

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>

MAY 26 2006

Name: ANDREW & NAOMI TOPPS  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: LACLEDE GAS COMPANY  
Respondent

COMPLAINT

Complainant resides at 5782 DEGIVERVILLE, ST LOUIS, MO  
(address of complainant)

63112

1. Respondent, LACLEDE GAS COMPANY  
(company name)  
of 720 Olive ST, ST LOUIS, MO 63101  
(location of company), is a public utility under the  
jurisdiction of the Public Service Commission of the State of Missouri.

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

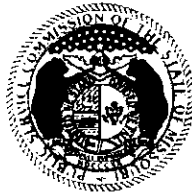
A BILL WITH A PRIOR BALANCE OF OVER \$1300.00 WAS RECEIVED. A BILL HAD NOT BEEN RECEIVED AT THE ABOVE ADDRESS SINCE SEPTEMBER. NO OTHER CORRESPONDENCE HAS EVER BEEN RECEIVED STATING WHERE THIS AMOUNT ORIGINATED FROM. A REQUEST WAS MADE TO HAVE A TECHNICIAN COME TO THE ABOVE ADDRESS TO READ THE METER. WE WERE ADVISED INFORMATION WOULD BE AVAILABLE AT THE END OF THE WEEK IN REGARDS TO THE READING. IN JANUARY ANOTHER BILL WAS RECEIVED - THE TOTAL AMOUNT WAS OVER \$2000.00! WE STILL HAD NO IDEA WHERE THIS PRIOR BALANCE CAME FROM. AFTER CALLING LACLEDE GAS A COUPLE OF TIMES TO GET CLARIFICATION (TO NO AVAIL), A CALLBACK WAS REQUESTED FOR A SUPERVISOR TO EXPLAIN THESE CHARGES. AFTER 5 DAYS MRS MURRAY (MURPHY) CALLED BACK. SHE COULD NOT EXPLAIN IN LAYMAN'S TERMS WHY OR WHERE THESE CHARGES WERE ADDED TO THE BILL. IT WAS EXPLAINED THAT LACLEDE →

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

GAS HAD GONE BACK TO JANUARY OF "04" TO REBILL. TO MY UNDERSTANDING THEY CAN'T GO BACK MORE THAN 1 YEAR. ALSO IF THEY WERE ESTIMATING THEY SHOULD HAVE GIVEN A FULL WRITTEN EXPLANATION OF THIS, AND ALSO ALLOW THE SAME AMOUNT OF MONTHS FOR THE CATCHUP IF THE BILLED AMOUNT IS GREATER THAN \$60.00

THIS IS UNFAIR. IF THEY MADE A MISTAKE THEY SHOULD BE RESPONSIBLE FOR IT.

MY FATHER ANDREW TOPPS IS A STROKE VICTIM AND CAN'T UNDERSTAND WHAT IS GOING ON.



Commissioners

JEFF DAVIS  
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

*Missouri Public Service Commission*

POST OFFICE BOX 360  
JEFFERSON CITY MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

WESS A. HENDERSON  
Executive Director

DANA K. JOYCE  
Director, Administration

ROBERT SCHALLENBERG  
Director, Utility Services

WARREN WOOD  
Director, Utility Operations

COLLEEN M. DALE  
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON  
General Counsel

April 27, 2006

Mr. Andrew Topps  
5782 Degiverville Ave.  
St. Louis, MO 63112

Dear Mr. Topps:

This is in response to your complaint against Laclede Gas Company regarding the adjusted bill you received. This letter serves as notification of your right to file a formal complaint with the Commission.

Since your complaint involves disputed charges, the nonpayment of which could subject your service to discontinuance, this letter also serves as notification of the Commission rules, which state that if a formal complaint is not filed **within thirty (30) days of the date of this letter**, your service may become subject to discontinuance by Company. Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

A formal complaint must be filed in written form including an original or duplicate original and nine (9) copies addressed to Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the Company position. If the complaint is not settled and the Company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

Mr. Andrew Topps  
April 27, 2006  
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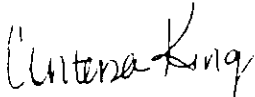
The Commission is a regulatory body that ensures the Company is not in violation of the Code of State Regulations or the Company's approved tariffs. The Commission is not a court of law and therefore has no judicial powers. The Commission ruled in Case No. EC-99-87 that:

"The Public Service Commission is an administrative body only, and not a court, and hence the Commission has no power to exercise or perform a judicial function, or to promulgate an order requiring a pecuniary reparation or refund." State ex rel. Laundry, Inc. vs Public Service Commission.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other party's witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,



Contessa King  
Consumer Services Specialist II

Enclosures: Chapter 2 – Rules of Practice and Procedure and Formal Complaint  
Form  
Statement of Bills and Payments  
Corrected Billing Information