

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

FEB 14 2006

Name: Catherine A. McGraw
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Co.
Respondent

Account # 826242-002-8

COMPLAINT

Complainant resides at 1048 Tower Park Dr, St. Charles MO,
(address of complainant) 63304

1. Respondent, _____
(company name)

of _____,
(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:

My Laclede Gas bill is extremely high.

I am getting "re-billed" from July, 2005 to December 2005. I need to know why my gas bill is \$651.22 too high. I do not use gas in the summer months. And I have an electric range and an electric dryer. I only use gas for the furnace to heat my home and to heat water in my water heater. I need answers. See Attachment for details.

Catherine A. McGraw

Catherine A. McGraw

P.S. - I was told the July '05 to December '05 bills should have had the word "estimated" on them. I am looking at my copies and they read "Actual Reading".

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

Friday, February 03, 2006

RE: Laclede Gas Bill number 826242-002-8

To Whom It May Concern:

I received a bill in the amount of \$832.09 due by 01-20-06. This amount included a "gas arrears" charge of \$651.22. I have paid the amount of \$180.87 that was listed as "current charges" from 12-05-05 to 01-06-06. I also paid \$100.00 over on this bill. This is an overage amount that needs to appear as a *credit* on my account and not to be applied toward the "arrears" amount. I normally pay over the amount due on all of my utility bills.

I would like to know why my gas bill is so exorbitantly high. I have tried to get answers from Laclede Gas. I have been asked if I have a pool and if so, do I have a gas pool heater? I do not own a pool, nor a gas powered pool heater. I have an electric range and an electric dryer. The only things powered by gas in my house are the water heater and the furnace. I was then told that the usage in the summer months of 2005 was higher than the colder months. There is one control in my hallway for the air conditioner and the furnace. When it gets hot outside (summer months) I turn on the air conditioner. When the air conditioner is on, I am not able to use the furnace (at the same time). So, I would like to know how Laclede Gas shows I could have even used any therms when my air conditioner was on. And when my heat was turned off, how could I have used any therms?

I was also told my bill must have been so high due to the fact that it was going to go up 30- 40 percent. If that's the case, then how did it go up by \$651.22? That's way more than 30 or 40 percent.

I have tried repeatedly to get my point across to Laclede Gas. They sent out their high bill person to read the meter and test for leaks. He came out in Jan 06 and found no leaks. He confirmed that I do have an electric range and an electric dryer. And that I only use gas for the water heater and the furnace. When I use the furnace I turn my heat down to 66-68 degrees every night (even before I received the high bill). Sometimes I even turn it off (even before I received the high bill). I would like to know how my bill can be so high with little or no usage. And how am I getting "re-billed" for months I already paid? I also would like an investigation as to the safety of these new automatic meter-reading devices.

Sincerely,

A handwritten signature in black ink, appearing to read "Catherine A. McGraw", with a long, sweeping horizontal line extending to the right.

Catherine A. McGraw