

ORIGINAL

Decision No. 69262

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Morris M. Conklin and Petitioners,
Complainant,

vs.

Case No. 8164

General Telephone Company,
a Corporation

Defendant.

ORDER OF DISMISSAL

The complaint herein names a single defendant, but alleges in substance that "telephone companies" fail to make adjustments when billing errors occur; do not make proper adjustments; are slow in making equipment checks; do not reflect interest in crediting refunds; do not always include installation charges incurred on billing errors; and do not show established credit on bills for three or four months, sometimes resulting in service disconnections, requiring subscribers to pay advance service charges and deposits in order to have service restored.

The prayer of the complaint is for "an investigation and establishment of a policy in which the alleged complaints be disposed of in a reasonable length of time."

Responsive to preliminary mailing of the complaint under procedural Rule 12, defendant submitted a statement of asserted defects, suggesting dismissal for failure to comply with the procedural rules, and noting that the Commission has already instituted a general investigation of service procedures and practices in the area where complainants receive service.

Complainants were advised of this statement, and asked to advise whether they wished to request dismissal without prejudice, amend, or rely on the present pleading. Complainants rely on the present complaint.

Upon the filing of a prior complaint (Conklin et al. v. General Telephone Co., Case No. 8117), on March 11, 1965 the Commission instituted an investigation (Case No. 8143) into the "equipment, services, facilities, operations, practices, and rates" of General Telephone Company and Pacific Telephone and Telegraph Company in the area where complainants receive service. Thus the requested investigation had been instituted approximately one month before the present complaint was filed on April 15, 1965. Complainants may be heard in such investigation and there is no need for numerous proceedings covering the same subject matter.

Case No. 8164 is dismissed.

Dated at San Francisco, California, this 22nd day of June, 1965.

Frederick B. Hallock
President

George H. Crowe
August

William G. Bennett
Commissioners