Pulaski County Circuit Court Terri Hollingsworth, Circuit/County Clerk 2023-Mar-08 14:38:01

60CV-23-1571
C06D05:3 Pages

## EXHIBIT 1

## Contact Information 2-4

| First Name | City | Describe your Complaints against Summit Utilities |
| :---: | :---: | :---: |
| Barbara | Little Rock | My bill has skyrocketed and I haven't done anything different. I went from paying under a hundred dollars to almost 400 dollars. This is not right and I am the only one in my home |
| Rita | Batesville | My bill this month was 245 dollars compared to last month that was 100 dollars. This has caused me to not have food for my house. I'm on a fixed income so it comes to a point that I have to pay half on some bills to able to buy food or pay rent. I am sick and tired of Summit! When you live on 800 dollars a month and have to pay rent, lights and water also buy food it becomes scary how am I going to be able to eat sometimes |
| Brian | LITTLE ROCK | Summit Utilities Billing is ridiculous. My bill last month was adjusted and went up $18 \%$ after I received a corrected bill. It went from $\$ 351.73$ to $\$ 416.58$. This month my bill is $\$ 755.65$. It is by far the largest utility bill I have ever received. I hope the class action lawsuit filed will cover this huge increase as I feel like I have been robbed by Summit. |
| Grant | North Little Rock | My bill has definitely been high. My complaint is that $60 \%$ of my bill is fees and also that the usage isnt consistent with what I've actually been using. My heat stays on 68 and I've had colder months be cheaper than hotter months. I have family with bigger houses that have cheaper bills and keep their heat higher. My bill was actually used on one of the first news stories about summit here in north Little Rock. I've even heard people on Facebook say they have turned their gas off completely and are still getting charged over $\$ 200$. Something has to give because people are struggling to pay these bills. Every time you call Summit to ask questions they put you on hold for 2 hours and when you do get someone they try to justify the over charges by saying it's the war in Ukraine or maybe we should turn our heat down. They take absolutely no responsibility. The first month they took over my bill was so high i had someone come out and check for a gas leak! |
| Yvonne | North little rock | When I receive my bill I notice that it double since December of 2022 and double again for January 2023 and I'm not understanding why and how and I know I haven't use that much gas within the past months.. I know a stove gas isn't producing that much for my bill to be outrageously high. It is wrong that they are doing this knowing they don't check the usage of it.. This is price gouching at it finest and something need to be done about it |
| Markeith | Conway | My Gas Bill has Been Over \$300 every month since Summit took over Entergy. It is Ridiculous and Something need to be done with their Price Gouging. Thank you!!! |
| Kaye | NORTH LITTLE ROCK | My gas bill has increased tremendously since November $\$ 61.66$ to $\$ 387.77$ in February. I have not received my bill for March. Please add my name to the Civil Kaw Suit. |
| William | Lawton | Gas bill trippled overnight. It went from $50-80 \$$ to $200+$. Thats more than my electric bill some months. I live in Oklahoma |
| HARLEE | CONWAY | My gas bill, before changing over to Summit Utilities from Centerpoint was always reasonable. Once Summit got ahold of our gas, our bills trippled. We had higher bills in the dog days of summer than we had in the dead of winter. Our bills were outrageous. |
| Adam | Magnolia | My summit bill from December went up from $\$ 45$ to $\$ 368$ in 2 months and never got any notice about my bill going up. And if I didn't see this article I would have never checked my stuff i would have never caught it. |
| Darrell | Cabot | We have a vacant house. Our bill was \$422 |
| David | Hot Springs | This is a vacant rental, we received our $2 / 10 / 23$ due bill for $\$ 150.28$, which is automatically charged to a credit card. We received an updated and new bill $n 1 / 30 / 23$ for the same billing period but for 190.43. With a due date of $2 / 22 / 23$. <br> We then received a bill for 396.26 which included the previous month as well as the current month, remember these are automatically paid. Seems suspect. |
| Kevin | North Little Rock | I've yet to receive any correspondence from this company. I've had to find my bill on my own. It's a very unfriendly system and appears to be designed for late charges. It's clear that's what they want and my bill appears to be an overcharge. It's clearly price gouging. |
| Tracey | Little Rock | My gas bill has tripled since they have taken over and i only use their service for the winter. |
| Caitlin | Nashville | Drastically high bills |
| Yalonda | little rock | My bill went from $\$ 11.00$ to $\$ 200.00$ and I am the only person living in my house. Plus I don't have a gas stove |
| Timothy | Little Rock | I've been in my home 14 years and I have never paid so much for gas usage. |
| Judy |  | Overcharged on bill |
| Kendra | North Little Rock | Last couple of bills have been extremely hiring than usual. Hard to get through customer service. |
| Karli | Little Rock | Our bill has gone from around $\$ 100$ in December/January (fairly normal in the dead of winter) to $\$ 200$ to now $\$ 500$ in 2 months!!! We have never seen our gas bill this high and we are not using much more gas than we normally do. This is outrageous and unacceptable. We won't be able to afford any more price hikes! |


| Nancy | Helena | I am certain that I am being overcharged each month for usage, and It has been going on for some time now. My bill has steadily increased from thirty plus dollars per month to over five hundred plus dollars. As a detailed description of my complaint, I have provided examples of the exact amounts of my monthly bills and how they have increased over time for the past six months. Those increases are as follows: Oct 2022 was $\$ 34.66$; Nov. 2022 was $\$ 70.09$; Dec. 2022 was $\$ 185.88$; Jan. 2023 was $\$ 435.91$; Feb. 2023 was $\$ 526.50$; and March 2023 is $\$ 485.36$. In addition to this, I was without power during many of these instances; nevertheless, there was no decrease in the amount I was charged. |
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| Thelma | Eudora | My bill actually triple in payment. I went from a 125 bill a month to almost seven hundred dollars and I couldn't never get anyone on the phone. I am 82 years old and I am on a fixed income and it's no way I used that much to received a seven hundred dollar bills and then the next month it was almost five hundred dollars. This company is getting over on elder people. |
| Valerie | Sherwood | I have been in my home for approximately 4 years and before Summit took over the gas service, me gas was never over an average of $\$ 150$ for my service. Since being with Summit my gas bills have been over $\$ 200$ each month. When I called Summit Customer Service to inquire why thw bill was sufficiently higher, I was told that their prices were almost doubled the previous company Centerpoint along with having additional fees. I have since turned my heat/air unit off and am just using an electric heater and blankets because that is the only gas item in my house. My last bill was still $\$ 206$. They can not be reading meters each month. |
| Shannon | Russellville | I bought my house in October 2022, my bill was somewhat manageable. I haven't used gas before so I thought it was normal. Then Dec went up, January went up even more but considered it to be bc of the cold snap we had. Well I get February bill and it's still the same, it's 3 times what it was back in December 2022 and l've kept my heat at the same temperature the whole time. I am a single lady living in a 1100 sqft home and I have my heat set at 69 which shouldn't cost me triple what I was paying. |
| Apostolic Life | Marvell | Bills for the church and fellowship hall combined were under \$25 in November. December through February bills combined have been over $\$ 600$. |

