

In response to the Initial Decision docket C-2015-2493095.

The Judge wants to dismiss the case based on the fact that I was in an arrangement with a company program. When the company told me to enroll in the program I was never told that it would remove my rights with the PUC nor was I told that when I would call the company to try to make arrangements. I was always told if I was not happy I could contact the PUC and they would provide phone numbers and mailing addresses. The company also never informed me that by signing up in this program that a large deposit would be applied to the first bill. The letter I received stated that I was approved for the program and what my monthly payment would be but never stated anything about \$1000.00 payment that would be due on the first bill along with the monthly payment. This is how the snowball effect started. I could not pay that so I was in cancellation again and again. It's a circle of misleading information. They say to do things and you follow their direction and find that it really wasn't the best thing for you to do. The first time I was informed that the PUC probably would not be able to help me was from the Judge on Oct 21, 2015 during the hearing. I just really don't know what I should do next except to appeal the decision.

Thank you for your consideration in this matter.

Tracie Kolar