

**Exhibit No.:** \_\_\_\_\_

**Issue(s):**

Advertising Expense/  
Safety Replacement Program/  
Dues & Donations/  
Customer Correspondence

**Witness // Type of Exhibit:**

Bolin/Direct

**Sponsoring Party:**

Public Counsel

**Case No.:**

GR-2001-629

**FILED<sup>2</sup>**

OCT 11 2001

**DIRECT TESTIMONY**

**OF**

Missouri Public  
Service Commission

**KIMBERLY K. BOLIN**

Submitted on Behalf of the Office of the Public Counsel

**LACLEDE GAS COMPANY**

**Case No. GR-2001-629**

October 11, 2001

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

In the matter of Laclede Gas Company's )  
Tariff to Revise Natural Gas Rate Schedules )

Case No. GR-2001-629

**AFFIDAVIT OF KIMBERLY K. BOLIN**

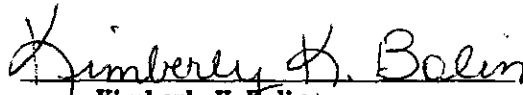
STATE OF MISSOURI )

) ss

COUNTY OF COLE )

Kimberly K. Bolin, of lawful age and being first duly sworn, deposes and states:


1. My name is Kimberly K. Bolin. I am a Public Utility Accountant for the Office of the Public Counsel.
2. Attached, hereto and made a part hereof for all purposes, is my direct testimony consisting of pages 1 through 15 and schedules KKB-1 through KKB-5.
3. I hereby swear and affirm that my statements contained in the attached testimony are true and correct to the best of my knowledge and belief.

  
**Kimberly K. Bolin**

Subscribed and sworn to me this 11th day of October, 2001.

My Commission expires May, 2005.



  
**Bonnie S. Howard, Notary Public**

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**DIRECT TESTIMONY**

**OF**

**KIMBERLY K. BOLIN**

**LACLEDE GAS COMPANY**

**CASE NO. GR-2001-629**

1 **Q. PLEASE STATE YOUR NAME AND ADDRESS.**

2 A. Kimberly K. Bolin, P.O. Box 7800, Jefferson City, Missouri 65102.

3 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

4 A. I am employed by the Office of the Public Counsel of the State of Missouri (OPC or Public  
5 Counsel) as a Public Utility Accountant I.

6 **Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND.**

7 A. I graduated from Central Missouri State University in Warrensburg, Missouri, with a Bachelor of  
8 Science in Business Administration, major in Accounting, in May 1993.

9 **Q. WHAT IS THE NATURE OF YOUR CURRENT DUTIES WITH THE OFFICE OF**  
10 **THE PUBLIC COUNSEL?**

11 A. Under the direction of the Chief Public Utility Accountant, I am responsible for performing audits  
12 and examinations of the books and records of public utilities operating within the state of Missouri.

13 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE MISSOURI PUBLIC**  
14 **SERVICE COMMISSION (COMMISSION)?**

15 A. Yes. Please refer to Schedule KKB-1, attached to this direct testimony, for a listing of cases in  
16 which I have previously submitted testimony.

1 **Q. WHAT IS THE PURPOSE OF YOUR DIRECT TESTIMONY?**

2 A. The purpose of my direct testimony is to express the Public Counsel's recommendations regarding  
3 the appropriate regulatory treatment of Advertising expenses, the Safety Replacement Program,  
4 Dues and Donations. I have also attached copies of customer correspondence Public Counsel has  
5 received.

6 **ADVERTISING**

7 **Q. WHAT WAS THE COMMISSION'S DECISION CONCERNING ADVERTISING**  
8 **EXPENSES IN LACLEDE'S LAST RATE CASE?**

9 A. In Laclede Gas Company's (Laclede or Company) last rate case, GR-99-315, the Commission  
10 stated in its Report and Order:

11 The Commission finds that the proposal of a cap on advertising expenses  
12 set at .5 percent of total utility revenues of Laclede is not supported by  
13 competent and substantial evidence. The Commission could not fulfill its  
14 duties of determining if Laclede's expenses on advertising were prudent  
15 without some review of the advertising. The commission will continue to  
16 follow the standards set out in the KCPL case.

17 **Q. PLEASE PROVIDE THE HISTORY OF THE COMMISSION ADOPTING THE**  
18 **KCPL STANDARD.**

19 A. Prior to 1986, the Commission used the "New York Rule" to determine the amount of advertising to  
20 be included in rates for gas and electric utilities operating in Missouri. "As applied by this  
21 Commission, the rule first excludes all political and promotional advertising and then allows all  
22 other advertising, including goodwill advertising, up to an amount equal to one-tenth of one percent  
23 of the utility's revenues." Re: Union Electric Company, 25 Mo. P.S.C. (N.S.) 194, 200 (1982).

1 However, in 1986, in Re: Kansas City Power and Light Company, 28 Mo. P.S.C. (N.S.) 228, 75  
2 PUR4th 1 (1986) (KCPL), the Commission adopted the Staff's recommendation to abandon the  
3 New York Rule and replace it with an analysis which separates advertisements into five categories  
4 and provide separate rate treatment for each category. The five categories of advertisements  
5 recognized by the Commission for purposes of this approach are;

- 6 1. General – advertising that is useful in the provision of adequate service;
- 7 2. Safety – advertising which conveys the ways to safely use the company's service and to  
8 avoid accidents;
- 9 3. Promotional – advertising used to encourage or promote the use of the particular  
10 commodity the utility is selling;
- 11 4. Institutional – advertising used to improve the company's public image;
- 12 5. Political – advertising which is associated with political issues

13 KCPL, pp. 269 - 271

14 The Commission adopted these categories of advertisements because it believed that a utility's  
15 revenue requirement should: (1) always include the costs of general and safety ads, provided such  
16 costs are reasonable, (2) never include the cost of institutional or political ads, and (3) include the  
17 cost of promotional ads only to the extent that the utility can provide cost-justification for the ads.  
18 (KCPL, pp. 269-271) The Commission also noted that it was abandoning the New York Rule  
19 because its use had not eliminated the need for an ad-by-ad review of each utility. (KCPL, p. 270)

1 Q. WHAT EXAMINATION AND ANALYSIS HAVE YOUR PERFORMED REGARDING  
2 LACLEDE GAS COMPANY'S (LACLEDE OR COMPANY) ADVERTISING  
3 EXPENDITURES?

4 A. I examined copies of each print ad and copies of scripts for radio and television ads. After  
5 examining all of the advertisements, I categorized each ad using the five categories established by  
6 the Commission in the KCPL case as discussed above. (See Schedule KKB-2)

7 Q. HOW DID YOU DETERMINE EACH ADVERTISING CLASSIFICATION UNDER  
8 THE KCPL STANDARD?

9 A. Each advertisement was reviewed to determine which of the following "primary messages" the  
10 advertisement was designed to communicate:

- 11 1. The promotion of a product or service (promotional);
- 12 2. The dissemination of information necessary to obtain safe and adequate gas service (safety,  
13 general)
- 14 3. The promotion of the company image (institutional); or
- 15 4. The endorsement of a political candidate/message (political).

16 Q. HAVE YOU INCLUDED GENERAL ADVERTISING IN THE COST OF SERVICE?

17 A. Yes. General advertising is advertisements that detail the hours and days business offices will be  
18 open, locations of business offices, rates customers are charged, office telephone numbers, and bill  
19 payment procedures. This type of advertisement provides the customer with useful and needed  
20 information

1 **Q. WHY DID YOU INCLUDE SAFETY ADVERTISING IN THE COST OF**  
2 **SERVICE?**

3 A. Safety advertising conveys to the customer ways to safely use gas and to avoid accidents, therefore I  
4 included safety advertising in the cost of service.

5 **Q. HAVE YOU INCLUDED PROMOTIONAL ADVERTISING IN THE COST OF**  
6 **SERVICE?**

7 A. No. As previously stated, promotional advertising encourages or promotes the use of gas or  
8 encourages new customers to use gas. As stated by the Commission in KCPL (pg. 269-271),  
9 promotional advertising should be included in the cost of service only if a company can reasonably  
10 demonstrate that the benefits received exceed the costs incurred. In Staff Data Request Number 55,  
11 when asked to provide a cost/benefit study that supports the Company use of advertising, the  
12 Company has stated, "Laclede knows of no way to obtain, much less provide, cost/benefit  
13 documentation that Staff will find satisfactory."

14 **Q. HAVE YOU INCLDUEED INSTITIUTIONAL ADVERTISING IN THE COST OF**  
15 **SERIVCE?**

16 A. No. Institutional advertising is used by a company to enhance its public image. Institutional  
17 advertising is not necessary for Laclede to provide safe and reasonable service to its customers,  
18 therefore it should not be included in the cost of service recovered from ratepayers.



1 Q. DID LACLEDE INCUR ANY POLITICAL ADVERTISING EXPENDITURES  
2 DURING THE TEST YEAR?

3 A. No.

4 Q. IN WHICH ACCOUNTS DOES LACLEDE BOOK ADVERTISING EXPENSE?

5 A. Laclede books advertising expense in accounts 416, 909, and 930.10.

6 Q. IN SEVERAL OF LACLEDE'S ADS, THE CHARACTER OF ERNEST P.  
7 WORNELL WAS USED DID DISALLOW ALL OF THE COSTS ASSOCIATED  
8 WITH THE USE OF THIS CHARACTER?

9 A. No. I disallow a portion of this expense based on ads that the character was used in.

10 Q. PLEASE EXPLAIN HOW ARRIVED AT YOUR ADJUSTMENT FOR THE ERNEST  
11 LICENSE FEE.

12 A. The Ernest License fee is paid by Laclede to utilize the character Ernest P. Wornell in advertising  
13 materials. The Company used the Ernest character in four ads for the test year. Three of the ads I  
14 have categorized promotional because these ads promote the sale of appliances or service work. I  
15 have allowed the expenses associated with one of four ads that the character Ernest appears in. I  
16 have classified this advertisement as safety related. Therefore, I removed a portion of the license  
17 fee from the test year. I disallowed approximately 83 % of the expense. This ratio was calculated  
18 by dividing the total cost of test year of promotional advertising using the Ernest character by the  
19 total advertising dollars expensed during the test year in relation to the "Ernest" character.

1 Q. WHAT IS THE TOTAL AMOUNT OF ADVERTISING EXPENSE YOU ARE  
2 PROPOSING TO DISALLOW?

3 A. \$439,244. See Schedules KKB-2 and KKB-3 for more detail.

4 **SAFETY REPLACEMENT PROGRAM**

5 Q. WHAT IS THE ISSUE?

6 A. There are two parts to this issue. First, according to Company witness, James A. Fallert, Laclede  
7 has deferred and booked to account 182.3 the costs incurred for replacement of service lines and  
8 replacement and cathodic protection of bare steel and cast iron mains, as well as associated work on  
9 other facilities. Such costs include depreciation and property taxes, and also includes a carrying cost  
10 which is a component which would normally have been expensed beginning with the in-service  
11 date. Costs deferred also include inspection of copper service lines and customer-owned buried fuel  
12 lines pursuant to the Commission's order in Case No. GR-99-315.

13 Second, the Company has proposed to discontinue the Accounting Authority Order, and include the  
14 continuing costs which are scheduled to be incurred over the subsequent three years and associated  
15 with the gas safety replacement program in rates, except expenses associated with the annual  
16 inspection of copper services. The Company has proposed to recover in rates, on an annual basis,  
17 the actual expense incurred for this program for the twelve months ending February 2001.

18 Q. WHAT DOES THE COMPANY MEAN IT USES THE TERM DEFER?

19 A. When a cost (expense) is deferred, it is removed from the income statement and entered on the  
20 balance sheet (e.g., Account 186, Miscellaneous Deferred Debits), pending the final disposition of

1 these costs at some future time, usually a rate case. The Federal Energy Regulatory Commission  
2 USOA Account No. 186, Miscellaneous Deferred Debits states:

3 A. This account shall include all debits not elsewhere provided for,  
4 such as miscellaneous work in progress, construction certificate,  
5 application fees paid prior to final disposition of the application as  
6 provided for in gas plan instruction 15A, and unusual or extraordinary  
7 expenses not included in other accounts which are in process of  
8 amortization, and items the final disposition of which is uncertain.

9 B. The records supporting the entries to this account shall be so kept  
10 that the utility can furnish full information as to each deferred debit  
11 included herein.

12 **Q. WHAT IS DEFERRED BALANCE AMOUNT AT THE END OF THE TEST YEAR**  
13 **(FEBRUARY 28, 2001)?**

14 A. \$1,548,894.

15 **Q. IS COMPANY PROPOSING TO INCLUDE THE DEFERRED BALANCE IN RATE**  
16 **BASE?**

17 A. Yes. The Company is proposing to include \$2,871,000 in rate base. This amount is the estimated  
18 gas safety deferral balance as of July 31, 2001.

19 **Q. WHAT AMOUNT OF THE DEFERRED BALANCE IS THE COMPANY PROPOSING**  
20 **TO INCLUDE IN THE COST OF SERVICE?**

21 A. Company proposes to amortize the deferred balance over five years. The first year amortization  
22 amount, which is identified on Schedule 2, page 4, adjustment 6 b. of Company's direct testimony  
23 filing is \$417,000. The Company arrived at this number by dividing the total deferred balance by  
24 five, then subtracting \$157,000 from that amount. The reduction of \$157,000 reflects the imputed

1 maintenance savings resulting from the SRP, pursuant to the Stipulation and Agreement in Case No.  
2 GR-99-315.

3 **Q. IS THE FIVE YEAR AMORTIZATION PERIOD UTILIZED BY THE COMPANY**  
4 **THE APPROPRIATE TIME PERIOD TO USE IN DETERMINING THE ANNUAL**  
5 **AMORTIZATION OF THE DEFERRED BALANCE?**

6 A. No. A five year amortization does not represent a reasonable amortization time period. It is unfair  
7 and arbitrary. A more reasonable and realistic time period is one that allows the Company to  
8 recover the deferred amounts parallel with the recovery of the investment upon which the deferral  
9 was calculated. Under normal regulatory accounting, carrying costs (AFUDC) and property taxes  
10 are added to an investment's balance during the period that the investment is categorized as  
11 construction work in progress. These additional costs appropriately follow the investment to plant-  
12 in-service upon its completion. The Company then recovers the total cost of the investment,  
13 including the AFUDC and taxes, over the used and useful life of the investment. In many instances  
14 these costs are associated with plant that is normally recovered over periods that far exceed a twenty  
15 year used and useful life. Public Counsel believes that, the time period for recovery of the deferred  
16 balances should be at least twenty years.

17 **Q. YOU STATED EARLIER THAT THE COMPANY HAS INCLUDED THE SRP**  
18 **DEFERRED BALANCE IN RATE BASE, IS THAT AN APPROPRIATE**  
19 **ADJUSTMENT?**

20 A. No. The Public Counsel recommends that the SRP deferred balance not be included in the  
21 Company's rate base. The rationale for this position is that the Company is being given an effective

1 guaranteed "return of" the deferrals associated with the Safety Replacement Program; therefore, it  
2 should not be also provided with a guaranteed return on those same amounts.

3 **Q. PLEASE EXPLAIN THE TERMS " RETURN OF' AND " RETURN ON."**

4 A. If an expenditure is recorded on the income statement as an expense it is compared dollar for dollar  
5 to revenues. This comparison is referred to as a "return of" because a dollar of expense is matched  
6 by a dollar of revenue.

7 "Return on" occurs when an expenditure is capitalized within the balance sheet because it increased  
8 the value of a balance sheet asset or investment. This capitalization is then included in the rate base  
9 calculation, which is a preliminary step in determining the earnings the company achieves on its  
10 total regulatory investment.

11 **Q. IS IT TRUE THAT SRP DEFERRED CARRYING COST AND DEPRECIATION**  
12 **EXPENSE ARE NOT ACTUALLY FUNDED BY THE COMPANY?**

13 A. Yes. The carrying cost and depreciation expense associated with the SRP deferral are not actually  
14 dollars of investment funded by the Company, they are merely paper accounting entries on the  
15 financial books of the Company. Neither the carrying cost nor the depreciation expense causes the  
16 Company to forego any actual outlay of cash. However, the dollars associated with these book  
17 entries will be recovered from ratepayers through the SRP amortization included in the Company's  
18 cost of service.

1 Q. IF THE SRP DEFERRAL BALANCE IS INCLUDED IN RATE BASE WOULDN'T  
2 THAT PERMIT THE COMPANY TO EARN A RETURN ON AMOUNTS FOR WHICH  
3 THERE WAS NO ACTUAL INVESTMENT MADE BY THE COMPANY?

4 A. Yes. In fact, allowing the Company to earn a return on the SRP deferrals has the same effect of  
5 allowing it to earn a return on a return. Stated another way, the Company will recover (receive a  
6 return of) the deferred carrying cost and depreciation expense by way of the amortization included  
7 in rates and then will earn a return on those same amounts.

8 Q. DOES THE AAO INSULATE THE COMPANY FROM THE EFFECTS OF  
9 REGULATORY LAG?

10 A. Yes. The Safety Replacement Program AAO insulates the Company's shareholders from a  
11 significant majority of the risks associated with regulatory lag that may occur if the SRP  
12 construction projects are completed and placed in service before the operation of law date of a  
13 general rate increase case.

14 Q. PLEASE EXPLAIN THE CONCEPT OF REGULATORY LAG.

15 A. This concept is based on the difference in timing of a decision by management and the  
16 Commission's recognition of that decision and its effect on the rate base rate of return relationship  
17 in the determination of a company's revenue requirement. Prudent management decisions which  
18 reduce the cost of service without changing revenues result in a change in the rate base/rate of return  
19 relationship. This change increases the profitability of the firm in the short-run, and until such time  
20 as the Commission reestablishes rates which properly match the new level of service cost.  
21 Companies are allowed to retain cost savings, i.e., excess profits during the lag period between rate

1 cases. When faced with escalating costs which will change the rate base/rate of return relationship  
2 adversely with respect to profits, regulatory lag places pressure on management to minimize the  
3 change in the relationship, by filing an application for a rate increase.

4 **Q. HAS THIS COMMISSION RULED THAT IT IS NOT REASONABLE TO**  
5 **PROTECT SHAREHOLDERS FROM ALL REGULATORY LAG?**

6 **A.** Yes. In Missouri Public Service Company, Cases Nos. EO-91-348 and EO-91-360, the  
7 Commission stated:

8 Lessening the effect of regulatory lag by deferring costs is beneficial to a  
9 company but not particularly beneficial to ratepayers. Companies do not  
10 propose to defer profits to subsequent rate cases to lessen the effects of  
11 regulatory lag, but insist it is a benefit to defer costs. Regulatory lag is a  
12 part of the regulatory process and can be a benefit as well as a detriment.  
13 Lessening regulatory lag by deferring costs is not a reasonable goal unless  
14 the costs are associated with an extraordinary event.

15 Maintaining the financial integrity of a utility is also a reasonable goal.  
16 The deferral of costs to maintain current financial integrity though is of  
17 questionable benefit. If a utility's financial integrity is threatened by high  
18 costs so that its ability to provide service is threatened, then it should seek  
19 interim rate relief. If maintaining financial integrity means sustaining a  
20 specific return on equity, this is not the purpose of regulation. It is not  
21 reasonable to defer costs to insulate shareholders from any risks.

22 **Q. SHOULD RATEPAYERS BE REQUIRED TO PROVIDE THE COMPANY WITH AN**  
23 **EFFECTIVE GUARANTEED RETURN ON THE SRP CONSTRUCTION**  
24 **EXPENDITURES JUST BECAUSE THE COMPANY'S MANAGEMENT CHOOSES**  
25 **NOT TO EXERCISE ITS PLANNING AND OPERATING RESPONSIBILITIES?**

1 A. No, ratepayers should not be required to fund such a return. Planning and operation of the  
2 Company's construction projects are a fundamental responsibility of Laclede's management. Only  
3 management has complete access to the data and resources necessary to fulfill these responsibilities,  
4 and as such, management should be able to implement a SRP construction program that minimizes  
5 the effects of regulatory lag on the Company finances. To the extent regulatory lag moves against  
6 the Company, the Commission has already decided, as mentioned earlier, that lessening regulatory  
7 lag by deferring costs is not a reasonable goal.

8 The purpose of the accounting variance is to protect the Company from adverse financial impact  
9 caused by the regulatory delay period, and to afford it the opportunity to recover these charges. The  
10 accounting variance should not be used to place the Company in a better position than it would have  
11 been in if plant investment and rate synchronization had been achieved.

12 **Q. PLEASE RECAP THE PUBLIC COUNSEL'S RECOMMENATION REGARDING**  
13 **LACLED'S SRP ACCOUNTING AUTHORITY ORDER.**

14 A. The Public Counsel believes that the Commission should order the Company to exclude the  
15 deferred balance of the SRP Accounting Authority Order from rate base, thus eliminating the  
16 Company's earning a return on the balance. We also recommend that the Commission order the  
17 Company to amortize the deferred balance over a period more representative of the useful life of the  
18 plant with which the amount is associated. It is the Public Counsel's belief that an amortization  
19 period of 20 years or greater is a more realistic and reasonable time period for the Company to  
20 recover these costs.



1 Q. IS THE COMPANY PROPOSING TO CONTINUE THE ACCOUNTING AUTHORITY  
2 ORDER FOR THE SRP?

3 A. No, the company does not wish to continue to AAO. Instead, the Company is proposing to include  
4 in rates the future budgeted costs over the subsequent three years which are associated with the  
5 SRP. Public Counsel does not agree with this adjustment. I will be addressing this proposed  
6 adjustment in my rebuttal testimony.

7 DUES AND DONATIONS

8 Q. WHAT ADJUSTMENT DO YOU PROPOSE TO THE TEST YEAR FOR DUES AND  
9 DONATIONS EXPENSE?

10 A. I recommend disallowing \$126,928 from the test year costs of service for dues and donations. This  
11 amount includes the \$35,837 the Company has proposed removing from the cost of service. (See  
12 Schedule KKB-4)

13 Q. PLEASE EXPLAIN WHY YOU PROPOSE REMOVING CERTAIN DUES AND  
14 DONATIONS EXPENSES FROM THE TEST YEAR.

15 A. I propose removing certain dues and donations expenses because the expenditures are either:

- 16 1. Representative of involuntary ratepayer contributions;
- 17 2. Supportive of activities which are duplicative of those performed by other organizations to  
18 which the Company belongs and pays dues;
- 19 3. The cost of the organization's activities do not provide any direct benefit to the ratepayer; or
- 20 4. Membership to the organization is not necessary for the utility to provide safe andadequate  
21 service.

1 **Q. DID YOU DISALLOW ALL OF AMERICAN GAS ASSOCIATION (AGA) DUES?**

2 A. No. I disallowed 15% of the AGA dues because in Missouri Public Service Commission staff data  
3 request number 126, the Company provided percentages of dues spent on lobbying activities for  
4 four organizations. At the time of the Company response to this data request the Company did not  
5 have the percentage of dues spent on lobbying activities for the American Gas Association.  
6 Therefore, I applied the percentage used by Staff witness John Boczkiewicz in Case No. GR-99-  
7 315. This Commission has traditionally disallowed expenses related to trade association lobbying  
8 activities.

9 **CUSTOMER CORRESPONDENCE**

10 **Q. HAS THE OFFICE OF THE PUBLIC COUNSEL RECEIVED PHONE CALLS, E-**  
11 **MAILS AND LETTERS FROM CUSTOMER IN OPPOSITION TO THIS RATE**  
12 **INCREASE?**

13 A. Yes, the Office of the Public Counsel has received 20 calls, 38 e-mails and 29 letters in opposition  
14 to this increase. Attached to my testimony as Schedule KKB-5 are copies of e-mails and letters our  
15 office has received.

16 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

17 A. Yes.

**CASE PARTICIPATION**  
**OF**  
**KIMBERLY K. BOLIN**

<u>Company Name</u>	<u>Case Number</u>
St. Louis County Water Company	WR-95-145
Missouri-American Water Company	WR-95-205
Steelville Telephone Company	TR-96-123
St. Louis Water Company	WR-96-263
Imperial Utility Corporation	SR-96-427
Missouri-American Water Company	WA-97-45
Associated Natural Gas Company	GR-97-272
St. Louis County Water Company	WR-97-382
Union Electric Company	GR-97-393
Gascony Water Company, Inc.	WA-97-510
Missouri Gas Energy	GR-98-140
Laclede Gas Company	GR-98-374
St. Joseph Light & Power	ER-99-247
	GR-99-246
	HR-99-245
Laclede Gas Company	GR-99-315
Missouri-American Water Company	WR-2000-281
St. Louis County Water Company	WR-2000-844
Osage Water Company	SR-2000-556
	WR-2000-557
Empire District Electric Company	ER-2001-299
Gateway Pipeline Company	GM-2001-585
Warren County Water & Sewer	WC-2002-155
	SC-2002-160

**Advertising Expense**

<u>Description</u>	<u>Amount Incurred</u>	<u>Amount Disallowed</u>	<u>Advertising Category</u>
<b>Account 909</b>			
Ask the Expert	\$ 80,480.12	\$ 80,480.12	Promotional
Ernest Football	\$ 16,990.75	\$ 16,990.75	Promotional
Ernest All Purpose Tool	\$ 21,659.25	\$ 21,659.25	Promotional
Live Spots	\$ 31,016.26	\$ 31,016.26	Promotional
Open Letter to Customer	\$ 33,891.44		General
St. Louis Build (Construction	\$ 9,570.00	\$ 9,570.00	Promotional
Public Service is our Daily Business	\$ 1,875.00		General
Elderly & Handicaped	\$ 16,234.38		General
Follow your Nose	\$ 10,336.68		Safety
Safety Tips	\$ 16,134.81		Safety
\$5,000 Reward	\$ 477.90		Safety
Ernest One Tool	\$ 642.75	\$ 642.75	Promotional
Ernest License Fee	\$ 8,833.34	\$ 5,822.70	
 Total Account 909	 \$ 248,142.68	 \$ 166,181.83	
 Amount Allowed		 \$ 81,960.85	

**Advertising Expense**

<u>Description</u>	<u>Amount Incurred</u>	<u>Amount Disallowed</u>	<u>Advertising Category</u>
<b>Account 930.1</b>			
Ask the Expert	\$ 80,480.13	\$ 80,480.13	Promotional
Ernest Football	\$ 16,950.75	\$ 16,950.75	Promotional
Ernest All Purpose Tool	\$ 21,659.25	\$ 21,659.25	Promotional
Live Spots	\$ 31,016.26	\$ 31,016.26	Promotional
Our Daily Business	\$ 41,000.00	\$ 41,000.00	Institutional
Bringing you Energy	\$ 41,000.00	\$ 41,000.00	Institutional
St. Louis Builds (Construction)	\$ 11,730.00	\$ 11,730.00	Promotional
St. Louis Builds (Graphic)	\$ 19,350.00	\$ 19,350.00	Promotional
St. Louis Builds (Text)	\$ 100.00	\$ 100.00	Promotional
Serving this Public is our Daily Business	\$ 300.00	\$ 300.00	Institutional
Ernest One Tool	\$ 642.75	\$ 642.75	Promotional
Ernest License Fee	\$ 8,833.33	\$ 8,833.33	
<b>Total Account 930.1</b>	<b>\$ 273,062.47</b>	<b>\$ 273,062.47</b>	
Total Allowed		\$ -	

Direct Testimony of  
Kimberly K. Bolin  
Case No. GR-2001-629

**Company Excluded Dues**

Jefferson City Rotary Club	\$	150
Media Club	\$	11,323
Missouri Athletic Club	\$	6,124
Municipal Theatre Association of St. Louis	\$	25
Noonday Club	\$	3,970
Optimist Club West	\$	85
Rotary Club of St. Louis	\$	1,246
Strathalbyn Farms	\$	2,224
St. Louis Ambassadors	\$	600
St. Louis Club	\$	2,695
The Bogey Club	\$	4,050
The Round Table	\$	200
TWA Ambassadors	\$	525
University Club	\$	2,620
<b>Total Company Excluded</b>	<b>\$</b>	<b>35,837</b>

**Additional Dues Excluded By OPC**

St. Louis Assn. Of Realtors	\$	293
Air & Waste Management Association (AWMA)	\$	445
American Gas Cooling Center, Inc.	\$	20,000
American Society of Heating, Refrigerating, & A/C Eng	\$	1,969
Construction Products Council	\$	200
Missouri Assn. Of Building Officials & Inspectors	\$	155
St. Charles County Assn. Of Code Officials	\$	40
The Construction Specifications Institute	\$	220
American Assn. Of Family & Consumer Services	\$	118
Chefs De Cuisine Assoc	\$	300
Consumer Science Business Professionals	\$	150
Home Builders Assn. Of Greater St. Louis	\$	540
Missouri Restaurant Association	\$	261
St. Charles County Historical Society, Inc.	\$	50
St. Louis Consumer Science Business Professionals	\$	80
American Assoc of Petroleum Geog	\$	62
American Association of Occupational Health Nurses	\$	165
Associated General Contractors of St. Louis	\$	530
ASTD	\$	45
Attorney Reg State II (A.R.D.C.)	\$	360
Bar Association of Metropolitan St. Louis	\$	1,830
Citizens for Modern Transit	\$	50
District of Columbia Bar Association	\$	125
Employee Benefits Assn. Of St. Louis	\$	75
Energy Bar Association	\$	110
Federal Bar Association	\$	125

Direct Testimony of  
Kimberly K. Bolin  
Case No. GR-2001-629

Focus St. Louis	\$ 150
Illinois State Bar Association	\$ 238
Missouri Chamber of Commerce	\$ 10,000
Missouri Chapter International Assn. Of Arson Inv	\$ 10
Missouri Police Chief Association	\$ 100
National Assn. Of Colleges & Employers	\$ 374
Natural Gas Vehicle Coalition	\$ 18,900
Press Club of Metropolitan St. Louis	\$ 75
Professional Fire & Fraud Investigators, Assoc, Inc.	\$ 45
The American Chemical Society	\$ 116
The Backstoppers	\$ 450
American Gas Association - 15 % Lobbying	\$ 17,381
Downtown St. Louis Partnership	\$ 6,250
St. Louis Area Business Health Coalition	\$ 8,704
<b>Total OPC Excluded</b>	<b>\$ 91,091</b>
 <b><u>Grand Total</u></b>	 <b><u>\$ 126,928</u></b>

Sept. 2001

REF: LACROIX GAS. CO. (Requesting a 5% increase on Gas Bill).

Response:

Don't we ALL want AN increase of 5% (on our monthly income!) - instead the middle class is constantly getting hit with monthly expenses increasing!

We already work 2 full time jobs to (barely) maintain a middle class lifestyle....

my question is— How much more, longer, harder is one suppose to work (note: ~~note~~ live of those who do work,

I.E.: Unemployment, Food Stamps, Any assistance ... ) we pay /work for All bills, Anyone (like Lacroix Gas) who has a monopoly in the market seems to have the call on what they want (more money).

I've seen a crew of Lacroix "workers" 1 guy DIGS, 4 watch him Dig - what is up with that?

Schedule KKB-5.1

Signed, can't work any harder to Against any increase!

SEP 11 2001



OFFICE OF  
PUBLIC COUNSEL

P.O. B 7800 JEFF. CITY, MO  
65102



Austin Knubley  
2866 Gatling Dr.  
Saint Louis, MO 63129

RE: LACLEDE GAS CO  
RATE INCREASE

IF RESIDENTIAL CUSTOMER TRIES TO CONSERVE,  
SALES DROP; PROFITS DROP; EXECUTIVE BONUSES  
DROP BECAUSE SHAREHOLDERS DIVIDENDS DROP -  
RATES GO UP!

COMMERCIAL RATES GO UP; COST OF GOODS  
GO UP; SALE PRICE TO CONSUMER GOES UP!  
My wife and I live on my disability  
income. (over)

SEP 13 2011

We are still paying on a home mortgage  
in St Louis County.  
These average increases never seem  
to apply to us; they are always higher.  
These utilities should conserve;  
not be allowed to overstaff work sites prior  
to rate reviews, etc.  
Rate increase should be refused.

Sincerely,  
Austin Knubley

[illegible]

By Howard West

**FILE COPY**

Mr. Charles C. C. C.

2316 (Loc. 14)  
off Loc. 16, me  
Sept 13, 2001

**FILE COPY** Notice of Local Public Hearings  
and of Evidentiary Hearing

Laclede Gas Company has filed revised gas service tariff sheets with the Missouri Public Service Commission that would increase the Company's Missouri annual gross revenues by approximately 5 percent. For the average residential customer, the proposed increase would be approximately \$4.90 each month.

How much  
money does  
your  
C.E.O.  
NEED  
?

The Commission has set local public hearings to receive customer comments on Laclede's rate case. Hearings will commence at the time indicated.

This is Rediculous

St. Louis, MO: 12:00 p.m. on October 17, 2001  
University of Missouri-St. Louis

J.C. Penney/Conference Center, Rm. 126  
East Campus Drive  
(off of Natural Bridge Road)

OUR Bills Are too  
High Now.

Chesterfield, MO: 6:00 p.m. on October 17, 2001  
PSC St. Louis Office  
815 Charter Commons Drive, Suite 100B

You should  
Know that by the  
#1<sup>st</sup> mo. program to  
Help  
Poor people.

If you wish to comment or obtain additional information, you may contact Laclede at (314) 641-2168 or by e-mail at [hearings@lacledegas.com](mailto:hearings@lacledegas.com). You may also contact the Office of the Public Counsel at P.O. Box 7800, Jefferson City, Missouri 65102, or by calling (573) 751-4857, or by e-mail at [www.mo-opc.org](http://www.mo-opc.org).

SEP 17 2001

MRS. CARNEY  
9243 MACON  
St. Louis, MO. 63134

**FILE COPY**

September 12, 2001

Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Missouri 65102

Dear Sir/Ms:

We wish to comment on the request by Laclede Gas Company to increase the Company's annual gross revenues by 5 percent. For the first time in our lives we have had to go on the monthly plan to pay for our heating last winter. We keep our house at 65 in the winter and we are retired and in our early and late 70s.

It seems that Laclede would like the US and Mo. State Governments to pay for older people in the hospital with hyperthermia. Our income does and will not go up 5 percent, it will not go up at all.

What is Laclede Gas trying to pull here? The market is falling farther every day, unemployment has reached its highest in years, more and more people are without jobs or a means to pay for increases of any kind. This is NOT the time for Laclede Gas to be trying to get more money for its CEOs and upper management types.

Industry has to lay off people when they start to lose money because they cannot "stick" the taxpayer for it. EVERY utility must be made to do the same thing and start with the upper salaries. You cannot expect the public so sit still for these continual increases, there is no shortage of gas supplies. Laclede Gas does have the right to keep asking us for more money without just cause and this is not a time of just cause.

Yours truly,

*Mr. + Mrs. A. Caldarola*

Mr. & Mrs. Anthony Caldarola  
2446 Driftwood Lane  
St. Louis, MO. 63146

Schedule KKB-5.5

SEP 18 2001

FILE COPY

SEPTEMBER 15th, 2001

OFFICE OF THE PUBLIC COUSEL  
P.O. BOX 7800  
JEFFERSON CITY, MO 65102

RE---MARJORIE V. BICKELL  
229 RIVERBLUFF DR  
APT #210  
ST. CHARLES, MO 63301-3539

TO WHOM THIS CONSERNS: I AM A SENIOR CITIZEN AND TRYING TO LIVE ON A VERY LIMITED INCOME: I RECEIVED A NOTICE IN THE MAIL THE OTHER DAY IT CAME WITH MY GAS BILL, THEY ARE COMING TO TRY TO INCREASE THE RATE BY 5 PERCENT THAT WOULD INCREASE MY GAS BILL BY \$4.90 PER MONTH, I THINK THAT IS OUT RAGES FOR THEM TO DO THAT, I WANT YOU TO SAY NO.

IT SOUNDS LIKE THEY ARE TRYING TO DO LIKE SOME GAS STATIONS TRIED TO DO AND ATTORNEY JAY NIXON WARN THEM. THEY RAISED IT LAST LAST YEAR THEY THOUGHT WE WOULD HAVE ANOTHER WARM TEMPERATURE FOR THE WINTER. NOW THEY WANT TO RAISED IT AGAIN, ITS TIME FOR YOU PEOPLE TO DO SOME THING WITH LACLEDE GAS COMPANY.

I AM 83 YEARS OLD, NOW DO SOME THING, I GUESS THEY THINK WE ARE GOING TO WARE, WELL WE MIGHT.

SINCERELY,

*Marjorie V. Bickell*

MARJORIE V. BICKELL

Schedule KKB-5.6

SEP 19 2001

FILE COPY

Aug. 16, 2001  
6246 Reber Pl.  
St. Louis, Mo  
63139

Public Counsel,  
Please don't  
let Laclede Gas  
raise the rates.

I work with people  
with disabilities and  
we don't have enough  
money to make ends meet  
now. A rate hike would  
just do us in. Our  
budgets are so stretched  
thin, we couldn't pay  
more than we do now.

Thank you,

Susan C. NUNNERY  
H. 314-645-4352  
W. 314-438-0077 ext. 43

Schedule KKB-5.7

SEP-20-2001

**FILE COPY**

**Jim Hunter**

James E. Hunter

5412 Itaska

Louis, MO 63109

314- 832- 9906 ph/fax

Sept. 18,2001

To Office of the Public Counsel  
P. O. Box 7800  
Jefferson City MO65102

The Time has come to find out what is wrong with the management and operations at Laclede Gas . I believe it is time to replace the top officers or even maby Laclede gas With a new more efficient co.. The stunt that Laclede Gas pulled last year With the astronomical increase of prices a t a time when they made a bigger profit then they had ever made before in the History of the company was just wrong. Many people were already struggling to pay their bills and put food on the table. There is something wrong. thats right WRONG!. The public Service commission needs to be replaced because they have no backbone .This city is at a boiling point when it comes to the outrage over gas prices . They have the audacity to ask for another approx. \$4.90 a month with the revised gas tariff. Laclede Gas needs to tighten there belt run more efficiently and find out what they can do to reduce costs. Every non Monopoly company has had to do that Maby the payroll at the top is to high. .? .

I live at 55 degrees in the Winter unless I have visitor and my bills are still way to high . We need private investigators to find out if we are being charged properly. Gas Bills this Winter like we had last Winter will devastate people who are already suffering. Enough is enough!

Yes I am apposed to any increase Laclede gas is asking for

Sincerely  
  
Jim Hunter

SEP 21 2001

Schedule KKB-5.8

Missouri Public Service Commission  
Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Missouri 65102

Sept. 20, 2001

FILE COPY

Lambert N. Raterman  
11240 Bellefontaine  
St. Louis, Mo. 63138-1037

Gentlemen:

I wish to express my opposition to Laclede Gas Company's request for a 5 percent increase to their annual gross revenues. With the economy in a state of flux and interest rates continually dropping, it is difficult for retired couples to meet their living expenses on income derived from social security and interest income.

For the year 2001 social security cost of living was 3.5% Inflation is constantly being reported at .1%. so why does Laclede need a 5% increase in their gross revenue. I would like to have 5% interest rate on my bank CD's.

When I look at my gas bill for a summer or winter month and deduct the tax and the cost of gas consumed based on their reported cost of gas per therm, I come up with a figure that I would take to be their operating cost. This figure for a summer month is \$12.81. A \$4.90 increase to residential customers divided by what I take to their operating cost of \$12.81 would then be a 38% increase. Using the same analysis for a winter month the figures would indicate a 12.69% increase.

I think there request would add to the hardship many of their customers are experiencing to pay their gas bill. The amount of \$4.90 is excessive to residential customers.

I strongly urge the Commission to deny their request at this time. The economy is weak and many of their customers are being laid off or reduced to the status of a part time employee.

Sincerely yours

  
Lambert N. Raterman

Schedule KKB-5.9

SEP 24 2001



**FILE COPY**

9-23-01

TO: Missouri Public Service Commission

Please do not approve Tascade Gas Company's Revised gas service Service Tariff that would increase residential Cost an additional \$4.90/month. Gas Cost is high enough now and \$4.90 is unreasonable.

Thank you,

James J. Ryan  
134 Monteith Cir.  
Saint Louis, MO 63137

SEP 25 2001

FILE COPY

24 Aug 2001

Dear Sir,

I am strongly opposed to the removal of services  
tariffs that will increase bills approximately \$4.90  
per month for residential customers.

Under the current economic conditions in our

country and impending military actions it is

inevitable and, I believe, totally unethical for the

service

American are asked to sacrifice why doesn't

Shells then join in. If last year's high prices  
caused you to be turned off this will only contribute  
to the problem.

FSC - please, please deny the shells

request

Caroline Barry  
3728 Silver Ridge Dr.  
St. Peter, MO  
63976-6810

From customer

4405 Harris

St Louis, MO 63115

FILE COPY

NO to any increase of any amount at this time.

The customers are very weak due to a weak economy.

NO to any increase of any amount at this time. In the city of St. Louis New business are opening, New single family home are being built and occupied and vacant lots and vacant real deteriorated building are being returned back to structure of use. New customers means New revenue!!

Lets be fair to the customers. Laclede Gas first needs to update procedures  
① modernize ② be efficient ③ change and cut the fat.

SEP 26 2007



Fixed Income  
Customer  
4405 Harris  
St Louis, MO 63115  
314 2612166

Retired 68 year old

NO to Reg  
Laclede Gas  
company increase

FILE COPY

From customer  
13575 Waterford Dr #1  
Fluissant, MD 63033

NO to any Increase of any  
Amount at this time. The  
customers are very weak due  
to a weak economy.

NO to an any increase  
of any amount at this time  
In hard time consumers  
are finding other ways to  
save on heating and cooking  
use of Gas. This is change  
for the good.

Before any increases of  
Laclede Gas service to the public  
why not require them to change  
for example ① update procedures  
② modernize ③ be efficient  
④ change and ⑤ cut the fat.

customer  
13575 Waterford Dr #1  
Fluissant, MD 63033  
314 838 3454

SEP 26 2007

Re: No to  
Laclede Gas  
company Request  
for an increase



Forget the COPY

Write it down... lest you forget. 2001

\* Dear People  
\* The Gas Co.  
\* wants a raise.  
\* That hurts  
\* naturally.  
\* Please be  
\* sure its  
\* necessary before  
\* you let it  
\* happen. I have  
\* a good day.  
\* Caroline F. Farn  
\* 2001 4 Bluffwood Ct.  
\* St. Charles, Mo.  
\* E63301

FILE 377

6259 Steve Marre Apt. C  
St. Louis, Missouri  
September 24, 2001

Office of Public Counsel  
P.O. Box 7800  
Jefferson City, Missouri 65102

Dear Office of Public Counsel:

Why are you charging  
your customers an extra .05%  
(\$4.90) each month for the use of  
gas? It is not fair. We have other  
bills to pay that are charged  
unfairly to us also.

Please reduce the amount of  
money we are charged for gas each  
month.

Yours truly,  
Johnnie A. Young

SEP 27 2001

Schedule KKB-5.15

Dear folks;

**FILE COPY** 9/22/01

Just got my Laclede Gas bill and the insert about ANOTHER rate Increase...of perhaps=\$5.00 a month...could be more, anybody can guess....it certainly would'nt be LESS....!....anyway, I'm sure most people realize we all(working people that is)need some sort of Annual salary increases to keep ahead in this world and the folks at Laclede are part of those people;but let's look at the UPPER ECHELON'S salaries...are they in line with what the're doing;or are they arrogant-outrageous monetary positions...?!.....and what about those on FIXED INCOMES=Diabed-Retired-Etcetera WHY NOT LEAVE THOSE PEOPLE ALONE, IRREGARDLES OF THEIR INCOMES;-- they don't make Good wages and get 3-5% raises a year like most working people....give them--a break...!!!I would say-ANYONE UNDER=\$20,000.00 a year(retired/disabled/working)should be left alone...leave their rates alone....my thoughts...A Customer....

R. J. KARN

4609 Steffens Ave.

St. Louis, Missouri 63116

SEP 28 2001



Sept 2017 **FILE COPY**

Office of the Public Council,

Greetings! I am a resident of St. Louis, Mo + in opposition to the proposed rate hike for hachde gas.

Last year to be able to pay my gas heating + cooking bill I had to resort to setting my thermostat at 56° which is just on! Rather cold + wood heat isn't an option! I am 57 yrs old, single + only able to find a job of 20 hours a week at \$8.00 per hour. Health insurance just went up \$10 per pay check + bus pass is going up \$5. per month. So where do I get additional \$4.90 per month for gas?

I'd like to see all you high salaried people live like I do!

But then, I choose to live simply so that those less fortunate may simply live.

Where does it all stop?

Sincerely,

Carat Thurman

SEP 28 2017



# FILE COPY

I am a single Senior Living on  
a very low bud get. I have  
always been conservative using  
the utilities and protest any  
additional rates.

too bad I cant be conservative  
with drugs.

*frances mwp*

OCT 01 2001

Schedule KKB-5.18

September 28, 2001

**FILE COPY**

Office of the Public Council  
P.O. Box 7800  
Jefferson City, MO 65102

Subject: Laclede Gas rate increase


Dear Public Council:

Laclede Gas seems to be a poorly managed company. Consider the following:

1. Their monthly residential bill does not present an itemized list of the charges. The attached example shows consumption of 63.7 Therms @ .74128 = \$47.22 . However, the charge is for \$69.29 . Where does the difference stem from? I can guess, but it should be posted on the bill so I shall not suspect them of overcharging.
2. Numerous times in the past I requested (in writing) their residential tariff sheet, but never received any.
3. Several days ago I called several times the number given for the upcoming public hearing (314.641.2168). The phone was busy and I couldn't leave a message because "the voice mailbox is full".

I strongly object to any rate hike until these problems are corrected.

Sincerely,



David Ronen, Ph.D.

Schedule KKB-5.19

OCT 02 2001

9-27-01

Jeanette Peterman  
9330 Melanie Dr  
Saint Louis, MO 63137

## FILE COPY

Along with my gas bill  
I received a notice of  
a raise in Mo. tariff filed  
with the Missouri Public  
Service Commission.

Please help the Senior  
Citizens keep their bills  
from going sky high.

I can't afford this.

Thank you  
Jeanette Peterman

OCT 02 2001

## FILE COPY

To Whom It May Concern

This is all wrong for you to allow these Gas companies (Laclede) to go up on price just to have the meter on the house. It is hard enough to pay to heat your house. But, then now it is going to be \$19.90 a month. We keep the furnace down low in the winter, because the bill is so high. The bill is going to be almost \$20.<sup>00</sup> a month before I even use any gas to heat my house. This is ridiculous. Please stop this.

Sincerely  
Lauren Matteson

OCT 02 2001

**FILE COPY**

SYBIL ASBERRY  
406 BIRDIE HILL RD  
ST PETERS MO  
63376-1941

PUBLIC COUNSEL:

PLEASE DONT LET LACLEDE GAS CO  
HAVE THIS RAISE.

I COULD HARDLY MAKE IT LAST YEAR,  
I WILL BE 83 YEAR OLD OCT 15TH, I  
AM A WIDOW LIVING ON MY SOCIAL  
SECURITY. LAST YEAR IT WAS HARD  
TO MEET THE GAS BILL AND EAT.  
WHAT WILL IT BE THIS YEAR IF THEY  
GET MORE?

I DONT TRUST ST CHARLES LACLEDE  
GAS COMPANY. WHEN I LIVED IN  
ST LOUIS & STANN I NEVER HAD ANY  
TROUBLE WITH THE GAS CO. OUT HERE  
I HAVE BEEN FIGHTING WITH THEM  
FOR 17 YEAR. THEY WILL CHEAT ME  
THEN IF I CATCH THEM, THEY JUST  
WILL SAY SORRY. FOR INSTANCE. MY  
BILL LAST MONTH WAS \$21.00. TODAY  
I GOT A BILL FOR \$33.46 IT WAS HOTTER  
THIS MONTH THAN LAST, I CANT GO TO  
THEIR MEETINGS. I DONT GO OUT AT NIGHT  
SO PLEASE HELP ALL OF US THAT DONT  
HAVE MUCH TO LIVE ON. THANK YOU Sybil Asberry.

OCT 02 2001

FILE COPY

Oct 1, 2001

Public Counsel / Mrs. Public Service Commission

Dear Sirs

I am writing regarding the hearing on Laclede Gas. Maybe I am missing something but I surely don't understand

In the Post Dispatch paper Sept 26, 2001 the following article appeared. Now in my monthly gas bill the following insert was enclosed

This does not seem to be very consistent to me. Maybe I am mixing apples & oranges. But I surely do question this and am compelled to ask.

Thank you for taking the time to read my letter

Yours truly,  
Norma Schell

OCT 04 2001

# Customers can bank on lower gas bills this winter

Low industrial demand and mild weather push wholesale prices down

By BRADLEY KEOUN  
Bloomberg News

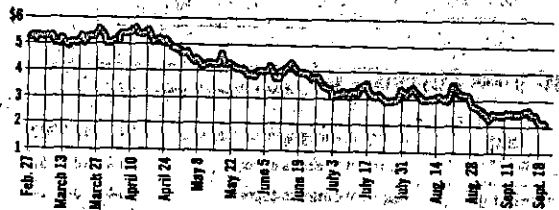
WASHINGTON — Manufacturers will use less natural gas to run machines and to heat buildings over the winter, ensuring that homeowners won't see a repeat of last year's skyrocketing prices, a gas-producers group said Tuesday. Industrial demand for gas is expected to fall 4.8 percent for the coming winter, the Natural Gas Supply Association fore-

cast. Rising inventory, milder weather and weaker demand will mean lower gas bills than last winter, when wholesale prices quadrupled to a record. The producer group had expected gas demand to rise and issued a new forecast after the terrorist attacks Sept. 11 in the United States. The attacks disrupted business and dimmed prospects for an economic recovery by the first quarter of next year. The group forecast industrial demand 10 percent lower than the estimate before the attack. "Consumers are going to love the prices this winter," said R. Skip Horvath, president of the group. "Last year, every indicator suggested prices would go up. This year, it's largely the opposite."

See Gas, C7

## Wholesale price of natural gas declines

Dollars per million British thermal units



NOTE: Prices on the New York Mercantile Exchange. (The exchange was closed Sept. 11-13 because of terrorist attacks on the World Trade Center.)  
Source: Department of Energy

POST-DISPATCH

## Gas

### Large inventory reduces potential for price spikes

Continued from C1

Last winter, home-heating bills jumped 65 percent as utilities passed along the high cost of natural gas. Natural gas hit a record \$10.10 per million British thermal units Dec. 27 on the New York Mercantile Exchange.

Demand for gas surged during the coldest November-through-December period in more than a century, draining supplies to their lowest year-end level on record.

Since last winter, inventory has grown as demand has slowed.

Supply, monitored by the American Gas Association, has increased 19 percent from a year ago, at 2.76 trillion cubic feet.

"The storage figures show we're not nearly as vulnerable to price spikes," Horvath said.

Industrial gas demand over the winter will hit 3.52 trillion cubic feet, down from 3.70 trillion in the year-ago period. It's less than the 3.92 trillion cubic feet that industry was forecast to consume before the attacks.

Total gas demand from November through March is expected to fall 2.1 percent from the year-ago period, compared with a predicted increase of 1.5 percent before the attacks in New York and Washington.

Also, residential and commercial demand will fall from last

year, mostly because forecasters expect a milder winter.

Demand from power plants might rise, the group said. Last winter many power plants switched their boilers to burn fuel oil or heating oil instead of high-priced gas, which trimmed gas demand from generating plants by about 315 billion cubic feet, or 28 percent.

The lost demand should return this winter, after an 80 percent drop in natural gas prices to less than \$2 per million British thermal unit.

"With oil prices remaining strong, it is anticipated that fuel switching during the forthcoming winter will be confined to a relatively few days when spikes in gas prices may occur due to frigid weather," the report said.

## FILE COPY

September 30, 2001

Dear Sir,

Yesterday I received a notice from Freddie Mac regarding their intentions to exact a 5% rate increase on residential

bills, monthly. I am still trying to get off my gas bills of 2000-2001. After the triple, and quadruple, bills received last season, I do not

think any increase is in order.

Heat, like medical care, is something few people can exist without. I was ill last winter, from trying to get by, and lowering my thermostat into the 60's.

I cannot take that chance again.

I have a "fixed income", but it

gets smaller each year due to medical insurance increases, other inflation, etc.

OCT 04 2001

Freddie Mac wants will be much larger in the next months, when their price for gas goes up, and this increase is passed on to the customer. This kind of back-door gouging should stop. Everyone (alright) is suffering from the economic downturn. They should companies whose products hold our very lives in thrall, profit unfairly, and yes, cruelly in this manner. It is a bad thing. Someone in power should stop them.

Thank you for allowing me to comment.

Yours truly,

Nancy Nellis

17 Cool Meadows

Bellingham, Me. 03011

(603) 394-3596

**FILE COPY**

ISAAC E. YOUNG  
ATTORNEY & COUNSELOR AT LAW  
7409 MANCHESTER  
ST. LOUIS, MO. 63143  
(314) 781-3122  
FAX (314) 781-6753

ORLIE F. UNDERWOOD, ATTORNEY  
(DECEASED)

October 2, 2001

Office of the Public Council  
Missouri Public Service Commission  
P.O. Box 7800  
Jefferson City, MO 65102

Re: Laclede Gas Tariff Charges

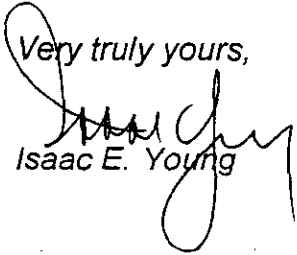
Gentlemen:

I received a notice that Laclede Gas wants to raise its rate approximately 5%. I am opposed to this rate increase. Laclede Gas has raised its rates for over a period of time, and I think the rates are higher than they should be considering the fact that the cost of supplies to Laclede Gas has remained constant or has even decreased.

On another issue, Laclede Gas has a practice, that may or may not be approved by your commission, of charging late payments if the payment for their bill is not received within 15 days. I received the last bill from Laclede Gas on 9-28-01, and it is delinquent on 10-12-01. I don't know of any other utility that charges late payment charges on such short notice. Furthermore, I am confident that Laclede Gas never pays its own bills within 15 days of their receipt. There have been cases when Laclede Gas has overcharged me, and it has taken me months to get my overcharges back from them. As a result of this practice, Laclede Gas receives huge amounts of money on its profit statement without any justification.

I think this ought to be taken into account at the public hearing, and the practice changed. Laclede Gas ought to be charged with these profits on any rate increases that they propose.

Very truly yours,

  
Isaac E. Young

OCT 04 2001

Schedule KKB-5.25



FILE COPY

Dear Public Counsel,

I am writing you this letter today, because I will be unable to attend the meeting scheduled for October seventeenth. Although I am unable to attend this meeting, I do have very heated feelings about the discussion to take place. I am a single mother, with a two-year-old son in a two-bedroom apartment. Yes I know that sounds like the beginnings of a woe is me topic, but it is not. I am a strong woman who works a forty-hour workweek, attends college part time, and attends singly to the welfare of my home, my son and my self.

I take pride in doing all that I do, but I feel that the rise in the heat billing has stifled my enthusiasm, soaked my home with a clothe of cold, and defeated my economical standing point. How is it that in the winter months I am paying what half of my rent totals? How is it that to warm my home I must practically take out a loan? Now comes to me this tiny slip of paper inserted with my bill telling me that the astronomical prices I have been plagued with may rise. I thought surely someone would uncover the unjust, the criminal element of the rates we have been charged over the last year.

Too poor to get a loan; too rich to get assistance. Here we are left at the hands of a corporate company that adheres to no consumer cry. Numerous letters have I inserted with my bill. Only to be responded with silence. I pray that someone will erase the meaning of this insert just as easily, as my cries have gone unheard. Please see that it is an impossibility to raise these rates so unfairly. Please.

Thank you for your consideration,  
Rachel Westmoreland  
4323 S GRANL  
ST LOUIS MO 63111  
314-481-5213  
10-08-2001

*Rachel Westmoreland*

*Please take this to be my voice, so  
that it may chime with the voices  
at your meeting. In defense of  
the working man, home & family.*

OCT 10 2001

Schedule KKB-5.26

FILE COPY

418 North Harrison Ave  
Kirkwood, MO 63122  
Oct. 4, 2001

Office of the Public Counsel  
Mo. Public Service Commission

Whichever May Concern:

I will not be able to attend the Commission's public hearing on October 17 but I want to register a Strong protest against the rate increase in gas service proposed by Laclede Gas Company. In light of the economic crisis we are experiencing and the threat of even deeper recession, the proposed increase in the cost of our basic needs for heating and cooking will have dire consequences for Missourians such as retirees like myself.

Your protection of the public interest is imperative.

Sincerely,  
Sarah L. Boggs

Schedule KKB-5.27

OCT 10 2001

From -  
Oct. 4, 2001



Mrs. Thelma M. Moore  
818 S. Jefferson St.  
Farmington, MO 63640

Re - 5% Gas Service  
Increase

**FILE COPY**

I would like to suggest a plan  
that would keep money.

When considering the increase  
in monthly bills for your service  
we Order that it not apply to  
these on-fixed income -

I suggest - for anyone over  
70 years of age the rate increase  
should not apply.

The way to keep your Company determine  
you would pay and those that would  
not. On your next bill. Ask for  
birthday and year of birth for  
the one paying the bill, and then  
check your records for the length of time  
the customer had been using your  
service.

OCT 09 2001

It would keep money, including my  
husband & I. Thank you,  
Thelma M. Moore

FILE COPY

Annie Bullock  
5319 Cote Brillante Ave.  
Saint Louis, MO 63112

To Whom This May Concern,  
I am a senior and cannot nearly  
pay my bills. so if the Gas Bill go  
up it will make it harder.  
so please give the seniors a  
break.

do not allow this to happen.

I am praying for all of the  
companies that serve.

I am praying for our country,  
I am praying for our leaders,  
that God will guide you  
Wright.

They do not need a raise.

I do hope you will do the  
Wright thing.

God bless

Annie B. Bullock

ps

I am because I am tired of being  
put on Hold.

OCT 10 2001

Schedule KKB-5.29

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Wednesday, September 12, 2001 3:57 PM  
**To:** Micheel, Doug  
**Subject:** FW: Office of Public Council

-----Original Message-----

**From:** Marie [mailto:MVROBB@prodigy.net]  
**Sent:** Wednesday, September 12, 2001 12:03 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Office of Public Council

My Comments to the increase of \$4.90 each month is not wanted. It add upto \$60.00 a year. We Seniors and low income people already have difficulty in paying our already high gas bills and especially during the winter months. A lot of Seniors and low income people are still paying on last winter gas bills. an increase is rediculous and causes a lot of hardship on people who have a fix income. We don't get increases in income to pay our bills. You are always stateing on bills to give to help someone in need but yet you want to raise everyone gas bill. I think you should reconsider and not raise gas bills. Mvrobb@prodigy.net  
Marie Robbers 3712 St Monica St Ann Mo.

Schedule KKB-5.30

09/12/2001

## Micheel, Doug

---

**From:** Harrison, Kathy  
**Sent:** Wednesday, September 12, 2001 7:37 AM  
**To:** Micheel, Doug  
**Subject:** FW: Proposed Laclede Gas Increase

-----Original Message-----

**From:** Tbear0143@cs.com [mailto:Tbear0143@cs.com]  
**Sent:** Tuesday, September 11, 2001 5:38 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Proposed Laclede Gas Increase

Here is a copy of the message I sent to Laclede Gas regarding its proposal that it increase its gross revenues by hitting its consumers one more time. Please seriously consider my argument and your responsibility to individual citizens, as you make your decision in this matter.

Thank you,

Fred Robinson  
6750 Nashville Avenue  
St Louis MO 63139

I have no interest in seeing you increase your profits or your gross revenues by five percent at my expense.

Here's why:

1: The way you and so many other gas companies treated customers who were unable to pay the spiked prices from the winter of 2000-01, but cutting their service and generally disregarding the human element in these cases.

~~2: The fact that gas suppliers now have huge reserves available for the coming winter.~~

3: If you are having to spend large amounts of money to make repairs in your pipelines, as a result of the explosion earlier this year here in St Louis, then it is probably because you have not continued important infrastructure maintenance over the years in order to increase your profits to the stockholders of your company.

As a member of the middle class, I am tired of carrying the rich and greedy on my back just to make them comfortable while I worry from month to month about having enough money to meet my expenses. I do not live extravagantly, but I would like to be a little more secure than corporate America currently allows.

Fred Robinson  
6750 Nashville Avenue  
St Louis, MO 63139

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Wednesday, September 12, 2001 7:37 AM  
**To:** Micheel, Doug  
**Subject:** FW: Gas Revenue Increase

-----Original Message-----

**From:** Billie [mailto:bpage34@swbell.net]  
**Sent:** Tuesday, September 11, 2001 7:37 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Gas Revenue Increase

I find it absurd that approximately 50,000 people have had their gas shut off or threatened to be shut off. This all due to the nearly 50% increase in gas bills last winter.

Now they want to increase their revenues by 5%? It's too bad that we (the people) can't increase our revenues by 55% to accomodate their greed.

Kathy Dibble-Page

---

Schedule KKB-5.32

09/12/2001

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Wednesday, September 12, 2001 7:37 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede gas revised tariff sheets

-----Original Message-----

**From:** Mtdman2001@aol.com [mailto:Mtdman2001@aol.com]  
**Sent:** Tuesday, September 11, 2001 8:59 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede gas revised tariff sheets

I feel that the 5 percent tarrif increase is excessive.

Sincerely,  
M. Dauterman

---

Schedule KKB-5.33

09/12/2001



**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Wednesday, September 12, 2001 7:38 AM  
**To:** Micheel, Doug  
**Subject:** FW: Attn: Martha Fogerty

-----Original Message-----

**From:** Julia Hake [mailto:hake.ja@gateway.net]  
**Sent:** Tuesday, September 11, 2001 10:22 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Attn: Martha Fogerty

Dear Ms. Fogerty:

Laclede Gas Company would like to increase the Company's Missouri annual gross revenues by approximately 5%. No one I know has received a 5% increase in the gross on their paychecks or Social Security checks. How dare this company raise rates again? The citizens cannot continue to pay this continual rise in utility rates which are always adjusted upward before the winter heating season. Please speak for those who cannot afford to heat their homes in winter because of these increases.

I would like to suggest that Laclede Gas Company revise their rate schedule DOWNWARD for those of us who are on fixed Social Security incomes. When a person retires, nothing stops coming in except the paycheck. Many seniors were unable to save much in an IRA. Give older citizens a break. This is the least this generation can do for those who brought our country through World War II.

Thank you for listening.

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Friday, September 14, 2001 1:55 PM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas

-----Original Message-----

**From:** Alicia Augustine Griffith [mailto:agriffith@accessus.net]  
**Sent:** Friday, September 14, 2001 1:37 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas

#1 Laclede Gas have sent customers information on how to E-Mail the OPC and it DOES NOT match this web address.?!

We most highly oppose this ridiculous request for a rate increase. The middle class workers of AMERICA are not stupid as you and Laclede Gas want to believe we are. We are not millionaires as are the executives at Laclede Gas because we are paying off student loans and STUPIDLY working as teachers and social workers instead of GOUGING the working man.

In the Post Dispatch and the Chicago Tribune the weekend of Sept. 1st and on CNN the business sections reported stable or LOWER gas prices because of large supplies of gas and expected mild winter. Now Laclede Gas wants prices to go up because if it is a mild winter their profits will go down!?!? Our bills averaged \$85.00 during the coldest months in 1999 and \$185.00 last year. This is with the thermostat turned down, insulating the old windows and wearing more clothes as not to freeze. The middle class cannot save money to buy new window, isolation etc if the rich keep getting richer... Plus we are gone and the pets freeze from 7:30am to 6:00pm M-F.

This is a LUDICROUS request and an insult to middle class America.

Also the Collinsville school District is giving their employees this increase this year ZERO!!!!!!!!!!!!

My job gives 3%

Lacled got 60% last year

Alicia and John Griffith

---

Schedule KKB-5.35

09/14/2001

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, September 14, 2001 1:54 PM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Increase

-----Original Message-----

**From:** Sarah Condray [mailto:sarah.condray@stl.rural.usda.gov]  
**Sent:** Friday, September 14, 2001 12:55 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Increase

I have been advised by fellow employees that they received a notice that Laclede Gas Company is planning another increase in our gas service. I feel this is a very unfair increase after the BIG one we were given last year. I do not know what we senior citizens and other low income people can do to stop this type of thing. I am getting ready

to retire soon and will be on a very limited income and hope we can prevent this. Thanks. Sarah Condray, 4114 Golden Valley Dr., St. Louis, MO

---

Schedule KKB-5.36

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, September 14, 2001 11:46 AM  
**To:** Micheel, Doug  
**Subject:** FW: Pending Rate Increase for Laclede Gas

-----Original Message-----

**From:** Thom [mailto:mstrthom@mindspring.com]  
**Sent:** Friday, September 14, 2001 1:38 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Re: Pending Rate Increase for Laclede Gas

I am retired and living on a limited fixed income. I am opposed to the pending request from Laclede Gas to raise their gross revenues by approximately five percent.

Already, with gas, electric, telephone, sewer, water, and insurance monthly outlay, it takes at least 17% of my net monthly income. This does not take into account other taxes, including personal property and realty taxes. This does not take into account the monthly outlay for needed drug prescriptions. Try living on about \$500 a month after all of these other expenditures!

I ask that you consider the plight of others with limited incomes and decline to approve the request from Laclede.

Thank you.

Thomas E. Reed  
4222 Whippoorwill Drive  
Affton, MO 63123-7624  
Ph. (314) 638-4904

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Schedule KKB-5.37

09/14/2001

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, September 14, 2001 8:41 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Rate Increase

-----Original Message-----

From: Jeffrey [mailto:jeffrey.senter@stl.rural.usda.gov]  
Sent: Friday, September 14, 2001 8:01 AM  
To: mopco@mail.state.mo.us  
Subject: Laclede Gas Rate Increase

Hello,

I am a resident in the city of St. Louis. I received notice of a hearing for a proposed rate increase for Laclede Gas Company. I wish to express my extreme opposition to this rate increase. My gas bill has more than doubled in the past year. I feel that we are already paying high enough gas bills and this increase is unjust. Please include my name with those in opposition.

Jeffrey Senter  
St. Louis  
31-992-0397

---

Schedule KKB-5.38

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, September 14, 2001 8:42 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas!

-----Original Message-----

**From:** SEALARF@aol.com [mailto:SEALARF@aol.com]  
**Sent:** Friday, September 14, 2001 8:27 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas!

Last night, in my Laclede Gas bill, I received notice of a proposed rate increase for Laclede Gas. It read "Laclede Gas Company has filed revised gas service tariff sheets with the Missouri Public Service Commission that would increase the Company's Missouri annual gross revenues by approximately 5 Percent". Hearings are set for October 17th on this issue. They indicate that the average residential bill will go up \$4.90 each month.

If you are like me, and feel that the rate is already high enough, you can contact the state public counsel that will present the public's case at the hearing. I contacted them this morning via phone and they said that the more people that they hear from the better. So, if you are against any further rate hikes, please tell your friends that are customers of Laclede to contact the office and voice your opposition. You can reach the office by phone at 573-751-4857, or you can contact them via email at: mopco@mail.state.mo.us

The website is located at: [www.mo-opc.org](http://www.mo-opc.org)

Please include your name, phone, and that you are a resident and customer of Laclede. Also include that you are in opposition and if possible, why - (I listed among other items that my bill already doubled last year) and Laclede Gas Rate Increase in your subject line.

Make your voice heard! Gregory Smith 312 N. Euclid ave. St. Louis, Missouri 63108  
This is ludicrous!

---

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Monday, September 17, 2001 3:32 PM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Rate Increase

-----Original Message-----

From: SMPurgahn@MedartInc.com [mailto:SMPurgahn@MedartInc.com]  
Sent: Monday, September 17, 2001 1:38 PM  
To: mopco@mail.state.mo.us  
Subject: Laclede Gas Rate Increase

To whom it may concern:

I am writing today to express my concern over Laclede Gas Company's proposed rate increase in the St. Louis Metropolitan area. Any increase to natural gas rates should come only after Laclede Gas Company has cleaned its own house and become fiscally responsible. It is my opinion, which is based on evidence that financial waste is very prevalent within Laclede Gas Company.

I am aware of company employees who pick up their company supplied vehicle, drive it home, park it in the garage, close the garage door and stay home for half to three-fourths of a day several days a week. Recently, we had a gas leak by our house, it was promptly fixed but over the last three months 4 crews, made up of one to three people have come to the repair site, spent at least one-half hour doing almost nothing, then left. A friend has a gas leak in their front yard, killing their grass, an inspector came out and indicated that it was not leaking enough to fix. The smell of gas is notable from 50-100 feet away.

Laclede Gas should discontinue operating like a bureaucratic arm of the federal government and start operating like a fiscally responsible company accountable to shareholders and the public.

---

Feel free to contact me if you would like specifics on the examples mentioned above.

You may email me or telephone me at 636-282-2300.

Frustrated and appalled customer

Steve Purgahn

Schedule KKB-5.40

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Tuesday, September 18, 2001 8:06 AM  
**To:** Micheel, Doug  
**Subject:** FW: Proposed Gas Rate Increase

-----Original Message-----

**From:** MPeeples [mailto:MPeeples@compaq.net]  
**Sent:** Monday, September 17, 2001 4:03 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Proposed Gas Rate Increase

Today I received notice from Laclede Gas Co. that they have requested they be allowed to increase our natural gas rate. I strongly object!!!! Last year was a particularly difficult year for us because of the gas price increase. It turned out to be a windfall for Laclede Gas. Now they want another increase on top of that. WHY?

In my case, their proposed rate increase would be in excess of 8%. This is nothing more than a rip-off of the consumer and should not be allowed to happen. GIVE ME A BREAK!

Marion Peeples  
3425 Amblewood Dr.  
Florissant, MO 63033

Schedule KKB-5.41

09/18/2001



**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Monday, September 24, 2001 8:16 AM  
**To:** Micheel, Doug  
**Subject:** FW: gas increase

-----Original Message-----

**From:** PaulMoMule@aol.com [mailto:PaulMoMule@aol.com]  
**Sent:** Sunday, September 23, 2001 8:37 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** gas increase

please reject the increase Laclede Gas is asking for in Oct.2001 ( 5%) last winter took a toll on us.

Paul Crow  
10430 Driver Ave.  
Overland, Mo. 63114  
314 - 429 - 6310  
e-mail PaulMoMule@aol.com

---

Schedule KKB-5.42

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Tuesday, September 25, 2001 1:28 PM  
**To:** Micheel, Doug  
**Subject:** FW: Notice of Local Public Hearings for Laclede Gas Company

-----Original Message-----

**From:** Murray, Melanie [mailto:Melanie.Murray@voicestream.com]  
**Sent:** Tuesday, September 25, 2001 12:56 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Notice of Local Public Hearings for Laclede Gas Company

Recently I have recieved a notice of rate increase that would give Laclede Gas a 5% revenue increase. I think at this time in our economy giving a large increase to an organization that currently has high set rates is unfounded. I don't know if I will see an increase of 5% of my pay so why should Laclede Gas? A rate increase of 2-3% should be sufficient to offset any increase in costs. My bill currently consists of approximately 45% usage and 55% fees. As it looks like winter is fast approaching our bills are going to go up earlier than usual anyway. There are enough residents out there that have outstanding bills they are unable to pay. How will they be able to afford another increase?

Sincerely,

Melanie Murray  
melanie.murray@voicestream.com  
314-537-1384 - phone  
314-812-3350 - fax

Schedule KKB-5.43

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Wednesday, September 26, 2001 2:28 PM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede gas

-----Original Message-----

**From:** Rip VanWinkle [mailto:ripster9@swbell.net]  
**Sent:** Wednesday, September 26, 2001 2:18 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede gas

i have just recieved notification that laclede gas is asking for a 5% increase in rates.

i am firmly opposed to this action.

the reasons: 1. every time an arab farts the gasoling service stations and laclede gas respond with a price increase whether justified or not. PROOF: the recent gasoling prices of \$5.00 per gallon after the world trade center disaster.

2. on the today show and several national news broadcasts this week it was reported that there is no need for a heating gas increase in price because a. there is an overabundance of natural gas available, b. the wholesale price has stayed the same or been reduced and c. improved efficiencies in the operation makes all of this less costly.

3. saudi arabia has committed to furnishing enough gas so that a price increase is not necessary as a result of the attack on america.

laclede gas needs to follow in step and resist their attempt to attack america with price increases. the saudi's are much more patriotic than laclede gas.

this is sufficient evidense to send them (Laclede gas ) home with a price reduction.

---

Sincerely,

R.L.VamWinkle St.Louis

Schedule KKB-5.44

09/26/2001

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Thursday, September 27, 2001 4:06 PM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas' request for rate increase

-----Original Message-----

**From:** Bmb454@aol.com [mailto:Bmb454@aol.com]  
**Sent:** Thursday, September 27, 2001 4:00 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** re: Laclede Gas' request for rate increase

I am writing to you as I just received notice that Laclede Gas wants to raise their rates by 5%! Ironically the front page of the Post Dispatch's Business section trumpeted that our bills will be lower this year!  
I am sure I am not alone in feeling that I paid far too much last year for natural gas particularly when I saw their profits! I think enough is enough and I must go on record to tell you that I OPPOSE any increase in natural gas prices this year. Given the economy, the recent tragedies and so many people who were unable to pay the bills from last year I think even asking for a rate increase is obscene.  
Thank you for your time.  
Barbara and G. Robert Bishop  
9885 Conway Road  
St. Louis, MO. 63124  
314-991-2733  
bmb454@aol.com

Schedule KKB-5.45

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Friday, September 28, 2001 8:38 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Co.'s Tarriff

-----Original Message-----

**From:** John W. Feely [mailto:JWFeely@msn.com]  
**Sent:** Thursday, September 27, 2001 6:48 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Co.'s Tarriff

Is e-mail an Official way to communicate ones opinion(s) about Laclede's revised tariff, so that the company's annual gross revenue would be increased by 5%?

Is additional information available on why they're seeking the increase?

Please let me know.

Thanks,

John Feely

Schedule KKB-5.46

09/28/2001

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Friday, September 28, 2001 10:56 AM  
**To:** Micheel, Doug  
**Subject:** FW: Proposed rate increase in MO

-----Original Message-----

**From:** Celloyd2@aol.com [mailto:Celloyd2@aol.com]  
**Sent:** Friday, September 28, 2001 10:31 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Proposed rate increase in MO

Gentlemen,  
I would like to object to the proposed rate increase of Laclede Gas Company of 5%. Since the gas costs are down, I do not see any reason for an increase at this time.  
Sincerely,  
Charles and Doris Lloyd

---

Schedule KKB-5.47

09/28/2001

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Friday, September 28, 2001 12:56 PM  
**To:** Micheel, Doug  
**Subject:** FW: Comment on proposed rate increase for Laclede Gas

**Importance:** High

-----Original Message-----

**From:** Rimell, Scott [mailto:SRimell@chartercom.com]  
**Sent:** Friday, September 28, 2001 12:13 PM  
**To:** 'hearings@lacledegas.com'  
**Cc:** 'mopco@mail.state.mo.us'  
**Subject:** Comment on proposed rate increase for Laclede Gas  
**Importance:** High

I am unable to attend the hearings in October, but wish to comment on the proposed rate increase made by Laclede Gas.

I am a resident in O'Fallon, Missouri. I have a wife and a 15 month old son. I have only my mortgage and utilities as debt. I am the sole income for my family. Often I have to supplement that income with weekend work to meet our bills. Utilities have been, for the most part, reasonable across the board... that is, until last year's rate hike by the gas company.

Last year when the gas prices more than tripled, I nearly had to find a second job to make up the difference from \$48.00 per month to \$170.00. I was appalled! But fortunately our governing body in O'Fallon voted to give residents a break and it helped tremendously. However, I feel that Laclede still has not justified the first rate increase... global natural gas prices do not reflect this scalping that we received on the local level.

I strongly oppose any additional increases, no matter how small. I realize companies need to run and expand and grow... but not grow the lining of their executives' pockets. I still see no justification of the last increase, and I more ferociously oppose further rate hikes. Had the rate increases been slightly incremental over many years and made easier for residents to absorb, I would have been upset about it, but I would have understood the need to grow their industry. But the sudden onslaught of 300% increases was well beyond what I believe should be (a)allowed and (b)accepted without exceptionally detailed explanation and justification.

I would strongly support national or state regulation of this utility! I will also support a governing body who wishes to put a regulatory cap on what gas companies can charge. Last year's increase was an outrage... to further gouge the public with additional rate increases again this year is simply unfair to those struggling to make ends meet and I do not support or agree with it.

Sincerely,  
K. Scott Rimell  
Concerned Resident- O'Fallon, MO

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

Schedule KKB-5.48

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, September 28, 2001 4:50 PM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Rate Increas

-----Original Message-----

**From:** drosenberg [mailto:drosenberg@msn.com]  
**Sent:** Friday, September 28, 2001 4:48 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Rate Increas

My wife and are adamantly oppose the rate increase proposed by Laclede Natural Gas.

David & Jane Rosenberg  
818 Timber Glen Lane  
Ballwin, MO 63021

---

Schedule KKB-5.49

09/28/2001



**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Monday, October 01, 2001 8:01 AM  
**To:** Micheel, Doug  
**Subject:** FW: Rate increase for Laclede Gas

-----Original Message-----

**From:** Gradh99@cs.com [mailto:Gradh99@cs.com]  
**Sent:** Friday, September 28, 2001 5:44 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Rate increase for Laclede Gas

Sirs: I was outraged to receive a notice from Laclede Gas that they are requesting a 5% rate increase. I read in the Post Dispatch almost weekly that the bottom is dropping out of wholesale gas prices as there is a huge glut. I am also aware that there are thousands of households around the St. Louis area where the gas has been shut off and residents are facing a winter without heat. Laclede Gas is a natural monopoly and as such must be effectively regulated by the state. Is the Public Service Commission doing it's job? I am opposed to this rate increase and will fight it every way I can.

Sincerely,  
Grady Hall  
gradh@email.com  
2600 Melvin Ave.  
St. Louis, MO 63144

---

Schedule KKB-5.50

**Micheel, Doug**

---

**From:** Harrison, Kathy  
**Sent:** Monday, October 01, 2001 8:04 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Company Rate Increase

-----Original Message-----

**From:** Edward S. Czebrinski [mailto:dr.zeee@juno.com]  
**Sent:** Saturday, September 29, 2001 8:42 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Company Rate Increase

30 September 2001

Dear Sirs:

I have been informed that the Laclede Gas Company has filed a request with the Missouri Public Service Commission for a 5% rate increase. I imagine it comes as no surprise to you that I oppose this request. I doubt you receive many communications in favor of any rate increases.

In the light of the Laclede Gas Company's activities last winter, several things seem obvious. First, it can raise its rates with little or no opposition or supervision. Second, it can "pass through" any cost increases directly to the consumer. Third, it has no reservations about gouging the public. It was forced to credit our household over \$200.00 following its fraudulent rate increases last winter. \$200.00 is not a large amount to us, but to many it is oppressive.

The Laclede Gas Company does not merit a rate increase. On the contrary, it requires rigid regulation/supervision and should be made to justify its present rate structure.

Sincerely,

---

Edward S. Czebrinski

Dr. & Mrs. Edward S. Czebrinski  
#10 Fordyce Manor  
Saint Louis, Missouri 63131

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**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Monday, October 01, 2001 8:04 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Company Proposed Increase

-----Original Message-----

**From:** kenneth price [mailto:pandkprice@msn.com]  
**Sent:** Sunday, September 30, 2001 7:49 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Company Proposed Increase

I can't believe that you are going to let Laclede Gas raise their rates again! When is it ever going to end. They are so greedy! Can't you do something about this?

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Monday, October 01, 2001 8:04 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede rate increase

-----Original Message-----

**From:** Gloria Bennett [mailto:Gloria.Bennett@DentWizard.com]  
**Sent:** Monday, October 01, 2001 7:33 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede rate increase

This past winter my bill was over \$700 and I only used the gas when necessary. I am still paying on the bill on the budget plan of 115.50 a month. I've never been late paying and winter is approaching before this is paid off. Is this what I have to look forward to this year plus the increase? I live in a one-bedroom apartment and I can only imagine what the bill would like in a home. No more increase, please!!!

Gloria Bennett

Schedule KKB-5.53

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Tuesday, October 02, 2001 7:52 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas hearing on price increase

-----Original Message-----

**From:** J Schicker [mailto:schicker@swbell.net]  
**Sent:** Monday, October 01, 2001 9:44 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas hearing on price increase

I would hope you folks would say enough is enough with another price increase this could not happen at a worst time with our economy the way it is, and the price increase we just got last year just how greedy can this company get, or should we ask how much do these top executives have to make! Its not like the phone company were if you don't like the service you can get someone else why not hold them to the same rules you hold the telephone companies to? please turn down there request. thank you Jeff Schicker

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Schedule KKB-5.54

10/02/2001

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Tuesday, October 02, 2001 8:37 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede Gas Evidentiary Hearing

-----Original Message-----

**From:** Lois Smith [mailto:lois39@swbell.net]  
**Sent:** Tuesday, October 02, 2001 8:29 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Evidentiary Hearing

I am against the request by Laclede Gas for yet another increase. Last winter, I had a high bill for one month of nearly \$300. This was outrageous. As a single, working mother earning \$24,000 a year, this puts me in a position of providing heat for my family or food. Even during the summer months, my gas bill has run \$50 a month...for cooking and hot water. This is ridiculous.

According to the news this morning, wholesale natural gas prices have gone down approximately 57%. Last winter, when there was a "crisis", gas prices were approximately what they were five to ten years ago...with the exception of on consumer's monthly bills.

Laclede Gas has shown profits nearly every quarter. Their stockholders received a 30 cent per share payment, according to the last financial statement.

There is no way that Laclede Gas needs, deserves, or requires a rate increase. Their rates are far out of line with current market conditions as it is.

Additionally, if the customer service was better and was truly "customer" service, there might be a cause for keeping the last rate increase. Customer service is nearly impossible to reach and the attitude of the representatives is that the customers can go to hell. Laclede Gas has a monopoly in this area and their behavior reflects that.

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It is time that the OPC takes a stand for the people they are supposed to be protecting, the consumer. Laclede Gas needs to be sent a clear message that price gouging and monopolistic behavior will no longer be tolerated.

Thank you,

Lois Smith

Schedule KKB-5.55

10/02/2001

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Thursday, October 04, 2001 11:35 AM  
**To:** Micheel, Doug  
**Subject:** FW: Laclede gas rate increase hearings

-----Original Message-----

From: terry duckett [mailto:duckettterry@yahoo.com]  
Sent: Thursday, October 04, 2001 10:22 AM  
To: mopco@mail.state.mo.us  
Subject: Laclede gas rate increase hearings

I would like to express my disgust that Laclede Gas would even consider another rate increase in light of the current condition of the State and Nation's economy. I am totally against any rate increase, especially after the last one just a couple of years ago. People are still recovering from it and would be further devastated by another increase. The citizens of Missouri and Missouri's economy will deteriorate further if a rate increase is approved. Thank You!

Terry L. Duckett  
326 Pell Ave.  
Farmington, MO 63640-2316  
(573)756-3021

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**Harrison, Kathy**

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**From:** G3749@aol.com  
**Sent:** Thursday, October 04, 2001 6:54 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Against Laclede Gas Rate increase

You also need to start looking into the practice's of this company.

Schedule KKB-5.57

10/09/2001



**Harrison, Kathy**

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**From:** documents [documents@brick.net]  
**Sent:** Friday, October 05, 2001 5:47 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Proposed Laclede Gas Company Rate Increase

Sir:

I write in opposition to the proposed 5% rate increase sought by Laclede Gas Company in St. Louis.

Gas prices were already high before last winter's shortage debacle.

Consumer's income certainly is not going up at the same rate as the proposed rate increase.

Laclede Gas has had a history of mis-management and I urge your office to oppose any rate increase from Laclede Gas Company.

Thank you.

Douglas R. Givens  
High Ridge, Missouri

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Schedule KKB-5.58

10/09/2001

**Harrison, Kathy**

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**From:** Cofajf@aol.com  
**Sent:** Friday, October 05, 2001 5:29 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Proposed Rate Increase by Laclede Gas Co. in MO

Dear Sir or Madam: we strenuously object to an increase by Laclede Gas. Last year, our bills topped out at over 100% increase, then slightly backing off when the price of natural gas started dropping. The price of natural gas now is very, very low, and Laclede Gas still wants to raise our rates.

Please work on our behalf to stop this robbery of our citizens. We have no choice in this state on getting our natural gas from anyone else.

Dr. & Mrs. A. James Furlong  
Chesterfield, MO

Schedule KKB-5.59

**Harrison, Kathy**

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**From:** Bppmip@aol.com  
**Sent:** Saturday, October 06, 2001 8:59 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas Co. proposed rate hike

Please note our opposition to the approximate \$4.90 per month increase in natural gas service requested by Laclede Gas Co.

Based on my current bill of \$33.51, an increase of \$4.90 per month equates to an increase of 14.6225% which seems ridiculously high.

Oh, how I wish Social Security would raise our monthly check by 14.6225%.

When Pepsi and Coca Cola raised their shelf prices from 79 cents for a 2 liter bottle to 4 bottles for \$5.00 or, \$1.25 per bottle, we started buying Vess Cola for 69 cents. I believe a lot of other people did likewise because the Dierbergs Market where we shop was frequently temporarily out of Vess and suddenly and mysteriously Pepsi and Coca Cola sale prices were back at the 79 cents level. We became accustomed to the taste of Vess and are still buying Vess Cola.

Unfortunately, there is no Vess Gas Co so we hope your office can present the plight of the retired senior citizens faced with an exorbitant price increase.

Mr. & Mrs. Bernard P Ploch  
4629 Slumberwood Lane  
St. Louis, Mo. 63128

Schedule KKB-5.60

10/09/2001

**Harrison, Kathy**

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**From:** Richard Guffy [riverstone6@hotmail.com]  
**Sent:** Monday, October 08, 2001 10:55 AM  
**To:** abass@empiredistrict.com  
**Cc:** mopco@mail.state.mo.us  
**Subject:** Rate Increase EDE 10/02/2001

Please push this e-mail as high up the food chain as you possibly can.

The base portion of the rate increase of 10/02/01 was fair and justified. The interim portion of the increase is an injustice. No where but a Public Utility Monopoly with a "friendly" PSC could this go on. You are asking the customer to advance the cost (for 2 years) to get your house in order. Why wasn't it in order to start with? From your own press release: "taking steps to implement a long term resolution." One could ask why hasn't there been a contingency plan in place for periods of short natural gas supplies? You are asking, no forcing the consumer to pay for the mistakes of management. What could a late night comic do with this? Public Utility to collect \$19 million from its customers and two years later give some of it back. What a laugh.

I am fully aware that this statement of mine will do absolutely no good whatsoever, at least you will know that you have at least one very unhappy customer near the end of a very frayed extension cord. When the full impact of this is know, I would imagine that you will have considerable more than one unhappy customer.

Richard Guffy  
962 W. Meadowview Dr  
Nixa MO 65715  
(417) 725 3306

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Schedule KKB-5.61

**Harrison, Kathy**

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**From:** Jeanne Morton [JeanneMorton@trammellcrow.com]  
**Sent:** Monday, October 08, 2001 1:36 PM  
**To:** 'mopco@mail.state.mo.us'  
**Subject:** GAS HIKES

I RECEIVED IN MY RECENT GAS BILL A NOTICE OF IMPENDING RATES IN OUR GAS CHARGES. PLEASE VOTE NOT TO INCREASE OUR GAS RATES. THEY ARE HIGH ENOUGH ALREADY AND DO DESERVE TO BE RAISED ANY FURTHER. PERHAPS THEY SHOULD RETHINK THEIR WAY OF PRICING AND TIGHTEN THEIR BELTS A LITTLE INSTEAD OF FORCING THEMSELVES ONTO THEIR PAYING PUBLIC.

Schedule KKB-5.62

**Harrison, Kathy**

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**From:** mdunker [mdunker@blue.weeg.uiowa.edu]  
**Sent:** Tuesday, October 09, 2001 9:17 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede tariffs

Dear mopco,

I would like to voice my strong disapproval for the proposed revision of the gas service tariffs by Laclede Gas. An examination of their financial statements for the past few years will reveal that a 5%plus increase (or any increase) is not justified. Further, relative to the service provided, and compared to other companies in comparable markets, they are already virtually gouging their customers. I would like to encourage the public service commission to reject this proposed increase. Please contact me if I can answer any questions or provide feedback on this issue.

Sincerely,  
Michael Dunker

Schedule KKB-5.63

**Harrison, Kathy**

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**From:** Bill Luter [wluter@home.com]  
**Sent:** Tuesday, October 09, 2001 4:26 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas proposed rate increase

To the Office of the Public Counsel,

I was astonished when I received my gas bill this month from Laclede Gas Company to hear that they are asking for a rate increase! Just last winter thousands of Laclede Gas customers were crying out because of gas bills 100 to 200 percent higher than the previous winter. Our family is still recovering financially from our own high gas bills from last winter. And just when we thought the worst was over, Laclede Gas has the audacity to request a rate hike! We feel like this is outrageous, and that the Public Service Commission should echo the outrage of the Laclede Gas customers in saying "NO!" to this request.

Thank you,

Karen and Bill Luter  
1037 Picardy Lane  
Saint Charles, MO 63301

Schedule KKB-5.64

10/10/2001

**Harrison, Kathy**

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**From:** gperson [gperson@mail.win.org]  
**Sent:** Tuesday, October 09, 2001 5:51 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** higher rates

Does lalede gas need 5% more annual revenue?? Is there a reason, other than more money for them??  
CEO compensation is obscene these days, an i thought my 100+\$ gas bills were too!!

Schedule KKB-5.65

10/09/2001



**Harrison, Kathy**

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**From:** Maryam Afkarian [afkarian@yahoo.com]  
**Sent:** Tuesday, October 09, 2001 6:49 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** increase in Laclede Gas's annual Gross Revenues

Hello,

This msg is in regards to the projected rate increase for Laclede Gas. I consider myself an average customer of Laclede Gas and I object to the proposed increase.

As a customer, I'm completeley unaware of why this increase is necessary. And certainly the average customer has not had a 5% increase in their revenue that would make this kind of change affordable.

thank you,  
Maryam Afkarian

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<http://personals.yahoo.com>

Schedule KKB-5.66

**Harrison, Kathy**

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**From:** Chuckles84@aol.com  
**Sent:** Wednesday, October 10, 2001 11:47 AM  
**To:** mopco@mail.state.mo.us  
**Subject:** Laclede Gas proposed increase

I am writing to express my concerns over Laclede's proposed increase of \$4.90/month in gas charges. I feel that our gas bills are already too high, and don't see any justification in an increase. Please don't allow them to raise the rates.

Thank you,  
Linda Brown  
718 Hawk Run Dr.  
O'Fallon, MO 63366

Schedule KKB-5.67