

AMMENDED # 3900743

May 31, 2023

To Whom It May Concern,

I just wanted to ADD that on May 28 I received a bill for \$497.50 due on June 22, 2023. My arrangement was for \$419 a month for 12 months (which is absolutely too much). When do you make a payment arrangement and the company just goes in and arbitrarily adjusts it up without any paperwork advising of this change prior to me receiving this bill neither a phone call. At the time the payment arrangement was made I was never advised that this could happen or to look out for any increase. At this rate my entire will was something like \$3100 around about and at this rate of \$492 I will have paid almost \$6000 (\$5831 to be exact). What kind of mess is this, charging me double!!! When I spoke to a representative yesterday, he advised me there was nothing I could do except contact the PUC.

I am appalled that this is allowed to happen and the consumer has no recourse with the company, what the use is a arrangement if they can just go in and increase it by almost \$100.

Respectfully,

A handwritten signature in black ink that reads "Mrs. Pamela Knapper". The signature is written in a cursive, flowing style.

Mrs. Pamela Knapper