

**Partial Verbatim Extract**  
**So-Called “Recorded Voice Log” (TPV) of Enrollment Agent’s**  
**Fraudulent Phone Scam of Patrick Monette-Shaw and**  
**Illegal Enrollment in “AAA Energy Services” CTA Services**

January 19, 2024

Patrick\_Monette-Shaw\_Recorded\_Voice\_Log\_TPV\_Phone-Scam\_24-01-19.mp3

Partial Verbatim Transcript of MP3 File

*Verbatim Transcription by Patrick Monette-Shaw*

**Note:** Text set in square brackets — [e.g., x-y-z] — are elliptical for missing syntax or grammar, or alternatively as explanations by the transcriptionist.] Any errors in transcription are unintentional; this is a reasonable facsimile of a verbatim transcription.

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
0:0:01	Unknown Female	Thank you for calling <b>TPV.com</b> . <sup>1</sup> My name is Gail. May I have the <b>“rep ID?”</b>	“TPV.com” is a customer contact center owned by, or affiliated with, AnswerNet.  By “rep,” it is thought Gail was asking for a “representative’s” unique ID number assigned to a representative.
0:0:12	Unknown Male (India accent)	Let me give it to you. Give me a second ... 5009	Approximate 10-second delay while Gail looked up “rep ID #.
0:0:20	Gail	Hello “Sam.” What is your <b>“Confirmation Code”</b> ?	Once “Gail” had identified “Rep ID # 5009” was someone named “Sam,” why did she progress to then asking for a different, pre-determined “Confirmation Code” to apparently look up and refer to in her call-center computer system? Why did the Confirmation Code become the same number eventually given to me, the scam victim?
0:0:24	Unknown Male	Confirmation code is 40171562074 (speaking very rapidly).	
0:0:43	Gail	Repeat the confirmation code, please.	
0:0:45	Unknown Male	I’ll repeat ... [slower] It’s 401 715 620 74.	
0:1:01	Gail	I’m sorry, that recorded I.D [number] could not be located. <b>We can attempt the “import” again</b> ...	<b>What “import process” was Gail referring to?</b> Did it involve “import” of a separate scam phone call into the hardware or software system Gail was using?  <b>Was the actual call placed to me on January 19 “imported” for digitally “splicing” into the recording featuring “Gail” to pretend it was one-and-the-same phone call that I had actually received?</b>

<sup>1</sup> TPV.com’s “Linked-In” profile at [www.linkedin.com/company/tpv.com](http://www.linkedin.com/company/tpv.com) reads: TPV.com is a leading provider of Third Party Verification (TPV) and **related marketing services**. Focused heavily **in the energy retail space**, TPV.com has provided TPV services to many of the most respected telecom and energy retailers in the U.S. and Canada. Retailers of many industries who value quality in marketing efforts and seek to minimize operational risk have found **long-tenured and deeply rooted partnerships with TPV.com**.

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
0:1:06	Unknown Male	No, no, no, no, no. I will go very slow for you, so you ... It is 4 0 1 7 1 5 6 2 0 7 4	
0:1:25	Gail	I'll ... So, I'll be speaking with Patrick Monette-Shaw. Is this correct?	After Gail "located" the " <i>Confirmation Code</i> " in her system — perhaps after some sort of " <i>import process</i> " — what did it show her that she suddenly knew my name was Patrick Monette-Shaw when there was no male voice telling her my name? How did she seem to know my name by herself? <b>Who "fed" Gail my name?</b> What was she looking at — some other call summary or account information summary?
0:1:29	Unknown Male	Yes. Right. Go ahead please.	
0:1:31	Gail	Please <b>bring the customer on the line to confirm their enrollment</b> . Thank you.	<p>It's telling that "Gail" wanted to bring me on to "confirm" my enrollment, as if the enrollment had actually been completed on January 19 but without my express consent and approval to being enrolled on January 19. Gail seemed to think "enrollment" was a done deal and just wanted to bring me on to the call to "<b>confirm</b>" something that I had <b>NOT</b> consented to.</p> <p>Why had "Gail" gone through all of this preliminary call screening, "import process," and configuration before bringing me on to the phone call? How had any notes stored in her Call Center computer system even get into that system, when, and by whom?</p> <p>It later appears Gail had access to my voice during the January 19 call. How did that audio get into her Call Center computer?</p>
0:1:40	Gail	<p>Hello. This is Gail from <b>AnswerNet</b>. I'll be completing your enrollment today with "<i>Triple A Gas</i>," a "Core Transport Agent" with Northern California's Core Aggregation Service. This call is being recorded. If you do not consent to this recording, please hang up.</p> <p>I need to verify your information and understanding of the "Triple A" home plan 36-month for recording purposes.</p> <p>Please say "<i>Yes</i>" to proceed.</p> <p><b>[Gail stopped speaking at 0:2:10]</b></p>	<p>It is not known why "Gail" went from representing herself as an agent for "TPV.com when speaking to the rep named "Sam," but then suddenly switched to claiming she (Gail) was with "AnswerNet" after I was allegedly brought on to this call (a call I never had with Gail!). Gail went from being a "<i>third-party verification</i>" agent to being an "<i>enrollment agent</i>" in a split second.</p> <p>Googling "<b>AnswerNet</b>," I learned only on April 3, 2024 that "<b>TPV</b>" stands for "<i>Third-Party Verification</i>" service. AnswerNet's web site says that one of the "industries" it supports is the "<i>energy industry</i>," including natural gas companies — apparently companies such as "Triple A Energy."</p> <p>This call with "Gail" is completing digitally altered. At no time have I ever received a call resembling the call transcribed here and to the end. Indeed, the only call I received was on January 19 and it began with a woman having an Oriental or Chinese</p>

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
			<p>accent, who I hung up about 15 minutes into that call. The Chinese woman called me back, and during a second call, she put a man on the phone with an accent sounding of a man from India.</p> <p>The two calls I received on January 19 were well over 15 minutes. But Gail's call is only about 10 minutes and 14 seconds long!</p> <p>I have <b>NEVER</b> received any such "third-party verification" phone call from "Gail" or anyone else at "AnswerNet." So, it's painfully and obviously clear this was a complete hoax meant to scam me!</p> <p>Unfortunately, there is no date assigned to the MP3 file, and I haven't been told the date on which "Gail" purportedly made and recorded this TPV "voice recorded" file.</p>
0:2:19	Patrick Monette-Shaw	<p><b>[9-second delay after Gail spoke]</b></p> <p>"Yes," in an extremely hoarse, barely-audible whisper.</p>	<p><b>I never had a phone call with "Gail." So, the fake "Yes" response attributed to me was digitally inserted into Gail's TPV call "log" perhaps during that 9-second delay.</b></p> <p>"Gail" <b>had to have somehow</b> "imported" a completely different audio recording of my voice to "splice" into her "third-party verification" call recorded in this TPV file via MP3.</p>
0:2:20	Gail	<p>Thank you. Are you over the age of 18 and either the customer of record or a person legally authorized to enroll this account into the gas aggregation program with "Triple A Natural Gas" as your [natural] gas supplier?</p> <p><b>[Gail stopped speaking at 0:2:36]</b></p>	<p>Nobody named "Gail" ever asked me if I was older than age 18!</p>
0:2:41	Monette-Shaw	<p>"Yes," in an extremely hoarse whisper, and tired.</p>	
0:2:42	Gail	<p>Thank you. I have your name as Patrick Monette-Shaw. Is this correct?</p> <p><b>[Gail stopped speaking at 0:2:47]</b></p>	
0:2:501	Monette-Shaw	<p>"Yes," in a hoarse whisper, sounding exasperated.</p>	
0:2:51	Gail	<p>Thank you. Patrick Monette-Shaw, I have the billing telephone number of (415) 292-6969. Is that correct?</p> <p><b>[Gail stopped speaking at 0:3:01]</b></p>	
0:3:06	Monette-Shaw	<p>"Yes," in a hoarse whisper, exasperated.</p>	
0:3:07	Gail	<p>Thank you. Mr. Patrick Monette-Shaw, are you currently on the "CARE" — C.A.R.E. — program?</p> <p><b>[Gail stopped speaking at 0:3:13]</b></p>	

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
0:3:20	Monette-Shaw	“No,” sounding weak in a hoarse whisper.	
0:3:23	Gail	Thank you. Do you understand that the “Agent” [ostensibly referring to herself, as Gail] is with a third-party and [who] does not represent Pacific Gas & Electric that they have referred you to “Triple A’s” natural gas service and ...  <b>YOU ARE [VOLUNTARILY] CHOOSING “TRIPLE A NATURAL GAS” AS YOUR ENERGY SUPPLIER UNDER THE CUSTOMER CHOICE PROGRAM?</b>  Do you understand?  <b>[Gail stopped speaking at 0:3:40]</b>	Clearly, “Gail” was trying to palm off that she was acting as a “ <i>third-party agent</i> ”, and NOT acting an “ <i>Agent</i> ” of “Triple-A Natural Gas.” She expected people who might later review this TPV voice recording would be fooled into believing that as an “ <i>enrollment company</i> ” Gail’s firm — whether “TPV.com” or “AnswerNet.com” — was acting as my [Patrick’s] “ <i>agent</i> .”  That’s completely laughable — precisely because I never voluntarily chose — or “ <i>agreed</i> ” to wanting — “AAA Energy Services” to provide me with natural gas.  That is just a friggin’ LIE!  Nor had I ever reached out to “TPV.com” or “AnswerNet.com” and asked them to act as my “ <i>agent</i> ” and enroll me in CTA service with “AAA Energy Services.” Indeed, during Gail’s so-called TPV log, she offered not one scintilla of “ <i>evidence</i> ” I had ever reached out to Gail’s employer asking that they represent me as my “ <i>agent</i> .”
0:3:48	[Unknown]	[Beginning of unintelligible words spoken]	<b>Why was this vocal snippet quickly stopped? Was something more extensive sloppily digitally <i>erased</i>, à la “Rosemary Woods” and the Nixon 18-minute gap?</b>
0:3:57	Gail	<b>[Nine-seconds later]</b> Do you understand?  <b>[Gail stopped speaking at 0:3:58]</b>	
0:4:03	<b>Unknown Male Voice; Not Patrick’s Hoarse Voice</b>	<b>[24-second delay after Gail spoke previously]</b>  “Yes.” Strong voice, not hoarse, but definitely <b>not the voice of Patrick Monette-Shaw !</b>  <b>[“Fake-Patrick” stopped speaking at 0:4:04]</b>	The “fake Patrick” said that he was choosing “Triple A’s” natural gas as his supplier.  <b><u>THE REAL PATRICK SAID NO SUCH THING AND NEVER AGREED TO CHOOSING “AAA NATURAL GAS”!</u></b>
0:4:22	Unknown Male (India accent)	<b>[18-second delay after “fake” Patrick spoke]</b>  “Yes, Yes” in an accent sounding as if the speaker was from India.  <b>[“Fake-Patrick” stopped speaking again at 0:4:24]</b>	It’s not known why the “ <i>fake Patrick</i> ” was required to repeat “Yes, Yes” again — for the second and third times — after <b>Gail had asked him if he “understood,” and then Gail had stopped speaking at 0:3:58/.</b>  My impression this “ <i>fake Patrick</i> ” man’s voice was of someone from the country of India is corroborated by several complaints filed against “AAA Energy Services” that are posted on the Better Business Bureau of Tulsa web site that also allege their phone

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
			<p>scams had been placed my aa male with an Indian accent.</p> <p>From here to the end of the MP3 audio file, each answer in the affirmative to Gail’s questions often consistently used a double “Yes, Yes,” whereas previously the few times it was actually my voice (before the MP3 was digitally altered) up through 0:3:08 on audiotape) I had used a single “Yes,” not a double “Yes – Yes.”</p> <p><b>As an aside:</b> Of interest, the actual phone scam I received on January 19 had involved a man speaking with the same voice accent of someone from India, who had repeatedly told me to answer “Yes, Yes” or “No, No” to questions he asked of me. But given that I was having, and continue to have, severe and extreme problems speaking at all — given problems with my vocal cords and larynx — why would I have repeatedly answered using double “Yes, Yes” throughout the remainder of the call, and using more words than I possibly had to? This just doesn’t make any sense.</p>
0:4:25	Gail	<p>Do you agree that the “agent” has not offered you any incentive, rebate, or gift cards to enroll with “Triple A Natural Gas”?</p> <p><b>[Gail stopped speaking at 0:4:35]</b></p>	
0:4:47	Unknown Male (India accent)	<p><b>[12-second delay after Gail spoke]</b></p> <p>“Yes, Yes.” in same Indian accent.</p>	
0:4:50	Gail	<p>Are you aware that you will receive a welcome packet from “Triple A Natural gas” that will include information on pricing, other terms and conditions, and “Triple A Natural Gas’s” contact information?</p> <p><b>[Gail stopped speaking at 0:5:04]</b></p>	
0:5:12	Unknown Male (India accent)	<p><b>[8-second delay after Gail spoke]</b></p> <p>“Yes. ... Yes.” in same Indian accent.</p>	
0:5:16	Gail	<p>Thank you. [Long pause] <b>You have chosen “Triple A Natural Gas” as your gas supplier.</b> Your enrollment start date should occur in one to two billing cycles. Once the initial switch is made by your utility [company], the term of your agreement will continue each month unless it is cancelled. Please state the name as it appears on your utility bill.</p> <p><b>[Gail stopped speaking at 0:5:41]</b></p>	
0:5:44	Different Male Voice (with <i>different</i> “twangy”	<p>“Patrick Monette-Shaw.” [Sounded as if it had come from inside a tin can.]</p>	<p><b>Aside:</b> Of interest, whoever this man’s voice was pronounced Patrick’s last name phonetically as “Moh-Neigh” Shaw.</p>

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
	accent and not a hoarse voice!)		<p><b>It was another dead give-away that this TPV has been digitally manipulated. I (the real “Patrick”) have always pronounced my last name phonetically as “<u>Mo-Net Shaw,</u>” — not “<u>Moh-Neigh</u>” Shaw.</b></p> <p><b>This constitutes further proof this TPV had been digitally manipulated, as a separate, fraudulent illegal activity enuring to the benefit of “AAA Natural Gas.”</b></p> <p><b>Sadly, these TRULY <u>STUPID</u> phone scammers had no way of knowing how I actually pronounce my last name, which I find to be hysterically funny <u>AND</u> proof in the pudding I was the victim of not only a phone scam, but further victimized by an illegal digitally-altered TPV log!</b></p>
0:5:46	Gail	Thank you. I have your service address and service billing address as 975 Sutter Street, Unit 6, San Francisco, California 94109. Is this correct?	
		<b>[Gail stopped speaking at 0:6:03]</b>	
0:6:11	Unknown Male (India accent)	[Pause on tape.] “Yes, Yes,” rapidly.	
0:6:13	Gail	Thank you. Is the billing address the same?	
		<b>[Gail stopped speaking at 0:6:14]</b>	
0:6:23	Potentially Different Male Voice	[“Flatter” voice] “No.”	<b>[Note</b> just use of a single “No,” not a double “No, No.”]
0:6:25	Gail	Ok. The billing address is <b>NOT</b> the same?	
0:6:30	Potentially Different Male Voice	“Yes.”	
		<b>[Man stopped speaking at 0:6:30]</b>	
			<p><b>Wait! What?</b> The male first said the service address and service billing addresses <i>were</i> the same, then when asked if the billing address was [also] the same, the man said “No,” and then when Gail asked a second time if the billing address is <b>NOT</b> the same, the man answered “Yes”.</p> <p>Implying there was a <b><i>different</i></b> billing address. Logically that means the man for some reason thought the billing address was <b>NOT</b> the same as the service address.</p> <p>But “Gail” let this go, and never followed up or probed any further to clarify the discrepancies in the man’s answers!</p> <p>Also note the man’s weird use of just a single “No,” not a double “No, No.”</p>
0:6:40	Gail	<b>[10-second delay after the man last spoke]</b>	This is not accurate in the slightest.
		OK. I have your Pacific Gas and Electric service agreement ID # ... [inaudible]	During the call on January 19, the female scam artist speaking with a Chinese or an Oriental accent had requested that I retrieve

Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
		<p><u>natural gas</u> service agreement ID number as 92 453 03 010. Is this correct?</p> <p><b>[Gail stopped speaking at 0:6:57]</b></p>	<p>one of my PG&amp;E bills and read to her the <u>natural gas</u> service agreement ID number. She specifically directed me to find page 5 of my most recent PG&amp;E bill to find the gas service agreement number and read it to her.</p> <p>I distinctly remember telling her that if she really was calling from PG&amp;E as she fraudulently claimed, she should have had access to my PG&amp;E bill, making it unnecessary for me to have to read her that gas agreement ID number over the phone with my hoarse voice that was hurting to even trying to speak. Shortly after reading the ID number to her, I finally decided on January 19 that I was becoming the victim of a phone scam, and so I hung up on her.</p> <p>As I have stated to the BBB, to PG&amp;E, and to the CPUC, after I hung up on the woman with the Chinese accent on January 19, she called me back right away and she chastised me for having up on her call before the “registration” was complete.</p> <p>None of that is captured on this <i>“fake,”</i> digitally-edited TPV log, particularly not in the exchange with Gail at 0:6:40 on MP# audiotape when Gail asked me to confirm if the gas service account number was correct, a number she already had somehow pulled from whatever “records” she had <i>“imported”</i> into her Call Center computer system.</p>
0:7:03	Unknown Male (India accent)	[Short pause.] “Yes, Yes,” in same Indian accent.	
0:7:06	Gail	<p>Thank you. The program is the 36-month, fixed rate plan, which means “Triple A” will charge you \$1.2 dollars per therm for the next 36 months following your start date on the program. This may be higher or lower than what Pacific Gas and Electric would charge you for the gas supplied, based on the amount of gas you actually burn each month. The program will be applied to your gas supply charges, not inclusive of [Pacific] Gas and Electric charges, taxes, and municipal fee capacity costs.</p> <p>You can rescind or cancel this agreement within three business days without penalty. After this three-day time period, you may still cancel your service at any time by providing a 60-day notice of cancellation to “Triple A Natural Gas.”</p> <p>This means that “Triple A” will submit your cancellation request to Pacific Gas and Electric within 60 days after you call to</p>	

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		<p>cancel. And, Pacific Gas and Electric will process your cancellation on Pacific Gas and Electric's next billing cycle.</p> <p>Additionally, if you cancel your account [with "AAA Energy Services" or "AAA Natural Gas"] before the end of your 36-month terms, you will be subject to a \$100 termination fee.</p> <p>Is this your understanding?</p> <p><b>[Gail stopped speaking at 0:8:31]</b></p>	
0:8:45	Potentially Different Male Voice	<p><b>[Long 14-second delay after Gail spoke]</b></p> <p>"Yes."</p>	<p><b>Note use of single "Yes."</b></p>
0:8:47	Gail	<p>"Triple A Gas" will provide your utility company with all of the natural gas you need each month. Your utility company will deliver the gas to you, and you will continue to receive one [monthly] bill from Pacific Gas and Electric that includes "Triple A's" supply charges, as well as the Utility's delivery charges and taxes.</p> <p>"Triple A" will charge a 5¢ per day, customer fee to attach your ["Triple A"] their charges onto your PG&amp;E bill to keep the billing seamless.</p> <p>Is this your understanding?</p> <p><b>[Gail stopped speaking at 0:9:22]</b></p>	<p>Had I known beforehand, of an additional 5¢ per day fee I would have instantly said <b>"Hell No!"</b> and hung up immediately on Gail.</p> <p><b>[However, "Gail" had never really called me so I had not way to hang up on her sham, "fake" YPV call that I never participated in with her!]</b></p> <p><b>Note:</b> The 5¢ per day additional fee over an average 30-day billing cycle would add a totally <u>unnecessary</u> \$1.50 administrative overhead fee to my gas bill each month! Why would I — or anyone, for that matter — voluntarily hand over administrative fees to "AAA Natural Gas" for essentially <b>zero</b> added value to my life? Do they think I'm that dumb? Do they really think I like being "five-and-dimed" — as in the Peanuts comic strip's Lucy Van Pelt with her "5¢, please" for her "psychiatric advice"?</p>
0:9:33	Unknown Male (India accent)	<p><b>[Long 11-second delay after Gail spoke]</b></p> <p>"Yes, Yes" in same India accent.</p>	<p>As I noted in my complaints to PG&amp;E, the BBB, and to the CPUC, during the January 19 call I received, I never once replied to the two scam callers by responding using a double "Yes, Yes" to any of their questions. So, <b>each time there was or is an answer of "Yes, Yes" on this TPV recorded phone call log and in this verbatim transcript,</b></p>



Hr:Min:Sec	Speaker	Verbatim MP3 Text	Commentary And Rebuttal by Patrick
			<b>it's obviously a scam</b> , because I never replied by saying "Yes, Yes"!
0:9:35	Gail	Thank you. Upon your agreement to allow "Triple A" to supply your natural gas needs, Pacific Gas and Electric will share with "Triple A" energy usage information about your account, including billing and payment details, fee, and payment details, to provide core gas aggregation services to you. "Triple A" is required to keep each customer's billing and payment information confidential.  Is this your understanding?  <b>[Gail stopped speaking at 0:10:03]</b>	
10:12	Potentially Different Male Voice	<b>[Long 11-second delay after Gail spoke]</b>  "Yes." [Long, drawn-out pronunciation of the word "Yes.]"	<b>Note</b> use of a single "Yes."]
10:14	Gail	I would like to thank you for your time and for choosing "Triple A Natural Gas." If you have any questions, or if you would like to reach "Triple A Natural Gas" directly, you can call 1-888-377-7757 Thank you for your time ... <b>Your order has been verified.</b>  Your confirmation number is 40 17 15 62 074. If you have any questions, please call 888-377-7757.  Thank you again. Have a great day.  <b>[Gail terminated the call at 0:11:02.]</b>	

**Conclusion:** The "voice recorded log" TPV MP3 audio file "Tiger Natural Gas's" Rachel Streatly provided to the BBB of Tulsa purportedly on behalf of "AAA Energy Services" or "AAA Natural Gas" is obviously a complete scam, and clearly was digitally edited! Although I had demanded on Thursday, March 28 that "AAA Energy Services" or "Tiger Natural Gas" provide me with the TPV MP3 Audio file, I only obtained the MP3 from the good graces of the Tulsa BBB office on Tuesday, April 2, which had apparently received it from Rachael Streatly at "Tiger Natural Gas" — the same person I had demanded send it to me — not from "AAA Energy Services" or from "Tiger Natural Gas."

It's patently obvious this "doctored" TPV log starring "Gail" in the Academy Award *not-so-best* "Best Supporting Actress" category purported to be a "recorded voice log" was a complete sham, digitally edited. It may deserve a "Best Digitally Edited" award, but not an "Best in Honesty" award!

After all, at no time during the two scam phone calls I received on January 19 ever include mention of "Gail's" name. Nor during those January 19 phone scam calls I received was the name of "AAA Energy Services" or "Triple A Natural Gas" ever mentioned.

The two scam phone calls I received on January 19 never once mentioned a 36-month contractual "term," or a \$100 termination fee, or a 5¢ per day surcharge, or any of the other oddities noted above about this so called verbatim "recorded voice log."

The Better Business Bureau should make "AAA Energy Services," "AAA Natural Gas," or "Tiger Natural Gas" reveal whether any of those three companies are paying the "AnswerNet" company fees as a "third-party verification" system to manufacture and "splice" these digitally-altered phone scams as a "so-called" enrollment company "AAA Natural Gas" has gone to great lengths to *deny* it may be paying to complete enrollment of customers in "Triple A Natural Gas's" CTA program. It's clear AnswerNet was acting — by "Gail's" own admission — to complete enrolling me as an "AAA

Energy Services” customer. So, a legitimate question is: How much is “AAA Energy Services” or their subsidiaries and affiliated companies paying AnswerNet to be “Triple A Natural Gas’s” actual “enrollment partner”?

The digital editing of the MP3 file may not have been the only crime. Finally, from my perspective the MP3 TPV file may potentially comprise a “*forged*” document, given that when people conspiring to defraud knowingly make, alter, or possess any writing using a fictitious name in such manner that the writing made or altered purports to have been made by authority of someone (ME !) who did **NOT** give such authority ... and then delivers such writing (or audiotape) to another (say to the BBB, PG&E, or CPUC) such conspirators more than likely **also** created and committed a forgery!