

9/30/22

To whom it may concern

I am paying the extra \$49.00 that you charged me on my account however I am disputing the charge on October 11th at a meeting with the utility's commission.

I bought my money order on Friday August 19th my last payday for August, the next payday was not until September 2nd I and placed it into the night drop box on the night of the 19th of August. My payment needed to be into to you by August 23rd by 5 pm or I was going to be disconnected on the 24th. According to your recorders you did not **post** my payment until August 24th which makes me ask why you held my payment for two business days before posting the payment.

I knew full well that this bill needed to be paid by the 23rd by 5 pm or I needed to make arrangements or I would be shut off and charged the \$49.00 so I did not make arrangements since I know I was paying this on the 19th in the drop box knowing you would get it on the 22nd of August and I would be fine. However that is not what you did you held my payment for whatever reason weather is be an oversight on your end or you did not check the overnight drop box or you just held it intentionally so you could charge me the \$49.00 I cannot honestly say I would hope that it was a simple oversight on your end rather than outright screwing over your customer. Either way over the years of service with you I have only had my service shut off and only charged the \$49.00 extra once. I have made sure my payment is either in to you by the disconnect date or I have called and made arrangements and have always held up my arrangements. So I would not start now by not making sure my payment is in to you so I am not charged the extra. \$49.00 is a big deal, that pays for my gas for almost 3 weeks or that is \$49.00 that I can spend on grocery's, I am barely making things work and with everything going up and up I try and save every penny I can get so I would not just waste that money I would make sure that my payment is in on the time you allowed and been able to spend that \$49.00 on other necessities.

Now you have me over a barrel, I do not have a choice but to come up with the extra money because someone there did not do their job correctly. I fully intend to fight this extra charge.

Holly Wells

Account # 231700

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