## BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI



William Rapp Complainant	) Missouri Public Service Commission
	Service Commission
	) Case No. GC-2007-0164
v.	)
	)
Laclede Gas Company	)
ъ.	)
Respondent	1

## William Rapp's RESPONSE TO LACLEDE GAS COMPANY"S RETORT TO PSC STAFF RECOMMENDATION REPLY

COMES NOW Willaim Rapp responds to Laclede Gas Company response subject PSC Staff recommendation item number 2. and states as follows:

Wherin the issue of meter reading was addressed. Originally when Mr. Rapp purchased the home in 1986 there was a device installed on the exterior of the home to facilitate Laclede personell with obtainining meter readings. When Laclede approached to install the next method of transponding readings to a passing (Company) vehicle the installers removed the exterior device and left an unsightly hole with ooozing putty on the front of Mr. Rapp's home. This removal denied the availability of exterior readings forever. The new device was not up to reliable commercial capability which can be examined for it's repeated failures within Laclede recorded history. Mr. Rapp permitted several numbers of visitations to his home for Company technicians to rectify the problem. Each occaision Mr. Rapp would have to take leave of his commissioned work position to be present for a loosely programed appointment with Company personell. Each time Mr. Rapp would lose 1/2 day of productive time. When he discussed this with Laclede he was reppeatedly told that he was the only one having this problem. We all are now acutely aware of this prevarication. Thus Mr. Rapp demanded compensatory losses for the continuing failure of the useless transponder requiring his valuable time to be present for technician admission to the home. Laclede refused and Mr. Rapp refused further entries as LACLEDE expected contiuning monthly payments for gas services from Mr. Rapp's truncated earnings.

In sumary the 'Company' acted in a very unprofessional manner and Mr. Rapp firmly agrees with the Staff's finding that Laclede's service was poor in the manner in which it was handled and further the attitude of Company Counsel is demeaning to Mr. Rapp.

Additionally in Mr. Rapp's opinion the one bright spot in all of this is the news that Fred Weber is seeking opportunity to provide natural gas services. Mr.Rapp is a seasoned practioner of the Capitalistic Trade System in the USA and firmly believes that freedom of trade would solve situations such as the bureaucratic and monopolistic position that Laclede Gas Company forces upon the population in this area. Mr. Rapp has expressed his wishes to the Public Service Commission to support a move to provide alternative sources for the purchase of natural gas. History has proven the efficacy of economics in the resulting breakup of the telephonic monopoly.

WHEREFORE, in light of the foregoing, Mr. Rapp respectfully requests that the Commission sustain the complaint because Mr. Rapp (the customer) has received much more harassment than to which he deserved and uphold Staff's recommendation with respect to adjustments and refunds as Laclede acted with execrable professional practice in this matter.

Respectfully Submitted,

Ronald W. Rapp

Attorney

## Certificate of Service

The undersigned certifies that a true and correct copy of the foregoing Response was served on the Respondent and on the General Counsel of the Stsff of the Missouri Public Service Commission on this 9th day of February, 2007, by hand-delivery regular mail, postage prepaid.

R. W. Rapp

PLECOMMISSION COUNSEL COMMISSION