

Complaint Case Response Form

In the Matter of: Doris House v. Laclede Gas Company
Case No: GC-2007-0451

Listed below are several statements about your case. These statements come from the answer the utility company gave to your complaint and from the investigation done by the PSC staff. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you need more room to respond to a statement than given by the lines on the form, you may attach additional sheets and note the number of the statement you're continuing to respond to. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true.

Laclede Gas Company Statements. (These statements are in the same order as Laclede Gas Company's numbered responses in its Answer to the Complaint.)

1(a) Laclede obtained regular and accurate meter readings at Ms. House's home during 2006 and properly billed her for the corresponding usage.

☐ This whole statement is true.

This statement is not true because _____

1(b) Laclede does not discriminate in any way, but bills the same tariff rates to all residential customers regardless of billing cycle.

☐ This whole statement is true.

This statement is not true because _____

2. October 19, 2006, Laclede replaced a non-functioning AMR module on its meter at Ms. House's home.

☐ This whole statement is true.

This statement is not true because _____

3(a). Laclede did not send Ms. House a bill the month after it replaced the non-functioning AMR module that indicated it had underestimated Ms. House's usage for twelve (12) months, and that bill did not state a balance of over \$800.

☐ This whole statement is true.

This statement is not true because _____

3(b). Laclede only sent estimated bills to Ms. House during the summer of 2006, between the time that the first AMR module stopped working and a replacement was installed.

☐ This whole statement is true.

This statement is not true because _____

3(c). The estimated bills Laclede sent to Ms. House during the summer of 2006 covered very modest summer usage. The bill Laclede sent to Ms. House for usage to October 24, 2006 was for only \$85.64, and Ms. House's balance on that date was also \$85.64.

☐ These whole statements are true.

These statements are not true because _____

3(d). Laclede sent Ms. House a bill for usage to November 24, 2006, of \$211.47, and Ms. House failed to timely pay her bill for either October or November.

☐ This whole statement is true.

This statement is not true because _____

3(e). The balance on Ms. House's account did not exceed \$800 until she failed to timely pay the bill for the period ending February 27, 2007.

☐ This whole statement is true.

This statement is not true because _____

4. Laclede obtained ten actual meter readings in 2006, of which it used nine for billing purposes, and Laclede received readings in every month of 2006 except July through September.

☐ These whole statements are true.

These statements are not true because _____

5. Laclede replaced the AMR module in the meter servicing Ms. House's home on October 19, 2006.

☐ This whole statement is true.

This statement is not true because _____

6. Laclede was not negligent in correcting problems with its AMR module. Laclede estimated three bills in the summer of 2006, but the use of three estimated bills did not operate to Ms. House's financial detriment.

☐ These whole statements are true.

These statements are not true because _____

7. Laclede obtained actual readings at Ms. House's home in October and November 2006, and these readings are consistent with the weather experienced during that period.

☐ This whole statement is true.

This statement is not true because _____

8. All Laclede's residential bills are based on Laclede's tariffed residential rates without regard to billing cycles.

☐ This whole statement is true.

This statement is not true because _____

9. Ms. House has a past due balance on her Laclede account of \$958.37. Since the AMR module change nine months ago, Ms. House has only made five payments to Laclede. Since the module change on October 19, 2006, Ms. House has paid \$857 less to Laclede than she was billed by and paid to Laclede during the same period in the previous year.

☐ These whole statements are true.

These statements are not true because _____

Missouri Public Service Commission Staff's Statements. These statements are from the "STAFF FINDINGS," "DISCUSSION" and "RECOMMENDATION" sections of the Report of the Staff filed on July 31, 2007.)

1. On November 19, 2005, Laclede removed the meter at Doris House's residence and replaced it with a meter equipped with an Automated Meter Reading (ARM) device, with a meter index of x4757.

☐ This whole statement is true.

This statement is not true because _____

2. Laclede obtained monthly meter reads for the AMR through June, 2006. The meter failed to emit reads from July, 2006 through September, 2006. Laclede estimated usage for these billing periods.

☐ These whole statements are true.

These statement are not true because _____

3. On October 19, 2006, the AMR device was reprogrammed at which time a meter index of x5892 was obtained, and subsequent reads from the AMR showed gas usage had continued.

☐ This whole statement is true.

This statement is not true because _____

4. On January 19, 2007, Laclede's Customer Relations Department spoke with Ms. House, reviewed the billing on her account, and advised her that the usage since the AMR reprogramming was based on actual usage.

☐ This whole statement is true.

This statement is not true because _____

5. Laclede estimated bills for service to Ms. House's home, from June, 2006, through September, 2006, and the total amount of those three bills was \$63.39.

☐ This whole statement is true.

This statement is not true because _____

6. Although the AMR failed to transmit usage readings, from June, 2006, through September, 2006, the meter continued to register her actual usage during that time. Accordingly, the bill issued on October 26, 2006, was based upon her actual usage.

☐ This whole statement is true.

This statement is not true because _____

7. Ms. House's high winter usage from October 2006 through March 2007, and her poor pay history during that period are the cause for her large outstanding account balance.

☐ This whole statement is true.

This statement is not true because _____

8. Based upon its investigation Staff did not find that had Laclede violated any Commission rule or its approved tariffs for the billings rendered to Ms. House.

☐ This whole statement is true.

This statement is not true because _____

Thank you for responding to these statements. Please return this form to the PSC by no later than August 30, 2007, so that we can continue to work on your complaint. If you do not return this form, we will assume that you do not want to continue with your complaint and it should be dismissed.