

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUL 3 2007

Name: Bobby J Armour
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Co
Respondent

COMPLAINT

Complainant resides at 2745 Wheaton 63114
(address of complainant)

DEALER 2 - ST Louis mo. 63171

1. Respondent, Laclede Gas Company
(company name)

of ST. Louis Mo. 63171
(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:

Laclede GAS has sent me a NO. OF
ESTIMATED bill. When I asked them to TAKE
CARE OF this problem, They REFUSED to
TAKE CARE OF this problem. I TALK WITH A Mrs
FARROW AT Laclede Gas Company, She REFUSE to
RETURN my CALL her EXT 314-342-0603
342-0603, All I WANT to do is pay FOR
the GAS I used NOT ESTIMATED bill

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

[illegible]

WHEREFORE, Complainant now requests the following relief:

I would like for someone at Laclede Gas Company to be Responsible so that we can get this gas bill on track.

6-26-07
Date

Date _____

Bahy J. Thomas
Signature of Complainant

Signature of Complainant

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



BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

SERVICE AT: 2745 WHEATON AVE					BILL DETAIL		AMOUNT
ACCT NO. 174964-003-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		983.06
AVERAGE GAS COST PER THERM: .99323 DEGREE DAYS 1373					LATE PAYMENT CHRG GAS		14.75
PRESNT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	PAYMENT THANK YOU	150.00-
5810	4970	840		1.030	865.2	BILL ADJUSTMENT	667.50-
						LATE PAYMENT CHRG GAS	26.12-
						CHARGE FOR GAS SVC 02-08-07 TO 05-10-07	971.83
						(INCLUDES A MONTHLY ISRS CHARGE OF \$.45)	
						ST LOUIS CNTY TAX	51.15
						ACCOUNT BALANCE	1177.17
						CORRECTED BILL	
						+COMING SOON-A NEW BILL WITH LARGER TEXT & MORE INFO. FOR MORE ABOUT THE REDESIGN, VISIT LACLEDEGAS.COM.	
ACTUAL READING					AMOUNT		
GAS ARREARS/LATE PAY					154.19		
CURRENT CHARGES					1022.98		
AMOUNT DUE					\$1177.17		
PAYMENT DUE BY 06-19-07 DELINQUENT AFTER 06-28-07							
<p>YOUR GAS BILL HAS RECENTLY BEEN ESTIMATED BASED ON PAST USAGE. WE HAVE NOW OBTAINED A METER READING INDICATING THAT YOUR ACTUAL USAGE WAS GREATER THAN WE ESTIMATED AND THAT YOUR ACCOUNT HAS BEEN UNDERBILLED. YOUR CURRENT BILL HAS BEEN ADJUSTED TO CORRECT FOR THE UNDERBILLING. THE ENTIRE AMOUNT DOES NOT HAVE TO BE PAID IMMEDIATELY. YOU MAY MAKE ARRANGEMENTS TO PAY THE CORRECTED PORTION OF THE BILL, ALONG WITH CURRENT AND PAST DUE GAS CHARGES, IN EVEN INSTALLMENTS OVER A TIME PERIOD EQUAL TO THE PERIOD OF THE UNDERBILLING. YOU HAVE NOT BEEN CHARGED FOR UNDERBILLING IN EXCESS OF 12 MONTHS FROM THE DATE WE OBTAINED THE METER READING. PLEASE CALL 314-621-6960 OR 1-800-887-4173 IF YOU WISH TO SET UP PAYMENT ARRANGEMENTS.</p>							

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

AMOUNT DUE \$1177.17 **AMOUNT PAID** _____

PAYMENT DUE BY 06-19-07
DELINQUENT AFTER 06-28-07
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

17496400380001177178

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

SERVICE AT: 2745 WHEATON AVE					BILL DETAIL		AMOUNT
ACCT NO. 174964-003-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		703.47
AVERAGE GAS COST PER THERM: 1.02931 DEGREE DAYS 66					PAYMENT THANK YOU		150.00
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS	3.82
7190	7135	55		1.024	56.3	CHARGE FOR GAS SVC 04-10-06 TO 05-10-06	80.89
						ST LOUIS CNTY TAX	4.26
						ACCOUNT BALANCE	642.44
						DISCONNECT DATE JUN 02, 2006	
						SEE ENCLOSED NOTICE	
						WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.	
						MINIMUM PAYMENT DUE	
						BY DELINQUENCY DATE	509.08
ESTIMATED					AMOUNT		
CWR ARREARS/LATE PAY					258.58		
CWR PLAN AMT					250.50		
AMOUNT DUE					\$509.08		
PAYMENT DUE BY 05-24-06 DELINQUENT AFTER 06-02-06							

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

AMOUNT DUE \$509.08

AMOUNT PAID

PAYMENT DUE BY 05-24-06
DELINQUENT AFTER 06-02-06
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

17496400380000509080

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

SERVICE AT: 2745 WHEATON AVE					BILL DETAIL		AMOUNT
ACCT NO. 174964-003-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		271.89
AVERAGE GAS COST PER THERM: 1.03512 DEGREE DAYS 681					PRIOR OTHER BALANCE		103.00
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR	THERMS	PAYMENT THANK YOU	200.00
4330	4027	303		1.030	312.1	LATE PAYMENT CHRG GAS	1.08
						DEPOSIT ASSESSMENT	103.00
						CHARGE FOR GAS SVC 11-06-06 TO 12-07-06	362.42
						(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)	
						ST LOUIS CNTY TAX	19.07
						ACCOUNT BALANCE	660.46
						DISCONNECT DATE JAN 02, 2007	
						SEE ENCLOSED NOTICE	
						WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.	
ESTIMATED						AMOUNT	
GAS ARREARS/LATE PAY						175.97	
CURRENT CHARGES						484.49	
AMOUNT DUE						\$660.46	
PAYMENT DUE BY 12-26-06 DELINQUENT AFTER 01-02-07							

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

AMOUNT DUE \$660.46

AMOUNT PAID

PAYMENT DUE BY 12-26-06
DELINQUENT AFTER 01-02-07
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

17496400380000660468

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

SERVICE AT: 2745 WHEATON AVE					BILL DETAIL		AMOUNT
ACCT NO. 174964-003-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		112.48
AVERAGE GAS COST PER THERM: 1.02936 DEGREE DAYS 51					LATE PAYMENT CHRG GAS		1.69
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	DEPOSIT ASSESSMENT	317.33
3818	3763	55		1.022	56.2	CHARGE FOR GAS SVC 09-07-06 TO 10-06-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)	80.99
						ST LOUIS CNTY TAX	4.26
						ACCOUNT BALANCE	516.75
ESTIMATED						AMOUNT	
GAS ARREARS/LATE PAY						114.17	
CURRENT CHARGES						402.58	
AMOUNT DUE						\$516.75	
PAYMENT DUE BY 10-23-06 DELINQUENT AFTER 11-01-06							
***** IMPORTANT DEPOSIT INFORMATION *****							
<p>A DEPOSIT HAS BEEN ASSESSED AND ADDED TO YOUR GAS BILL. THIS ACTION BECAME NECESSARY BECAUSE YOUR BILLS HAVE NOT BEEN PAID ON OR BEFORE THE DELINQUENT DATE FOR AT LEAST FIVE OUT OF THE LAST TWELVE BILLING PERIODS. THE DEPOSIT HAS BEEN SET UP TO BE BILLED IN THREE INSTALLMENTS. THE FIRST INSTALLMENT IS INCLUDED ON THIS GAS BILL. THIS ACTION IS IN ACCORDANCE WITH STANDARD RULES AND REGULATIONS ON FILE WITH THE STATE OF MISSOURI THAT GOVERN DEPOSIT ASSESSMENT. INTEREST PAID ON YOUR DEPOSIT IS EQUAL TO THE PRIME RATE PLUS ONE PERCENTAGE POINT AS PUBLISHED IN THE WALL STREET JOURNAL ON THE LAST BUSINESS DAY OF THE PRECEDING CALENDAR YEAR. ONCE YOU HAVE ESTABLISHED A SATISFACTORY PAYMENT RECORD, THE DEPOSIT PLUS ACCRUED INTEREST WILL BE CREDITED TO YOUR ACCOUNT.</p>							

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

AMOUNT DUE \$516.75 **AMOUNT PAID** _____

PAYMENT DUE BY 10-23-06
DELINQUENT AFTER 11-01-06
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

17496400380000516752

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

SERVICE AT: 2745 WHEATON AVE					BILL DETAIL		AMOUNT
ACCT NO. 174964-003-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		642.44
AVERAGE GAS COST PER THERM: 1.02937 DEGREE DAYS 67					LATE PAYMENT CHRG GAS		7.64
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS	CHARGE FOR GAS SVC 05-10-06 TO 06-09-06		88.23
7251	7190	61	1.022	62.3	ST LOUIS CNTY TAX		4.64
					ACCOUNT BALANCE		742.95
					DISCONNECT DATE JUL 05, 2006 SEE ENCLOSED NOTICE		
					WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW. DUE TO PERIODIC REVIEW, YOUR PLAN AMOUNT HAS BEEN CHANGED TO 262.00		
					MINIMUM PAYMENT DUE BY DELINQUENCY DATE 778.72		
ACTUAL READ ADJUSTS ESTIMATE					AMOUNT		
CWR ARREARS/LATE PAY					516.72		
CWR PLAN AMT					262.00		
AMOUNT DUE					\$778.72		
PAYMENT DUE BY 06-23-06 DELINQUENT AFTER 07-05-06							

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

AMOUNT DUE \$778.72

AMOUNT PAID _____

PAYMENT DUE BY 06-23-06
DELINQUENT AFTER 07-05-06
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BOBBY J ARMOUR
2745 WHEATON AVE
ST LOUIS, MO 63114

17496400380000778729