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From: **Elizabeth Moore** <katelizmoore@gmail.com>

Date: Thu, Sep 21, 2017 at 4:19 PM

Subject: URGENT: Xcel Energy Disconnection and Violation of PUC judge's order to prevent shut off

To: DORA PUC_Complaints <dora_puc_complaints@state.co.us>, Carl Moore <carlmooreiv@gmail.com>

Hi April,

As you may recall, we have had a longstanding dispute with Xcel Energy regarding 2 years of abnormally high usage. The physical electrical matter was resolved when Xcel removed several melted wires that ran from the alley to our home and replaced our old analog meter with a digital meter. However, the dispute over the high outstanding bills still remains.

On May 30, 2017, the judge ordered Xcel to continue service without disconnection and start our new billing "post resolution" of the meter. However, Xcel has not agreed to remove any of the old charges, and they still say we owe over \$4,000. Our service was disconnected again last month for non-payment, but the majority of the balance is the charges which have continued to carry over from the statements before the resolution.

Again, we are desperate to keep our electrical service without having to pay them the outrageous charges that were historically accrued due to faulty meter and wires. They have yet to claim responsibility for any of the charges (over \$20,000 for 2 years), and they have told us our case was "discharged" multiple times, even though no agreement was reached.

Please advise us as to how we may be able to fight this matter in order to maintain service and update the billing charges to the correct amount, which would NOT include charges from the previous billing cycles. We are happy to provide any old billing statements, photo documentation of the melted wires, or any other history which may be beneficial and aid in the understanding of this situation.

Thank you in advance for your assistance.

Sincerely,
Elizabeth and Carl Moore
303-929-2223