

FILED?

Name: Kathleen A. Mullen
Complainant

VS.

Case No.

Company Name: Locke Gas Company
Respondent

Complainant resides at 4818 Holmeswood Court
(address of complainant)

St. Louis, MO 63128

1. Respondent, Laclede Gas Company
(company name)
of St. Louis, Mo
(location of company), is a public utility under the

2. As the basis of this complaint, Complainant states the following facts:

Please see attached

3. The Complainant has taken the following steps to present this complaint to the Respondent:

April 7, 2006

Basis of Complaint:

Disputing charges of \$443.94 for service dates 11/30/2005 to 1/03/2006.

When speaking with the customer service representatives at Laclede Gas Company I was told that the bill was unusual and would be addressed.

On the first complaint call the representative agreed that the charges of \$443.94 seemed to be out of line based on past history and would look into the situation and make adjustments.

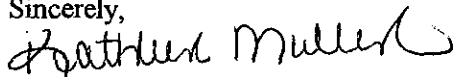
No adjustment had been made and I repeatedly have been told that this was human error on the meter read and the charges are correct; how can the charges be correct if the meter reads are incorrect?

I find a \$420.00 increase to be inconceivable. I understand the cost of gas has increased but within these dates I had traveled several times and gas was not being used. When the home is being used it is by myself and my 9year old son both of which do not require a drastic usage of gas. Additionally, no one is in the home between 7am and 7pm daily. The thermostat really comes on.

I am not satisfied with the answers I have received from Laclede Gas and feel as if I have been brushed off and have not come to a satisfactory conclusion.

There is not a substantial amount of information to back up that this charge is legitimate and should be paid based on opinions. In addition, I was told several times that the meter read must be wrong and other meter reads on the history do not appear correct .

Sincerely,

A handwritten signature in cursive script, appearing to read 'Kathleen Mullen', written in dark ink.

Kathleen Mullen