

ALJ/RAB/sid

Mailed 9/17/98

Decision 98-09-065 September 17, 1998

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Doreen Charles,

Complainant,

vs.

GTE California Inc. (U 1002 C),

Defendant.

(ECP)

Case 98-05-042

(Filed May 26, 1998)

Doreen Charles, for herself, complainant.

Rhonda Reynolds, for GTE California Incorporated,
defendant.

OPINION

Complainant alleges she overpaid her telephone bill by \$365 and seeks a refund. Defendant denies receiving an overpayment. Public hearing was held June 26, 1998.

The telephone in question is 310-433-9624. Complainant testified she started telephone service January 1995 and terminated service May 1996. She said she paid a \$365 bill in April 1995 and because of a dispute with the phone company she was required to pay it twice. She paid with money orders. She presented some money order receipts but none in the amount of \$365; none which totaled \$365 for April; and no series of payments that would show \$730 or an approximation of \$730 during the time in question.

Defendant put in evidence of complainant's payments for 310-433-9624. For the period in question (April, May, June, 1995) three payments were received

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from complainant totaling \$351.33; but there were no additional payments. Defendant's evidence shows that when the account was closed, there was over \$1,190 due from complainant, which defendant has written off.

Complainant has not shown a double payment of any amount. In addition, had there been a double payment of \$365, it would have been a partial offset to the over \$1,190, due from complainant.

O R D E R

IT IS ORDERED that the relief requested in the complaint is denied. This case is closed.

This order is effective today.

Dated September 17, 1998, at San Francisco, California.

RICHARD A. BILAS
President
P. GREGORY CONLON
JESSIE J. KNIGHT, JR.
HENRY M. DUQUE
JOSIAH L. NEEPER
Commissioners