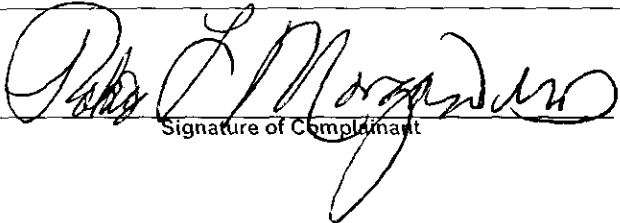


WHEREFORE, Complainant now requests the following relief:

8/3/06
Date


Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

RFM

Robert F. Morgan MD

2900 Lemay Ferry Rd., Ste.100 ~ St. Louis, MO 63125
Phone 314-892-3500 ~ Fax 314-892-2523

August 03, 2006

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

To Whom It May Concern,

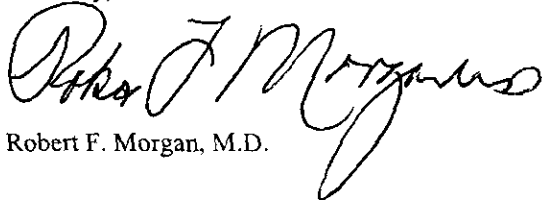
I received my 6/29/06 gas bill and noticed that there was a \$1098.52 charge for unmetered gas, (#1). I contacted Laclede Gas immediately to attempt to clarify a bill. I was told that someone who knows about unmetered gas charges would contact me. When I finally did get the opportunity to speak with Mrs. P. Johnson of Customer Relations she stated that apparently my gas meter was not functioning properly starting on 10/21/05 until 3/27/06, she subsequently sent me the enclosed letter, (#2).

I then reviewed my gas bill for the period in question, (#3). It appears to me that my meter was working up to 12/22/05 and then malfunctioned until 3/27/06 when the meter was repaired. I again contacted Mrs. P. Johnson and tried to explain my position to no avail. I asked to speak to her supervisor (unknown name) who said that Laclede Gas was giving me a break because there were other bills going back to June 2004 that were also incorrect and that I should be happy that my bill is only \$1098.52. She subsequently sent me a breakdown of my gas bills from 5/27/05 - 6/28/06, (#4).

I understand that my gas meter was not working from 12/22/05 - 3/27/06 and I am willing to pay reasonable charges for that period of time but I do not understand their argument for the periods when my meter was working. In addition, all estimates for my gas bills are higher than the previous year. Finally I was in a serious car accident in 2005 and was hospitalized at St. John's Hospital in October 2005 and later had surgery in November 2005. I find it difficult to believe that our gas bills would be higher during that time compared to 2004 since my wife and I spent considerably less time at home during this period.

I also understand that I am not the only person with similar problems with Laclede Gas based upon a story that aired on KSDK on 7/5/06.

Sincerely,



Robert F. Morgan, M.D.

Laclede Gas Company ST. LOUIS, MO 63171



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

SERVICE AT: 16279 PEPPERMILL DR

ACCT NO 448896-003-6 DEPOSIT 0.00 RATE RG

PRESORTED

AVERAGE GAS COST PER THERM: 91733 DEGREE DAYS 268

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
6063	6063	0			
6117	6063	54			
		54		1.025	55.4

ACTUAL READING-METER CHANGE AMOUNT

GAS CREDIT 264.80
CURRENT CHARGES 1195.61

AMOUNT DUE \$930.81

PAYMENT DUE BY 06-29-06 DELINQUENT AFTER 07-10-06

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

AMOUNT DUE \$930.81

AMOUNT PAID

PAYMENT DUE BY 06-29-06
DELINQUENT AFTER 07-10-06
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	64.91
PAYMENT THANK YOU	64.91
CHARGE FOR UNMETERED GAS	1098.52
FROM 10-21-05 TO 03-27-06 775 CCF	
BILL ADJUSTMENT	264.80
CHARGE FOR GAS SVC 03-27-06 TO 05-25-06	92.21
WILLOWOOD TAX	4.85
ACCOUNT BALANCE	930.61
CORRECTED BILL	

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.



ROBERT F MORGAN
16279 PEPPERMILL DR
CHESTERFIELD, MO 63005

44889600360000930817

17696

#2



Customer Relations
(314) 621-6960

July 3, 2006

Robert F. Morgan
16279 Peppermill Dr.
Chesterfield, MO 63005

Re: Acct. #448896-003-6

Dear Mr. Morgan:

Our method used to calculate an unmetered gas charge is one in which we use estimating factors established from your prior usage history. There are two factors used: one for heating usage and one for non-heating usage. These factors are then applied to the weather conditions that existed during the period of time the meter was malfunctioning to produce a month-by-month billing. This method that we use is in agreement with the rules and regulations of the Missouri Public Service Commission by which, we are governed.

I have listed below a breakdown of the unmetered gas charge billed on your May 2006 statement.

SERVICE DATES		DEGREE		BILLINGS
From	To	DAYS	THERMS	
10/21/05	11/22/05	458	76.1 111.1	\$ 130.66
11/22/05	12/22/05	990	35.2 190.6	261.71
✓ 12/22/05	01/25/06	787	178.5	238.86
✓ 01/25/06	02/24/06	865	177.8	227.62
✓ 02/24/06	03/27/06	616	142.0	184.74
SUBTOTAL				\$1,043.59
WILDWOOD TAX				54.93
TOTAL				\$1,098.52

I hope this information will be of assistance to you. If you have any questions or wish to make payment arrangements, please contact me at 342-0741.

Sincerely,

Mrs. P. Johnson
CUSTOMER RELATIONS

PJ:sah

SERVICE AT: ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .93665 DEGREE DAYS 990

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6063	6029	34	1.036	35.2

ACTUAL READING AMOUNT
CURRENT CHARGES 62.80

AMOUNT DUE \$62.80
PAYMENT DUE BY 01-10-06 DELINQUENT AFTER 01-18-06

BILL DETAIL
PRIOR GAS BALANCE 186.62
PAYMENT THANK YOU 186.62-
CHARGE FOR GAS SVC 11-22-05 TO 12-22-05 59.66
WILDWOOD TAX 3.14
ACCOUNT BALANCE 62.80

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

WANT TO PAY BY INTERNET? BY PHONE? BY CREDIT CARD? SEE THE BACK OF THIS BILL FOR MORE INFORMATION.

SERVICE AT: 16279 PEPPERMILL DR
ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .72418 DEGREE DAYS 458

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6029	5955	74	1.029	76.1

ACTUAL READING AMOUNT
GAS ARREARS 87.42
CURRENT CHARGES 99.20
AMOUNT DUE \$186.62
PAYMENT DUE BY 12-07-05 DELINQUENT AFTER 12-16-05

BILL DETAIL
PRIOR GAS BALANCE 87.42
CHARGE FOR GAS SVC 10-21-05 TO 11-22-05 94.24
WILDWOOD TAX 4.96
ACCOUNT BALANCE 186.62

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

HAVE YOUR FURNACE CLEANED AND INSPECTED! CALL US FOR EXPERT SERVICE OR CONTACT A QUALIFIED HVAC DEALER.

SERVICE AT: 16279 PEPPERMILL DR
ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .00000 DEGREE DAYS 186

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6063	6063	0	1.032	.0

ACTUAL READING AMOUNT
CURRENT CHARGES 12.63

AMOUNT DUE \$12.63
PAYMENT DUE BY 02-08-06 DELINQUENT AFTER 02-17-06

BILL DETAIL
PRIOR GAS BALANCE 62.80
PAYMENT THANK YOU 62.80-
CHARGE FOR GAS SVC 12-22-05 TO 01-25-06 12.00
WILDWOOD TAX .63
ACCOUNT BALANCE 12.63

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

\$40.00 OFF THE PURCHASE OF A NEW GAS WATER HEATER! SAME DAY OR NEXT DAY SERVICE AVAILABLE.

SERVICE AT: 16279 PEPPERMILL DR
ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .00000 DEGREE DAYS 865

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6063	6063	0	1.034	.0

ACTUAL READING AMOUNT
CURRENT CHARGES 12.63

AMOUNT DUE \$12.63
PAYMENT DUE BY 03-10-06 DELINQUENT AFTER 03-21-06

BILL DETAIL
PRIOR GAS BALANCE 12.63
PAYMENT THANK YOU 12.63-
CHARGE FOR GAS SVC 01-25-06 TO 02-24-06 12.00
WILDWOOD TAX .63
ACCOUNT BALANCE 12.63

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

BEAT HIGH POSTAGE COSTS! PAY ONLINE FOR FREE! SEE THE BACK OF THIS BILL FOR MORE INFORMATION.

SERVICE AT: 16279 PEPPERMILL DR
ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .00000 DEGREE DAYS 615

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6063	6063	0	1.029	.0

ACTUAL READING AMOUNT
CURRENT CHARGES 12.63

AMOUNT DUE \$12.63
PAYMENT DUE BY 04-10-06 DELINQUENT AFTER 04-19-06

BILL DETAIL
PRIOR GAS BALANCE 12.63
PAYMENT THANK YOU 12.63-
CHARGE FOR GAS SVC 02-24-06 TO 03-27-06 12.00
WILDWOOD TAX .63
ACCOUNT BALANCE 12.63

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

PRE-SEASON GRILL SALE! CALL OR VISIT WWW.LACLEDEAPPLIANCES.COM FOR MORE INFORMATION

SERVICE AT: 16279 PEPPERMILL DR
ACCT NO. 448896-003-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .82095 DEGREE DAYS 160

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6102	6063	39	1.027	40.1

ACTUAL READING AMOUNT
CURRENT CHARGES 64.91

AMOUNT DUE \$64.91

BILL DETAIL
PRIOR GAS BALANCE 12.63
PAYMENT THANK YOU 12.63-
CHARGE FOR GAS SVC 03-27-06 TO 04-26-06 61.66
WILDWOOD TAX 3.25
ACCOUNT BALANCE 64.91

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

TOP QUALITY GRILLS FOR THE YARD, DECK, OR PATIO! CALL OR VISIT WWW.LACLEDEAPPLIANCES.COM FOR INFORMATION

DEPT. 8

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JULY 07, 2006

MORGAN, ROBERT F
16279 PEPPERMILL DR
CHESTERFIELD, MO 63005

PAGE 0001

SERVICE ADDRESS: 16279 PEPPERMILL DR
ACCT. NO: 448896-003

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE

BALANCE AS OF	05-27-05					1.00
05-27-05	BILL	04/26/05-05/25/05	5804R	42.9	55.63	56.63
06-21-05	LATE PAY CHRG-GAS SERVICE				0.85	57.48
06-28-05	BILL	05/25/05-06/24/05	5840R	36.8	49.78	107.26
07-08-05	PAYMENT-GAS SERVICE				107.26-	0.00
07-28-05	REBILL	06/24/05-07/26/05	5864R	24.5	37.92	37.92
08-22-05	LATE PAY CHRG-GAS SERVICE				0.57	38.49
08-25-05	REBILL	07/26/05-08/23/05	5895E	31.7	45.15	83.64
09-07-05	PAYMENT-GAS SERVICE				83.64-	0.00
09-26-05	BILL ADJUSTMENT CREDIT				83.07-	83.07-
09-26-05	LATE PAY CREDIT-GAS SERVICE				0.57-	83.64-
09-26-05	BILL	06/24/05-09/22/05	5840R	0.0	40.29	43.35-
10-25-05	BILL	09/22/05-10/21/05	5955R	117.5	130.77	87.42
11-25-05	REBILL	10/21/05-11/22/05	6029R	76.1	99.20	186.62
12-08-05	PAYMENT-GAS SERVICE				186.62-	0.00
12-28-05	REBILL	11/22/05-12/22/05	6063R	35.2	62.80	62.80
01-10-06	PAYMENT-GAS SERVICE				62.80-	0.00
01-27-06	REBILL	12/22/05-01/25/06	6063R	0.0	12.63	12.63
02-01-06	PAYMENT-GAS SERVICE				12.63-	0.00
02-28-06	REBILL	01/25/06-02/24/06	6063R	0.0	12.63	12.63
03-08-06	PAYMENT-GAS SERVICE				12.63-	0.00
03-29-06	REBILL	02/24/06-03/27/06	6063R	0.0	12.63	12.63
04-10-06	PAYMENT-GAS SERVICE				12.63-	0.00
04-28-06	REBILL	03/27/06-04/26/06	6102R	40.1	64.91	64.91
05-12-06	PAYMENT-GAS SERVICE				64.91-	0.00
06-14-06	BILL ADJUSTMENT DEBIT				1,098.52	1,098.52
06-15-06	BILL ADJUSTMENT CREDIT				264.80-	833.72
06-15-06	BILL	03/27/06-05/25/06	6117R	55.4	97.09	930.81
06-21-06	PAYMENT-GAS SERVICE				32.34-	898.47
06-28-06	BILL	05/25/06-06/26/06	6181R	65.4	96.94	995.41

TOTAL ACCOUNT BALANCE \$995.41

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY
HAVE MADE. REFER TO YOUR LAST BILL FOR
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE

ROBERT F. MORGAN, M.D.

2900 Lemay Ferry Rd., Ste. 100
St. Louis, MO 63125

ST LOUIS MO 63125
JUL 23 2004 PM 2 T



MISSOURI PUBLIC SERVICE COMMISSION
ADMINISTRATIVE DIVISION
PO BOX 360
JEFFERSON CITY, MO 65102

65102+0360

