George:

Enclosed are the formal complaint form and an explanation of the formal procedure you have requested. I have also included a copy of your informal complaint record.

The formal complaint should be legibly written or typed. If you need more space to respond to the questions, please attach additional pages to the complaint form.

If you have any questions regarding the filing of your complaint, please feel free to contact me.

Sincerely,

Kim M.  
Consumer Specialist  
Oregon Public Utility Commission  
puc.consumer@state.or.us  
503-378-6600/1-800-522-2404  
Fax 503-377-5743

Attachments

### **5/22/2017 3:21:00 PM                      EMAIL TO CUSTOMER - ATTACHMENTS FOR CASE**

\*\*Note- this email only included the attachments related to the customers case. It did not include the attachment with the other parties billing information.

From: CONSUMER PUC  
Sent: Monday, May 22, 2017 3:21 PM  
To: 'george@redbarnmuse.com' <george@redbarnmuse.com>  
Subject: Additional Documents

Account Name: INDUSTRY 10 STUDIOS  
Open Date: 5/8/2017  
Analyst: MALM, KIM

**SL3 - Restricted  
ATTACHMENT**

Additional documents for your case.

Thank you,

Kim M.  
Consumer Specialist  
Oregon Public Utility Commission  
puc.consumer@state.or.us  
503-378-6600/1-800-522-2404  
Fax 503-377-5743

Attachments

**5/22/2017 3:27:00 PM                      EMAIL TO NWN - CLOSED CASE**

From: MALM Kim  
Sent: Monday, May 22, 2017 3:27 PM  
To: PUC Complaint Desk <pucd@nwnatural.com>  
Cc: 'Douglass, Lois' <ldd@nwnatural.com>  
Subject: CLOSED CASE - INDUSTRY 10 STUDIOS

Hello,

Attached is the closed case for Industry 10 Studios.

Thank you,

Kim Malm  
Consumer Specialist  
Oregon Public Utility Commission  
Kim.Malm@state.or.us  
503-373-1132  
Fax 503-377-5743

**Attachments to Case:**

5/11/2017 4:00:00 PM	SL3 - Industry Studios LLC 3170141-0 3 year as billed
5/11/2017 4:05:00 PM	SL3 - Industry 10 Studios LLC 3170141-0 Crossed meters
5/11/2017 4:06:00 PM	SL3 - 1127 SE 10th Ave #220 3 year as billed

Jeremiah Shepersky  
 Customer Account Consultant  
 CCC Department  
 Telephone: (503) 226-4211 x 2167  
 Facsimile: (503) 721-2517  
 Email Address: j8h@nwnatural.com



Customer: Industry 10 Studios LLC  
 Address: 1127 SE 10<sup>th</sup> Ave #200  
 City State Zip: Portland OR 97214  
 Acct# 3170141-0

May 23, 2017

<b>As Billed</b>						
BILLING FACTOR	DATE	READING	THERMS	DOLLAR AMOUNT	FUEL AVERAGE	DEGREE DAYS
Meter	986111 <sup>A</sup>					
1.240	4/18/2017	9393	219.5	\$ 213.75	0.28	792
1.274	3/1/2017	9216	136.3	\$ 123.83	0.49	281
	2/17/2017	9109				
Meter	821860 <sup>B</sup>					
1.265	2/17/2017	3980	183.4	\$ 173.54	0.25	727.5
1.268	1/19/2017	3835	206.7	\$ 193.69	0.21	1003
1.269	12/19/2016	3672	124.4	\$ 122.54	0.16	767
1.250	11/15/2016	3574	12.5	\$ 25.92	0.05	255.5
1.234	10/17/2016	3564	7.4	\$ 21.51	0.04	176
1.214	9/19/2016	3558	0	\$ 15.00		32.5
1.216	8/17/2016	3558	0	\$ 15.00		1.5
1.226	7/19/2016	3558	0	\$ 15.00		24.5
1.224	6/17/2016	3558	0	\$ 15.00		120.5
1.231	5/17/2016	3558	1.2	\$ 16.06	0.01	144.5
1.248	4/18/2016	3557	21.2	\$ 33.65	0.07	318.5
1.242	3/18/2016	3540	83.2	\$ 88.21	0.18	451
1.239	2/19/2016	3473	71.9	\$ 78.27	0.15	489
1.247	1/20/2016	3415	97.3	\$ 100.62	0.12	828
1.250	12/18/2015	3337	58.8	\$ 66.74	0.08	693

<sup>A</sup> Billing after 2/17/17 was from reads on meter 986111 serving Ste 200.  
<sup>B</sup> Billing before 2/17/17 was from reads on meter 821860 serving Ste 220.

Jeremiah Shepersky  
 Customer Account Consultant  
 CCC Department  
 Telephone: (503) 226-4211 x 2167  
 Facsimile: (503) 721-2517  
 Email Address: j8h@nwnatural.com

 <b>NW Natural</b>	220 NW 2ND AVENUE PORTLAND, OR 97209
	TEL 503.226.4211
	www.nwnatural.com

<b>As Billed</b>						
BILLING FACTOR	DATE	READING	THERMS	DOLLAR AMOUNT	FUEL AVERAGE	DEGREE DAYS
1.227	11/16/2015	3290	22.1	\$ 34.45	22.1	334
1.202	10/16/2015	3272	0	\$ 15.00	0	73.5
1.198	9/17/2015	3272	0	\$ 15.00	0	47.5
1.160	8/19/2015	3272	0	\$ 15.00	0	1.5
1.186	7/20/2015	3272	0	\$ 15.00	0	0
1.196	6/17/2015	3272	1.2	\$ 5.65	1.2	51
Previous	Party					
1.191	6/8/2015	3271	0	\$ 10.50		48
1.220	5/18/2015	3271	0	\$ 114.24		231.5
1.234	4/17/2015	3271	3.7	\$ 19.41	0.01	387
1.229	3/19/2015	3268	2.5	\$ 17.99	0.01	426.5
1.230	2/18/2015	3266	17.2	\$ 35.54	0.03	506
1.235	1/20/2015	3252	59.3	\$ 85.80	0.08	740.5
1.223	12/17/2014	3204	53.8	\$ 72.48	0.08	683.5
1.208	11/14/2014	3160	30.2	\$ 43.74	0.09	327
1.179	10/16/2014	3135	0	\$ 15.00		66
1.172	9/17/2014	3135	0	\$ 15.00		1.5
1.167	8/19/2014	3135	0	\$ 15.00		2
1.181	7/18/2014	3135	0	\$ 15.00		19.5
1.056	6/17/2014	3135	1.2	\$ 16.10	0.01	101
1.196	5/16/2014	3134	0	\$ 27.90	0	259
1.194	4/17/2014	3134	0	\$ 15.00	0	384.5
1.200	3/19/2014	3134	38.4	\$ 58.07	0.07	516



Industry 10 Studios LLC  
1127 SE 10<sup>th</sup> Ave Ste 200  
Portland OR 97214-3456

RE: IMPORTANT NOTICE ABOUT YOUR NATURAL GAS SERVICE ACCOUNT

Dear NW Natural Customer:

We have recently learned about a situation that caused you to receive incorrect gas bills. Here's what has happened and what you can expect.

The gas meter billed to your account was actually the meter serving a neighboring account. The meter billed to a neighboring account was serving your account. Unfortunately, this means the amounts previously billed to you were not based on your actual gas usage.

This error likely occurred at the time the gas line was originally installed.

In accordance with the rules of the state utility commission, we are required to recalculate the previous bills based on what you should have been billed. The enclosed worksheet shows the recalculation. The cross meter correction resulted in charges which are on the enclosed bill.

We apologize for the inconvenience this may cause you. If you have any questions or concerns regarding this bill adjustment, please call 1-800-422-4012. If the result of the adjustment is you owe us for past incorrect bills our customer service team will be happy to set up a time-payment arrangement for you. Our office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

You may also direct any questions or concerns to the state public utility commission. Their contact information is provided at the bottom of this letter.

Sincerely,

NW Natural Account Services Department

If your service address is in Oregon the contact information is: Public Utility Commission of Oregon, 3930 Fairview Industrial Drive SE Salem, OR 97308-1088. Telephone: 503-378-6600 or toll-free at 1-800-522-2404. Website: [www.puc@state.or.us](mailto:www.puc@state.or.us).

If your service address is in Washington, the contact information is: Washington Utilities & Transportation Commission, 1300 S. Evergreen Park Drive SW, Olympia, WA 98504-7250. Telephone: 1-888-333-9882. Website: [www.wutc.wa.gov](http://www.wutc.wa.gov).

MEMORANDUM



Account: 3170141

Name: Industry 10 Studios LLC  
 Address: 1127 Se 10th Ave #200

Bill Date		Therms			Gas Charges (Service fee, Usage, and Misc.)		
As Billed	Corrected	As Billed	Corrected	Increase (Decrease)	As Billed	Corrected	Increase (Decrease)
4/18/2016	4/18/2016	21.2	90.20	69.0	\$ 33.65	114.21	\$ 80.56
5/17/2016	5/17/2016	1.2	16.00	14.8	16.06	65.54	49.48
6/17/2016	6/17/2016	-	12.30	12.3	1.57	(58.41)	(59.98)
7/19/2016	7/19/2016	-	13.70	13.7	15.00	27.06	12.06
8/17/2016	8/17/2016	-	11.20	11.2	15.00	24.86	9.86
9/19/2016	9/19/2016	-	11.10	11.1	15.00	24.77	9.77
10/17/2016	10/17/2016	7.4	16.00	8.6	21.51	29.08	7.57
11/15/2016	11/15/2016	12.5	124.20	111.7	25.92	123.30	97.38
12/19/2016	12/19/2016	124.4	416.80	292.4	122.54	366.44	243.90
1/19/2017	1/20/2017	206.7	496.00	289.3	193.69	408.78	215.09
2/17/2017	2/17/2017	183.4	327.60	144.2	173.54	275.82	102.28
		<u>978.3</u>			<u>\$ 767.97 +/- Tax</u>		

Public Purpose Charge 23.55

Jeremiah Shepersky  
 Customer Account Consultant  
 CCC Department  
 Telephone: (503) 226-4211 x 2167  
 Facsimile: (503) 721-2517  
 Email Address: j8h@nwnatural.com



Customer: Various Occupants  
 Address: 1127 SE 10<sup>th</sup> Ave #220  
 City State Zip: Portland OR 97214

May 23, 2017

<b>As Billed</b>						
BILLING FACTOR	DATE	READING	THERMS	DOLLAR AMOUNT	FUEL AVERAGE	DEGREE DAYS
Meter	821860 <sup>A</sup>					
	4/4/2017	4106	106.7	\$ 103.30	0.18	587.5
	3/1/2017	4022				
Meter	986111 <sup>B</sup>					
1.228	2/28/2017	9204	116.7	\$ 95.87	0.45	259
1.218	2/17/2017	9109	327.6	\$ 275.82	0.46	706
1.201	1/20/2017	8840	496	\$ 408.78	0.48	1024.5
1.226	12/19/2016	8427	416.8	\$ 366.44	0.54	767
1.242	11/15/2016	8087	124.2	\$ 123.30	0.49	255.5
1.231	10/17/2016	7987	16	\$ 29.08	0.09	176
1.234	9/19/2016	7974	11.1	\$ 24.77		32.5
1.242	8/17/2016	7965	11.2	\$ 24.86		1.5
1.243	7/19/2016	7956	13.7	\$ 27.06		24.5
1.233	6/17/2016	7945	12.3	\$ 25.82	0.10	120.5
1.234	5/17/2016	7935	16	\$ 65.54	0.11	144.5
1.236	4/18/2016	7922	90.2	\$ 114.21	0.28	318.5
1.216	3/18/2016	7849	206.7	\$ 218.50	0.46	451
1.212	2/19/2016	7679	250.9	\$ 270.77	0.51	489
1.199	1/20/2016	7472	502.4	\$ 452.30	0.61	828
1.210	12/18/2015	7053	406.6	\$ 373.11	0.59	693

<sup>A</sup> Billing after 2/28/17 was from reads on meter 821860 serving Ste 220.

<sup>B</sup> Billing before 2/28/17 was from reads on meter 986111 serving Ste 200.

Jeremiah Shepersky  
 Customer Account Consultant  
 CCC Department  
 Telephone: (503) 226-4211 x 2167  
 Facsimile: (503) 721-2517  
 Email Address: j8h@nwnatural.com



Customer: Various Occupants  
 Address: 1127 SE 10<sup>th</sup> Ave #220  
 City State Zip: Portland OR 97214

May 23, 2017

<b>As Billed</b>						
BILLING FACTOR	DATE	READING	THERMS	DOLLAR AMOUNT	FUEL AVERAGE	DEGREE DAYS
1.213	11/16/2015	6717	157.7	\$ 159.51	0.47	334
1.208	10/16/2015	6587	12.1	\$ 26.56		70.5
1.217	9/18/2015	6577	9.7	\$ 24.27		50.5
1.188	8/19/2015	6569	9.5	\$ 24.07		1.5
1.218	7/20/2015	6561	11	\$ 25.51		0
1.218	6/18/2015	6552	11	\$ 25.51		51
1.214	5/18/2015	6543	30.4	\$ 54.11	0.13	231.5
1.214	4/17/2015	6518	153	\$ 173.06	0.41	375
1.193	3/20/2015	6392	140.8	\$ 183.11	0.32	438.5
1.200	2/18/2015	6274	309.6	\$ 345.72	0.61	506
1.196	1/20/2015	6016	423.4	\$ 447.81	0.57	740.5
1.186	12/17/2014	5662	143.5	\$ 158.16	0.21	683.5
1.194	11/14/2014	5541	96.7	\$ 105.32	0.30	327
1.189	10/16/2014	5460	11.9	\$ 25.88		66
1.195	9/17/2014	5450	8.4	\$ 22.68		1.5
1.196	8/19/2014	5443	8.4	\$ 22.68		2
1.203	7/18/2014	5436	7.2	\$ 21.58		19.5
1.202	6/17/2014	5430	7.2	\$ 21.58	0.07	101
1.189	5/16/2014	5424	14.3	\$ 34.52	0.06	259
1.176	4/17/2014	5412	28.2	\$ 47.23	0.07	384.5
1.171	3/19/2014	5388	74.9	\$ 91.44	0.15	516

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UCB 70

Served electronically at Salem, Oregon, May 23, 2017, to: [zachary.kravitz@nwnatural.com](mailto:zachary.kravitz@nwnatural.com)

Zachary D. Kravitz  
Associate Counsel  
Northwest Natural Gas Company  
220 NW 2nd Avenue  
Portland, Oregon 97209

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INDUSTRY 10 STUDIOS, LLC,

Complainant,

vs.

NORTHWEST NATURAL GAS COMPANY,

Defendant.

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A copy of a complaint filed against Northwest Natural Gas Company (NW Natural) is attached. The Public Utility Commission must receive an Answer from the defendant or its attorneys by June 7, 2017.

On the bottom of page two, complainant asks that the Commission consider the informal case record in resolving this complaint. This information is comprised of case notes taken by the Consumer Services Division, is attached to the complaint, and is deemed part of the complainant's official filing.

You must submit filings electronically to the Commission as described in OAR 860-001-0170. A copy of your filing will automatically be sent to the complainant when it is processed by the Filing Center.

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker  
Administrative Specialist 2  
Administrative Hearings Division  
(503) 378-2849

Attachments: Complaint  
Notice of Contested Case Rights and Procedures

c: Kat Rosenbaum, NW Natural, [kkr@nwnatural.com](mailto:kkr@nwnatural.com) (w/attachments)  
Anne-Marie Puustinen, NW Natural, [alp@nwnatural.com](mailto:alp@nwnatural.com) (w/attachments)



# Oregon

Kate Brown, Governor

## Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

**Mailing Address:** PO Box 1088

Salem, OR 97308-1088

503-373-7394



May 23, 2017

ELECTRONIC SERVICE TO: [george@redbarnmuse.com](mailto:george@redbarnmuse.com)

George Voorhes  
Industry 10 Studios, LLC  
1127 SE 10<sup>th</sup> Avenue, Suite 200  
Portland, Oregon 97214

RE: UCB 70, INDUSTRY 10 STUDIOS, LLC, Complainant  
v. NORTHWEST NATURAL GAS COMPANY, Defendant

The Commission has received your complaint and assigned it docket number UCB 70. You should use this number whenever you refer to this case.

The Commission has served a copy of your complaint on the defendant. The defendant must file an answer to your complaint by June 7, 2017. You will receive a copy of the answer when it is filed.

The Commission will assign an Administrative Law Judge to handle the complaint. If the matter is not resolved through the process of filings or your settlement discussions with the defendant, the case will be set for hearing and you will be notified of the time and place.

George Voorhes  
Industry 10 Studios, LLC  
May 23, 2017  
Page Two

You must submit **future filings** electronically to the Commission. To make a filing electronically, please follow the steps below:

Filing with the Commission by electronic filing –

- a. Create or convert your document to Word or text-searchable pdf format so that you can attach it to an email; and
- b. You must date and sign your document. You may use an electronic signature, such as /s/ John Doe.
- c. Attach the document to an email.
- d. In the Subject Line of the email, type “Docket UCB 70, [description of your filing], [your name], and [date].
- e. Send the email to the Filing Center’s email address at [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us);
- f. It is not necessary to send me a copy of your filing; and
- g. A copy of your filing will automatically be sent to the defendant’s representative when it is processed by the Filing Center.

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker  
Administrative Specialist 2  
Administrative Hearings Division  
(503) 378-2849

Attachments: Filing a Formal Complaint Fact Sheet  
Notice of Contested Case Rights and Procedures

## NOTICE OF CONTESTED CASE RIGHTS AND PROCEDURES

Oregon law requires state agencies to provide parties written notice of contested case rights and procedures. Under ORS 183.413, you are entitled to be informed of the following:

**Hearing:** The time and place of any hearing held in these proceedings will be noticed separately. The Commission will hold the hearing under its general authority set forth in ORS 756.040 and use procedures set forth in ORS 756.518 through 756.610 and OAR Chapter 860, Division 001. Copies of these statutes and rules may be accessed via the Commission's website at [www.puc.state.or.us](http://www.puc.state.or.us). The Commission will hear issues as identified by the parties.

**Right to Attorney:** As a party to these proceedings, you may be represented by counsel. Should you desire counsel but cannot afford one, legal aid may be able to assist you; parties are ordinarily represented by counsel. The Commission Staff, if participating as a party in the case, will be represented by the Department of Justice. Generally, once a hearing has begun, you will not be allowed to postpone the hearing to obtain counsel.

**Administrative Law Judge:** The Commission has delegated the authority to preside over hearings to Administrative Law Judges (ALJs). The scope of an ALJ's authority is defined in OAR 860-001-0090. The ALJs make evidentiary and other procedural rulings, analyze the contested issues, and present legal and policy recommendations to the Commission.

**Hearing Rights:** You have the right to respond to all issues identified and present evidence and witnesses on those issues. *See* OAR 860-001-0450 through OAR 860-001-0490. You may obtain discovery from other parties through depositions, subpoenas, and data requests. *See* ORS 756.538 and 756.543; OAR 860-001-0500 through 860-001-0540.

**Evidence:** Evidence is generally admissible if it is of a type relied upon by reasonable persons in the conduct of their serious affairs. *See* OAR 860-001-0450. Objections to the admissibility of evidence must be made at the time the evidence is offered. Objections are generally made on grounds that the evidence is unreliable, irrelevant, repetitious, or because its probative value is outweighed by the danger of unfair prejudice, confusion of the issues, or undue delay. The order of presenting evidence is determined by the ALJ. The burden of presenting evidence to support an allegation rests with the person raising the allegation. Generally, once a hearing is completed, the ALJ will not allow the introduction of additional evidence without good cause.

**Record:** The hearing will be recorded, either by a court reporter or by audio digital recording, to preserve the testimony and other evidence presented. Parties may contact the court reporter about ordering a transcript or request, if available, a copy of the audio recording from the Commission for a fee set forth in OAR 860-001-0060. The hearing record will be made part of the evidentiary record that serves as the basis for the Commission's decision and, if necessary, the record on any judicial appeal.

**Final Order and Appeal:** After the hearing, the ALJ will prepare a draft order resolving all issues and present it to the Commission. The draft order is not open to party comment. The Commission will make the final decision in the case and may adopt, modify, or reject the ALJ's recommendation. If you disagree with the Commission's decision, you may request reconsideration of the final order within 60 days from the date of service of the order. *See* ORS 756.561 and OAR 860-001-0720. You may also file a petition for review with the Court of Appeals within 60 days from the date of service of the order. *See* ORS 756.610.



# Filing a Formal Complaint

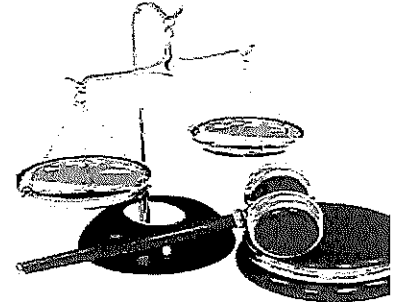


## ***When do I file a formal complaint?***

You may file a formal complaint if you and our Consumer Services Section cannot informally resolve your billing or service dispute with the utility.

## ***How do I file a formal complaint?***

Call the Consumer Services Section at (503) 378-6600 or 1-800-522-2404 for a formal complaint form. Fill it out and send the completed form to our Filing Center at [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us) or to the following address: Public Utility Commission of Oregon, PO Box 1088, Salem, OR 97308-1088.



## ***What happens after I file a formal complaint?***

When we receive your complaint, we will assign it a docket number and send a copy to the utility. The utility has 15 days to respond, and you will receive a copy of their response.

We apply the laws and rules and may reach a decision based solely on information in your complaint and the utility's response. In most cases, when we receive the utility's answer, we will assign an Administrative Law Judge (ALJ) to hear the complaint. The ALJ may first hold a prehearing conference to informally discuss the case with you and the utility, and to determine what proceedings are necessary to resolve it. If additional evidence is needed, the ALJ may schedule a hearing.

## ***What happens to my utility service while my complaint is being heard?***

If the utility has or intends to disconnect your service, you may ask for our help. Depending on the circumstances, we may direct the utility to continue or restore your service until your complaint is resolved.

## ***Who's who in a formal complaint case?***

You and the utility are called parties. You are the complainant and the utility is the defendant.

The utility may be represented by an attorney. You may hire an attorney to represent you, but you are not required to. If you decide before the hearing that you need an attorney, you may ask the ALJ for a continuance to hire an attorney. The ALJ will not grant a continuance once the hearing starts unless you have a good reason for not hiring an attorney before the hearing.

## ***How do I prepare for the hearing?***

At the hearing each party may present evidence, ask questions of witnesses, object to evidence, and present argument. You may request information from the utility on issues in your complaint. At least 20 days before the hearing, you should give the ALJ a written list of your witnesses. If necessary, the ALJ can prepare subpoenas to order your witnesses to appear at the hearing. The ALJ will resolve disputes regarding witnesses.

If you want to use documents (such as bills, receipts, letters or other papers), let the ALJ know prior to the hearing. The hearing will not be postponed to give you more time to obtain additional evidence unless you show that you could not have produced the evidence at the time of the hearing.

# Filing a Formal Complaint (cont.)

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## ***What happens at the hearing?***

The hearing is similar to a trial before a judge without a jury. *See* ORS 756.518 to 756.610. As the complainant, you must prove that you are entitled to the requested relief.

The ALJ will decide the order in which evidence will be presented at the hearing. You and the utility will call witnesses and present evidence (orally or in writing) on all issues relating to your complaint. Testimony is given under oath. Witnesses may be asked questions by the opposing parties and the ALJ.

The ALJ will rule on any objections or motions, and will admit evidence into the official case record. After the evidence is offered, each party may give a closing statement. In the statement, you should explain how the facts and law support a ruling in your favor.

The ALJ or court reporter will record the hearing for the official record. The record of the hearing may be used to assist the parties in filing written legal arguments, the Commissioners in deciding the complaint, or the court in reviewing the PUC's decision, if necessary. You may obtain a copy of an audio recording by paying the amount established in our Administrative Rules. *See* OAR 860-001-0060.

If a court reporter recorded the hearing, you may request a word-for-word written transcript of the hearing. You must pay the court reporter for the cost of preparing the transcript. If you cannot afford to pay for the copy of the transcript, you must provide a statement called an "Affidavit of Indigency," explaining why you cannot afford to pay. You may request the "Affidavit of Indigency" from our Administrative Hearings Division and provide it at the time you request the copy.

## ***What happens after the hearing?***

Based on the evidence in the record, the ALJ makes recommendations to the Commissioners. You will not have the opportunity to comment on the ALJ's recommendation.

The Commissioners may accept, reject, or modify the ALJ's recommendation. The final order is issued by the Commissioners. *We cannot grant money damages or attorney fees.* You will receive a copy of the final order.

The final order will include information about how you may request us to reconsider the order or how you may appeal the decision to the Court of Appeals. *See* ORS 756.610.

## ***Questions?***

If you have questions about the process before filing a formal complaint, call the Consumer Services Section at (503) 378-6600 or (800) 522-2404. If you have questions after filing a formal complaint, call the Administrative Hearings Division at (503) 378-6678. We accept all relay calls.



Oregon Public Utility Commission, P.O. Box 1088, Salem, OR 97308-1088;  
(503) 378-6678. We accept all relay calls. <http://www.puc.state.or.us/>