

RFM

Robert F. Morgan MD

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FILED<sup>2</sup>

SEP 25 2006

Missouri Public  
Service Commission

September 20, 2006

Missouri Public Service Commission  
Administration Division  
PO Box 360  
Jefferson City, MO 65102

Robert F. Morgan  
Complainant

v.

Case No. GC-2007-0054

Laclede Gas Company  
Respondent

To Whom It May Concern,

It seems as if my troubles with Laclede Gas Company continue. I have been in contact with Rick Zucker, Assistant General Counsel in the above mentioned case. He stated that he was e-mailing me Laclede Gas's response to my complaint during the last week of August. When I did not receive the e-mail by 9/7/06 he said he would send it. My intention was to try to resolve this dispute without involving the Public Service Commission. I did receive his e-mail on 9/8/06 and it is enclosed. (1)

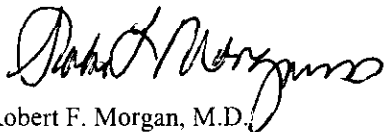
I also received my latest bill, enclosed (2) along with a notice of disconnection if the bill was not paid by 9/15/06. I again contacted Mr. Zucker who assured me that my file was labeled "disputed" and my gas would not be disconnected. When I returned home from work on 9/19/06 I had a disconnect notice on my front door.

I later received Laclede Gas's answer to complaint by the Public Service Commission.

I believe that there is no objective evidence that my meter was not working until 12/22/05 thru 3/27/06 when the meter was repaired. Apparently it recently malfunctioned again, but was not replaced until August, 2006.

It seems to me that Laclede Gas is a poorly functioning and inefficient company based upon my experiences during the last year.

Sincerely,



Robert F. Morgan, M.D.

## Contacts

295

2005  
458

December Billing Month for Year:

2003  
848

2004  
783

2005  
990

As you can see, the usage registered by the meter in November 2005 was right in line with the previous years, maybe even slightly low, probably reflecting the effects of conservation or of your hospital stay, or both. How the usage registered for December 2005, which was significantly colder than the past two years, is unbelievably low, looking more like June than December. This indicates that the meter likely stopped working less than a into the December billing month. Therefore, I propose using your metered usage for November, and estimate period 11/22/05 to 3/27/06.

Regarding the estimated period, I believe our estimate is very favorable to you, as follows:

Nov to Mar for Year: Heating degree days Usage in

2003-04  
3238

2004-05 3319 744

2005-06 (Est.)

The end result is that for the period 10/21/05 to 3/27/06, rather than bill you for 775 ccf usage, we would instead bill 74 ccf for 10/21 to 11/22, plus 667 ccf for 11/22/05 to 3/27/06, for a total of 741 ccf. As stated above, that is a saving of 34 ccf, or about \$38. Please let me know if you agree, and we will adjust your account accordingly. Also, please let me know if you are unable to pay the full amount owed, roughly \$940, in one payment. We would be glad to work out a payment arrangement with you.

Please contact me if you have any questions, or if you are unable to clearly read this email. I look forward to hearing from you.

Sincerely, A

Rick Zucker

Assistant General Counsel

Laclede Gas Company

720 Olive Street, Suite 1516

St. Louis, MO 63101

314-342-0532 (Phone)

314-421-1979 (Fax)

rzucker@lacledegas.com

NOTE:

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# Laclede Gas Company

ST. LOUIS, MO 63171



FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
POST CARD RATE  
PERMIT NO. 735

2

SERVICE AT: 16279 PEPPERMILL DR  
ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG  
AVERAGE GAS COST PER THERM: .00000 DEGREE DAYS 0

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
6198	6198	0		1.023	.0

ACTUAL READING AMOUNT  
GAS ARREARS/LATE PAY 962.90  
CURRENT CHARGES 12.86

AMOUNT DUE \$975.76

PAYMENT DUE BY 09-07-06 DELINQUENT AFTER 09-15-06

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$975.76

PAYMENT DUE BY 09-07-06

DELINQUENT AFTER 09-15-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

AMOUNT PAID

BILL DETAIL AMOUNT  
PRIOR GAS BALANCE 1045.61  
PAYMENT THANK YOU 96.94-  
LATE PAYMENT CHRG GAS 14.23  
CHARGE FOR GAS SVC 07-26-06 TO 08-23-06 12.22  
(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)  
WILDWOOD TAX .64  
ACCOUNT BALANCE 975.76

DISCONNECT DATE SEP 15, 2006  
SEE ENCLOSED NOTICE

WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT  
REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.



ROBERT F MORGAN  
16279 PEPPERMILL DR  
CHESTERFIELD, MO 63005

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