

FILED<sup>2</sup>

APR 09 2007

MARCH 10, 2007

Missouri Public  
Service Commission

TO THE MISSOURI UTILITY COMMISSION:

I HAVE INCLUDED THE EIGHT COPIES PER YOUR REQUEST OF MY FORMAL COMPLAINT. I ALSO INCLUDED COPIES OF THE DOCUMENTAION FROM AQUILA SHOWING WHAT I HAVE PAID AND WHAT THEY SAY I OWED FROM JULY OF 2006 THROUGH DECEMBER 12, 2006. I AM SHOWING THAT I WAS OVER CHARGED APPROXIMATELY SEVENTY SEVEN DOLLARS. THIS DOES NOT INCLUDE THE SEVEN DAYS I WAS CHARGED FOR SERVICE AT MY PRIOR ADDRESS. MY OLD SERVICE WAS TO BE SHUT OFF AUGUST 1, 2006. THE RECORDS SHOW THEY DID NOT STOP MY SERVICE UNTIL 08/08/06. I FOUND THIS TO BE APPROXIMATELY AN EXTRA SEVENTEEN DOLLARS.

MY EARLY ATTEMPTS TO SPEAK WITH AQUILA WERE NOT ACKNOWLEDGED MANY TIMES. AQUILA FAILED TO FOLLOW THE COMMISSIONS REGULATION IN SEVERAL AREAS. THEY CHARGED A DEPOSIT WHEN THE BILL WAS IN DISPUTE. I WAS NOT PROPERLY NOTIFIED I WAS BEING CHARGED A DEPOSIT. THE DEPOSIT ORIGINALLY WAS FOR THREE HUNDRED DOLLARS THREE TIMES THE ALLOWED AMOUNT PER COMMSION RULES. MY ATTEMPTS TO HAVE THIS ACKNOWLEDGED WERE DISMISSED. I CALLED MORE THATN 10 TIMES AND PAIDOVER THREE HUNDRED DOLLARS OF THE BILLS. I WAS NEVER GIVEN A SUPERVISOR TO SPEAK WITH I WAS GIVEN ESCALATION TECHNISONS MANY NOT AWARE OF WHAT A DISPUTED BILL WAS OR WHAT THE MISSOURI UTILITY REGULATIONS INVOLVED.

FINIALLY MY SERVICE WAS IN THE PROCESS OF BEING SHUT OFF ON DECEMBER ELEVENTH WHEN I HAPPENED TO SEE THE TECHNICIAN IN MY YARD AND WENT OUTSIDE. MY SERVICE WAS BEING SHUT OFF WHILE A BILL WAS IN DISPUTE, WITHOUT A PHONE CALL INFORMING ME OF THE SHUT OFF, AND WITH THE BILL PAID UP TO THE DISPUTED AMOUNT. I WAS FORCED TO PAY OFF THE COMPLETE BILL THAT DAY. THIS VIOLATED SEVERAL COMMISSION REGULATIONS. I DID GET THE COMMISSION INVOLVED ON THAT DATE. I DID HAVE A PERSON ASSIGNED TO MY CASE BUT SHE WAS UNABLE TO RESOLVE THE ISSUES TO MYSATIS FACTION.

SINCERELY,

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

APR 09 2007

Name: Leesa Forsee  
Complainant

Missouri Public  
Service Commission

VS.

Case No.

Company Name: Aguila  
Respondent

COMPLAINT

Complainant resides at 2224 Fernway  
(address of complainant)

1. Respondent, Aguila  
(company name)  
of \_\_\_\_\_,  
(location of company), is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

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

Aguila failed to comply with Division 240 Public Service Commission Rules per Chapter 13 - Service And Billing Practices A. Billing And Payment Standards CSR 240-13.020 9.D
B. CSR 240-13.030 PART 2C. Failure to pay undisputed bill Part 4.A. Amount of deposit charged Part F. 5. Failure to provide statements / fees Regarding Return of deposit
CSR 240-13.035 Denial of Service CSR 240-13.040 Requires: part 1, 2.A, B, C, D.
CSR 240-13.045 Dispute CSR 240-13.050

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

Discontinuation of Service

Stewer P/C while bill was undeposited

WHEREFORE, Complainant now requests the following relief:

Refund of <sup>10</sup>70% overcharge. Copy of  
the amount finally charged for deposit  
with a receipt.  
Also, the date my deposit was  
refunded.

2/10/07  
Date

Lessee T. T. T.  
Signature of Complainant

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

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

10/19/06

2624 FARAON ST

Amount Billed:

\$35.65

ELECTRIC METERED SERVICE (MO910)

Meter Number: SA82582401

Customer Charge

\$6.26

Reading 10/17/06 93177

Energy Charge 455 kWh @ \$0.0638

29.03

Reading 09/18/06 92722

Transit Fee

0.36

29 days

455 Kilowatt Hours (kWh)

Total charge this service

\$35.65

Your average daily usage was

15.69 kWh

*Paid \$477.00 while bill ended  
 received two disconnection notices  
 in an attempt to dispute  
 Dec Nov 1/06*

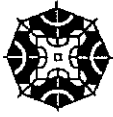
*Paid 195  
 165  
 117  
 47*

*195  
 165  
 117  
 477*

✓ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use **Black** or **Blue** ink to enroll in CheckLINE or update personal information below.

CheckLINE Enrollment Form		Name or Address Change Information	
<p>When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p>Enter Correct Information Below</p>	
Name on bank account (Please Print)		Name	Attn
Bank Name		Address	City
Routing # (9 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquila to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0752.</p>		<p>Additional Comments</p>	
		<p>2724875058 LEESA L FORSEE</p>	



Aquila

24 hour Customer Service call 1-800-303-0752

Notice Date	:	11/20/2006	<b>LEESA L FORSEE</b>
Disconnect Date	:	11/30/2006	Account Number : 2724 8750 58
Past Due Amount	:	\$207.14	Service Address : 2624 FARAON ST
			ST JOE MO MO 64501-2633
Last Payment Date	:	10/18/2006	
Last Payment Amount	:	\$195.00	

**ATTENTION.....Your account has become past due. If you have already submitted payment, please disregard this notice. To avoid service interruption please read disconnect information below. If payment is not received by the disconnect date shown above, service will be disconnected.**

Please submit payment immediately, or to see if arrangements are available, contact our Customer Service Center toll-free at 1-800-303-0752, 24 hours a day, seven days a week.

Should your service be disconnected, additional fees will apply as follows:

Electric Minimum Reconnect Fee, per meter: \$30.00 \*Collection fee of \$25.00

Service calls made after normal business hours, on weekends, and on holidays, will require additional charges per meter. In the event service is discontinued it cannot be reconnected until your account is paid. If payment is made to Service Technician, a \*Collection Fee is assessed. An additional security deposit may also be required at that time.

Thank you for your attention to this request.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

**\*\* SHUT OFF NOTICE \*\***

Account Number	Disconnect Date	Amount Due
2724 8750 58	11/30/2006	\$207.14



AQUILA  
PO BOX 4649  
CAROL STREAM IL 60197-4649



POAN8H 00000482  
LEESA L FORSEE  
2624 FARAON ST  
ST JOSEPH MO 64501-2633



272487505800000020714000000207144314



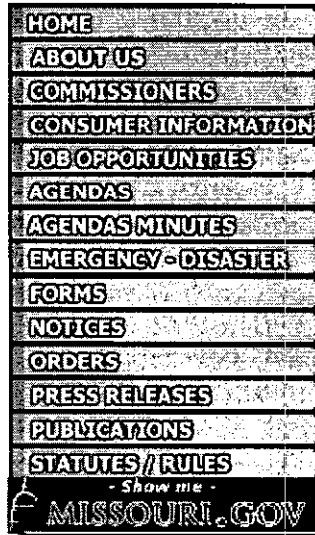
Missouri State Ready-in-3 website...

*Safe, reliable and reasonably priced utility services that allow investors the opportunity return.*

Google Search

Go

☒ site ☐ state  
Advanced Search



## Complaint Form

If you have a complaint or inquiry, use the Missouri Public Service Commission Electronic Filing and Information System (EFIS) by following the link provided below:

- [Electronic Filing and Information System](#)

If you need help in EFIS, once at the main EFIS Welcome, select the Help link on the left for a complete list of instructions.

If you are unable to use EFIS, you can fill the form provided below that will be emailed to you. You may be required to mail us a copy of your bill, with the disputed charges circled or marked. Please mail a copy of the bill with a letter of explanation to:

Missouri Public Service Commission  
PO Box 360  
Jefferson City, MO 65102  
Attention: Consumer Services Department



You may also dial our toll-free number at 800-392-4211.

Please fill in as much of the form as possible, and click submit.

First Name: leesa

Last Name: forsee

The name of the business if the complaint involves your business:  
aquila

Address: 2624 faraon st

City: st. joseph

State: mo

Zip: 64501

County: buch

Telephone number where you can be reached during the day:

Business:

Home: 816 3641342

Other:

Email: leesaforse@yahoo.com

The name of the utility company involved with your complaint:

aquila

Account Number:

Please describe your complaint in your own words and the contact you had with the utility company in attempting to reach a resolution prior to filing complaint.

i filed an informal complaint in december. it did not get resolved to my satisfaction. i did not get refunded the proper amount of money and the concerns i had as far as aquila following the commission rules were not addressed. my assigned person did send me a formal complaint in february and i returned the 8 copies per your request. I am

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For additional information, contact:



Public Information Office  
Governor Office Building  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102-0360  
MAIN PHONE: 1.573.751.3234  
MAIN TOLL FREE: 1.800.392.4211  
☒ E-mail: pscinfo@psc.mo.gov  
MANUFACTURED HOUSING: 1.800.819.3180

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