

Tanya McCaslin
113-60th Street
Fairfield, Al 35064
January 21, 2011

Public Service Commission
Walter Thomas, Administrator
304260
Montgomery, Al 36130



Mr. Thomas,

In response to ALAGASCO's attorney's 1-19-11 "Motion" and "Answer". I filed a formal complaint against ALAGASCO, not a lawsuit. I am afraid the ALAGASCO representatives are either confused or are attempting to intimidate me, a low-income customer.

There are formal, legal steps and papers one must follow and file in either state or federal court in order to qualify as a lawsuit. This is not "Tanya McCaslin vs. ALAGASCO", there are no proper court records to reflect that; neither am I a Pro Se litigant: ALAGASCO attorneys, without my consent, tagged me as Pro Se- they do not have that authority nor did they consult with me before they tagged me as Pro Se. I would not have filed a complaint against ALAGASCO had I known the PSC was going to forward my complaint to ALAGASCO attorneys. PSC Rule 5 is on COMPLAINTS; why are ALAGASCO's attorneys involved and I am not properly represented? If I were to sue ALAGASCO, I would hire an attorney to represent me and sue for the medical, hospital bills and other damages I suffer, that are the direct result of ALAGASCO's disconnecting my heat, not helping me to work out an income appropriate payment schedule and re-connect my service, while waiving the re-connection fee of \$50.00 and \$125.00 Security Deposit. ALAGASCO is intentionally placing me in undue hardship.

I made a complaint and request: The amount of the bill and unreasonable rates, the requirement of \$1,000.00 in full before they re-connect and the insulting attitude of the PSC's representatives. My request was/is "I need help in accordance with my low-income status".

I suggest that ALAGASCO's representatives re-read my complaint so that we can be clear on where I stand at this point.

Thank you,

Tanya McCaslin

RE: ALAGASCO *Hay Stewart*