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IDAHO PUBLIC
UTILITIES COMMISSION

September 06, 2006

Ms. Jean Jewell, Secretary
of Idaho Public Utilities Commission
472 W. Washington Street
P.O. Box 83720
Boise, Idaho 83720-0074

Re: IPUC CASE NO. INT-G-06-2

Dear Ms. Jewell:

In response to Intermountain Gas Company's submission of Supplemental Data to the IPUC, pursuant to IPUC Order No. 30115, I am herewith submitting my Supplemental Data for this Case.

If you have any questions, please contact me at 376-4644.

Sincerely,

Jane Robinson (Complainant)

Jane Robinson
P.O. Box 190356
Boise, ID 83719

Jane Robinson
P. O. Box 190356
Boise, Idaho 83719
Phone: 208 376-4644

Representing Herself

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UTILITIES COMMISSION

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

JANE ROBINSON,
Complainant,

vs.

INTERMOUNTAIN GAS COMPANY,
Respondent.

Case No. INT-G-06-2
Order No. 30115

Additional Information
Submitted By
Jane Robinson

Comes now Jane Robinson, Complainant, in response to the above referenced Case and Order Number, who respectfully submits for Commission consideration the following Exhibits:

Exhibit No. 1 - Receipts for firewood purchased in 2005 over a span of ~~three~~ months: September, October, and November totalling \$565.00. (4 cords).

Exhibit No. 2 - A History of Gas Usage and Billings from December 03, 1999 through May 08, 2006. Based on Respondent's Exhibit No. 1 (Monthly Usage and Charge History), the months of June, July and August, 2006 were as follows:

June 08, 2006	38 Therms	31 Days	\$45.89
July 11, 2006	16 Therms	33 Days	\$20.81
August 08, 2006	14 Therms	28 Days	\$18.53

Information Submitted By JANE ROBINSON - 1

Exhibit No. 3 - a "Pattern" of Improper Billings, revealing a consistent and deliberate unwarranted over charge on gas bills, with a number of specific situations cited for illustration.

The Gas Company estimates many of its customers' bills, rather than actually ~~go~~^{send} out to a residence each and every month to read the meter.

That is what happened to me and the outrageous bills I received in Fall 2005 and Winter 2006 - a person in Billing pulled up my History and made a guess (estimate) based on historic usage for that time period and then sent me out a bill.

Much to the Gas Company's chagrin, I had turned off my furnace (except for the pilot light) and was heating my house day and night with the firewood I purchased (see Exhibit #1). I used less than $\frac{3}{4}$ of 1 hour of gas heat a day!

* Obviously I caught the Gas Company improperly billing me, and they have not been too happy to have been caught "red handed" "Taking my money under false pretenses" I believe it is called "defrauding".

Exhibit No. 4 - Evidence Removed from My House (old gas meter) improperly. This removal of "the evidence" prevented me from being able to prove that the meter was not functioning properly, and win my case on this argument.

* The gas company is billing me an unrevealed amount of money (the amount is hidden in a lump sum figure). Why? I was promised I would not be charged at all for the reading and removal of the old gas meter and a different replacement.

Exhibit No. 5 - Adjustment and Refunds on my gas bills
Dated this 6th day of September, 2006

Jane Robinson
(Complainant)

CERTIFICATE OF MAILING

I HEREBY CERTIFY that on the 6th day of September, 2006, I served a copy of the within and foregoing document upon:

Jean Jewell
Idaho Public Utilities Commissioner
472 W. Washington St.
P. O. Box 83720
Boise, ID 83720-0074

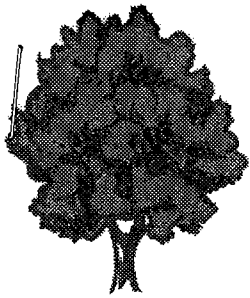
Michael P. McGrath
Intermountain Gas Company
555 South Cole Road
P. O. Box 7608
Boise, ID 83707

Morgan W. Richards
804 E. Pennsylvania Lane
Boise, ID 83706

By depositing true copies thereof in the United States mail, postage prepaid, in envelopes addressed to said persons at the above addresses.

Jane Robinson
Jane Robinson,
Complainant

Information Submitted By JANE ROBINSON - 4



Forest Management, Inc.

P.O. BOX 190510 BOISE, IDAHO 83719 PHONE: (208)466-7992 FAX: (208)466-7998

Exhibit No. 1
Pg 1 of 3 pgs
Jane Robinson

Invoice

DATE	INVOICE #
10/1/2005	5135

BILL TO:
JANE ROBINSON 10225 HACKAMORE DR BOISE, ID. 83709

TERMS	DUE DATE
Due on re...	10/1/2005

DESCRIPTION	AMOUNT
1 CORD WOOD 9-10-05	140.00
1 CORD WOOD 9-17-05	140.00
1 CORD WOOD 10-1-05	140.00

PAID IN FULL

Thank you for your business.

Total \$420.00

TERMS: FULL PAYMENT IS DUE UPON RECEIPT OF INVOICE. A FINANCE CHARGE OF 2% PER MONTH (24% A.P.R.) WILL BE ADDED TO ALL ACCOUNTS OVER 30 DAYS PAST DUE, CALCULATED FROM DATE OF INVOICE.

Payments/Credits 420.00

Balance Due 0.00

Nov. 16, 2005

Exhibit No. 1
Pg. 2 of 3
Jane Robinson

I received \$145⁰⁰ CASH
for one cord of firewood from
Ja Robinson at 10225 Hackamore Dr,
Boise, ID.

Ron Samson

Ron Samson
Mountain Home, Id.

Exhibit No. 1
Pg 3 of 3
Jane Robinson

**628 Furnaces,
Woodstoves & Fuel**

FIREPLACE, Gas, w/ exhaust fan. Looks great. Remodeled house and no longer need. \$400 obo. 899-5610.

FIREWOOD. Seasoned, Juniper \$190/cord. Split & delivered. 455-1971 or 880-7990

FIREWOOD. Hard & Softwood Mix. Split & delivered. Full cord \$150, 1/2 cord \$80. Rounds, \$100/cord. Well seasoned. 796-2136.

GAS FIREPLACE, Montigo, 22,000 BTU, internal fan, rear vent. Includes outside vent and Valve assembly. \$425 OBO. Tom 989-9258.

PELLET STOVE, Porcelain w/ thermostat. Excellent Cond. \$1,200 OBO. 376-4992 days or 429-8410 eves.

RED FIR, QUALITY
\$200 PER CORD.
SPLIT AND DELIVERED.
Duke @ 465-3656.

SPACE HEATER. Overhead space heater for large shop or warehouse. Excellent condition. Janitrol 160,000 BTU output. Natural gas. Asking \$750. 208-941-5402.

38 - Furniture

RMCHAIR \$199. Queen
mattress set



Customer Services

Intermountain Gas Company

555 South Cole Road
P.O. Box 7608 • Boise, ID 83707-1608
www.intgas.com

Exhibit No. 2
Pg. 1 of 3 pgs
Jane Robinson

Jane C Robinson
10225 Hackamore Boise

Billed	Therms	Days	Read	Charges	Meter
5/8/2006	43	18	8233	\$51.58	54421
4/20/2006	147	31	8189	\$176.15	54421
3/20/2006	84	12	8042	\$219.41	54421
3/8/2006	0	0	7959	new meter	54421
3/8/2006	105	16	459	old meter	102058
2/20/2006	155	31	356	\$180.03	102058
1/20/2006	180	31	206	\$205.60	102058
12/20/2005	230	32	29	\$260.86	102058
11/18/2005	123	29	9811	\$143.90	102058
10/20/2005	105	29	9688	\$113.90	102058
9/21/2005	34	34	9581	\$32.73	102058
8/18/2005	14	28	9546	\$14.99	102058
7/21/2005	19	31	9531	\$19.95	102058
6/20/2005	56	33	9511	\$52.24	102058
5/18/2005	25	28	9453	\$24.75	102058
4/20/2005	16	34	9427	\$16.77	102058
3/17/2005	12	27	9411	\$17.09	102058
2/18/2005	12	29	9399	\$16.92	102058
1/20/2005	14	31	9387	\$18.62	102058
12/20/2004	17	32	9373	\$22.95	102058
11/18/2004	195	29	9356	\$176.28	102058
10/20/2004	84	29	9160	\$77.34	102058
9/21/2004	28	33	9073	\$27.41	102058
8/19/2004	14	30	9044	\$14.99	102058
7/20/2004	16	32	9029	\$16.68	102058
6/18/2004	49	29	6012	\$41.95	102058
5/20/2004	78	30	8960	\$66.31	102058
4/20/2004	125	33	8879	\$104.63	102058
3/18/2004	199	28	8750	\$159.72	102058
2/19/2004	265	29	8551	\$212.97	102058
1/21/2004	313	34	8293	\$248.64	102058
12/18/2003	154	30	7984	\$125.11	102058
11/18/2003	11	29	7836	\$11.41	102058
10/20/2003	29	31	7825	\$26.29	102058



Customer Services

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Billed	Therms	Days	Read	Charges	Meter
9/19/2003	30	30	7795	\$26.83	102058
8/20/2003	15	30	7763	\$14.63	102058
7/21/2003	18	32	7747	\$15.78	102058
6/25/2003	16	30	7728	\$12.91	102058
5/27/2003	135	40	7711	\$82.80	102058
4/16/2003	134	29	7573	\$83.05	102058
3/18/2003	135	28	7435	\$83.50	102058
2/18/2003	212	30	7298	\$125.34	102058
1/17/2003	230	32	7084	\$135.41	102058
12/18/2002	222	30	6854	\$132.17	102058
11/18/2002	205	32	6834	\$124.40	102058
10/17/2002	69	30	6425	\$43.58	102058
9/18/2002	18	30	6352	\$13.28	102058
8/16/2002	16	32	6333	\$12.08	102058
7/17/2002	24	29	6316	\$20.52	102058
6/18/2002	55	33	6290	\$50.24	102058
5/16/2002	174	44	6232	\$148.67	102058
4/2/2002	211	28	6051	\$176.54	102058
3/5/2002	285	30	5838	\$238.59	102058
2/1/2002	298	31	5553	\$249.03	102058
1/4/2002	296	29	5259	\$244.98	102058
12/5/2001	156	31	4968	\$133.94	102058
11/2/2001	68	31	4807	\$59.67	102058
10/4/2001	10	32	4736	\$10.97	102058
8/31/2001	10	31	4725	\$10.97	102058
8/2/2001	11	30	4714	\$11.60	102058
7/3/2001	18	33	4702	\$17.15	102058
6/1/2001	59	29	4682	\$48.89	102058
5/2/2001	155	30	4619	\$124.67	102058
4/2/2001	159	28	4458	\$126.17	102058
3/5/2001	295	32	4293	\$228.53	102058
2/1/2001	289	29	3996	\$200.99	102058
1/4/2001	265	29	3712	\$169.85	102058
12/5/2000	250	34	3450	\$165.01	102058
11/1/2000	96	28	3199	\$64.90	102058
10/4/2000	46	31	3098	\$32.40	102058
9/1/2000	18	31	3048	\$14.20	102058
8/3/2000	19	31	3028	\$14.33	102058



Customer Services

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555 South Cole Road
P.O. Box 7608 • Boise, ID 83707-1608
www.intgas.com

Billed	Therms	Days	Read	Charges	Meter
7/3/2000	28	33	3007	\$17.09	102058
6/1/2000	49	28	2976	\$27.39	102058
5/3/2000	40	31	2924	\$22.63	102058
3/31/2000	115	31	2882	\$60.51	102058
3/2/2000	172	29	2765	\$87.29	102058
2/2/2000	337	30	2593	\$164.79	102058
1/4/2000	125	29	2261	\$94.60	102058
12/3/1999	119	21	2136	\$62.40	102058
11/8/1999	Turn on read		2017		

A Pattern of Improper Billings

The Gas Company's "History of Gas Usage and Billing" regarding my account reveals a consistent and on-going

"pattern" of unjustifiable excessively high charges that are not warranted by weather conditions during the periods mentioned below:

year 2000 - February 2, 2000 **339** Therms ~~30~~ days \$164.79.

February per NOAA in Boise confirmed that this was a warmer than normal February, yet the Gas Company claimed I had used an extraordinary amount of gas (for one person)

January and March, 2000 -
(125 therms) (172 therms)
\$94.60 \$87.29

* Obviously, the Gas Company grossly over-charged me in February and I want approximately one half of what I paid back.

Also, comparing a specific month of the year to all the years containing the "specific" month reveals strange but consistent over-billing patterns also: i.e.

January 2000	125 Therms	29 days
January 2001	265 Therms	29 days
January 2002	296 "	29 days
January 2003	230 Therms	32 days
* January 2004	<u>331</u> Therms	34 days
January 2005	14 Therms	31 days
January 2006	180 Therms	31 days

One further example of "pattern" billing
in the excess:

	November	2000	96 Therms	28 days
	November	2001	68 Therms	31 days
*	November	2002	<u>205 Therms</u>	32 days
	November	2003	11 Therms	29 days
	November	2004	195 Therms	29 days
	November	2005	123 Therms	29 days
	November	2006	—	—

November, 2002 - 205 Therms used
October, 2002 - 69 Therms used
September, 2002 - 18 Therms used

The above three months in 2002 demonstrate
a billing pattern that skyrockets from 18 Therms
in September to 69 the next month (almost 5 times
the greater in October than one month earlier)!
And, then the astronomical climb from 69 Therms
in October to 205 Therms just 30 days later! This
is virtually a tripling of rates (billing charges) in
one month!! The winter weather had not even
arrived yet. "It was still fall during the November
billing."

I can repeat the above processes over and over
and get the same results - a pattern
of dishonest billing throughout the years.

Evidence Removed from my house (the old gas meter)

It was improper for the Gas Company to remove the only evidence I had that the gas meter was not properly functioning. I did not get a chance to read it, nor to copy down information, but was forced to take the word of the technician who it turned out is not truthful, as I detailed in my Complaint.

With the gas meter replaced, the Gas Company took away the evidence that a faulty meter was attached to my house.

If the Gas Company had left the old meter in place, I could have proven that it was not working correctly and won my case.

The gas company and at least one IPUC member assured me that there would be no charge for reading and removing the old meter and replacing it with a different meter.

Now they want to bill me for these things, as well as destroying the evidence that their meter was not working right. Of course they will claim the meter was correct, but I do not have any proof of that. Only their word.

My word, receipts and Exhibits will help refute the Gas Company's claims.

Exhibit No 5.
Pg 1 of 1 pgs.
Jane Robinson

Adjustments and Refunds
on my gas bills for October,
November, December, 2005 and
January, February, and
March 1-7th, 2006, in particular,
Later bills still to be examined and
evaluated.

Since I had my furnace turned
off for part of October, and part of
November (1/2), and all of December,
January, and February and first
week in March, 2006, an
acceptable way to calculate what
I actually owe for gas usage would
be to take a summer month: i.e.
July or August and use that bill
(2005 or 2006) as a close estimate,
because I obviously had my furnace
turned off and I did not use any
air conditioning (my machine is
broke). And just like this past
winter + fall I only used the hot
water heater daily. The conditions are
basically identical, so if I had a bill in
August 2006 for \$18.53 (as I did), then my
fall and winter bills for periods cited
should be billed at \$18.53 a month, instead
of the huge sums I've been wrongly billed
(see Exhibit No. 2).