

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: Revtek LLC (Allyn Clark, member)		
Address: 2800 Taylor Way BLDG 2A		
City: Forest Grove	State: OR	Zip Code: 97116
Home phone: 503-659-1650	Cell Phone:	Work Phone:
Email Address: allyn@revtek.com		
Utility: NW 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.)

NW Natural charged my business a "true-up" charge in the spring of 2015. This was a direct result of the winter of 2014-2015 being warming than normal and our participation in the WARM program. However, we did not use any natural gas during that period. So an adjustment to the rate of billing based on therms used is not applicable to us, since we used zero therms. Zero multiplied by anything still equals zero.

(Please continue on next page)

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

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 NW Natural to absolve me of the owed monies for the "true-up" and also remove and forgive all of the late fees that have been accruing on that money owed. This would apply to both accounts serviced at this address.

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:

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):

3. Have you provided the utility with a deposit?

- Yes No

If so, what is the amount of the deposit? _____

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.

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.

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

Allyn Clark

06/22/2016

Complainant Signature (Your typewritten name represents your signature)

Date

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