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Decision 90-12-010 December 6, 1990

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

RANDY GROGAN AND SANDRA L. GROGAN,

Complainants,

vs.

PACIFIC BELL (U 1001 C),

Defendant.

ORIGINAL

(ECP)

Case 90-08-042

(Filed August 16, 1990)

Randy Grogan, for complainants.  
Phyllis J. Conran and Linda Wichowski, for Pacific Bell.

ORDER

This is an Expedited Complaint pursuant to Rule 13.2 of the Rules of Practice and Procedure and Public Utilities Code § 1702.1. A public hearing was held before Administrative Law Judge Orville I. Wright in Fresno on October 18, 1990 and the matter was submitted. Randy Grogan testified on his own behalf. Testimony on behalf of defendant was presented by Phyllis J. Conran and Linda Wichowski.

Complainants Randy Grogan and his mother, Sandra L. Grogan, accumulated some \$160 in telephone charges for calls made during the Christmas season, 1989. Randy Grogan asserts that he was treated rudely by telephone company representatives in the several calls he made to arrange for installment payments to satisfy the relatively large telephone bill. Complainant admits that he, also, was discourteous to telephone company personnel during his conversations with them.

Negotiations between the parties from November 12, 1989 to March 5, 1990 resulted in one partial payment being made and

complainants' telephone service being completely disconnected on February 24, 1990.

Pacific Bell and Randy Grogan agree that the disconnection was in accordance with defendant's tariff and that the amount of delinquency at the time of hearing was \$170.43.

During the hearing, defendant offered to provide a new telephone service to complainants upon receipt of the overdue amount of \$170.43 and waive any charges for restoral of service or security deposit. Randy Grogan agreed to pay the amount admittedly owed to the company.

No impartial evidence was presented to establish whether complainants were courteously treated in their dealing with Pacific Bell. The chronology of events submitted in writing by defendant shows, however, that Randy Grogan was referred to different managers when he so requested.

IT IS ORDERED that Pacific Bell shall provide telephone service to complainants upon receipt of the overdue amount of \$170.43.

This order is effective today.

Dated December 6, 1990, at San Francisco, California.

G. MITCHELL WILK  
President  
FREDERICK R. DUDA  
STANLEY W. HULETT  
JOHN B. OHANIAN  
PATRICIA M. ECKERT  
Commissioners

I CERTIFY THAT THIS DECISION  
WAS APPROVED BY THE ABOVE  
COMMISSIONERS TODAY