

Decision No. 83753

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Mrs. G. C. Zwirtz,

Complainant,

vs.

Southern California Gas Company,

Defendant.

Case No. 9790
(Filed September 4, 1974)

O R D E R

This complaint, dated July 18, 1974 and filed on September 4, 1974, is set forth below in its entirety:

"1. That the defendant is Southern California Gas Company, Hollywood office, their John Does and Mary Does, employees, Hollywood, California.

"2. Malicious prejudice by Mary Doe, employee, Southern California Gas Company, and threats when questioned about current gas bill, the sarcasm and continued maliciousness resulted in interruption of service to personally satisfy Mary Doe's militant and unjustifiable comments and remarks.

"3. Mary Doe was informed of continued illness at the residence, that consumer was and had been carried on many previous occasions as long as three and four months, and still issued the order. Ignored. Check records show amount/s mailed twice. Not cancelled.

"4. That Southern California Gas Company should not order any one person to carry due amounts to a named-address and ignore intelligence of consumer and question honesty.

"5. Without use of gas, this consumer is left no alternate other than a lawsuit together with Formal Complaint filed with the Public Utilities Commission and request for discontinuance of personal harassment. WHEREFORE, complainant requests an order to return service, without final bill, acknowledgment by Defendant's Legal and or Public Relations Department...all of which have been ignored."

In a letter asserting defects to the complaint, defendant describes a long history of acrimony between complainant and defendant. Defendant denies any maliciousness or harassment. Defendant indicates that it has apologized for any inconvenience and offered to restore service without a turn-on charge. Complainant did not respond to the letter of defects.

The Commission finds that defendant's apology and offer to reconnect service to complainant without a turn-on charge satisfies the complaint. A public hearing is not necessary.

IT IS ORDERED that defendant shall restore service to complainant with no turn-on charge at such time as complainant has no outstanding obligation to defendant for past utility service.

The effective date of this order is the date hereof.

Dated at San Francisco, California, this 26th
day of NOVEMBER, 1974.

Vernon L. Lister
President
William L. Lister
[Signature]
[Signature]
Robert E. Merland
Commissioners