

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

OCT 24 2006

Name: WILLIAM RAPP
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: LACLEDE GAS CO.
Respondent

COMPLAINT

Complainant resides at 6921 MAGNOLIA AVE
(address of complainant)

ST. LOUIS MISSOURI, 63143

1. Respondent, LACLEDE GAS COMPANY
(company name)
of ST. LOUIS, MISSOURI
(location of company), is a public utility under the

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

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

MY COMPLAINT RULES BACK TO THE INSTALLATION OF THE DRIVE BY SENDING EQUIPMENT INSTALLED UNDER FALSE INFO AS PSC REQUIRED CHANGE OF METER EVERY 10 YEARS. THIS READER WAS OBVIOUSLY DONE TO BENEFIT LACLEDE'S BOTTOM LINE. THIS ITEM REPEATEDLY FAILED REQUIRING LACLEDE PERSONEL VISITATION TO MY HOME INTERIOR AND MY LEAVE OF ABSENCE FROM WORK AS A COMMISSION PAID INDIVIDUAL. AS I COMPLAINED TO LACLEDE REGARDING THE FAILURE OF THIS EQUIPMENT CAUSING ME LOST INCOME IT FELL UPON DEAF EARS AND I WAS TOLD I WAS THE ONLY ONE WITH THIS PROBLEM. LACLEDE GAS RECORDS WILL BEAR OUT THE NUMBER OF REPEATS. THE LAST TIME THIS OCCURED I SAID 'NO MORE!' LACLEDE EXPECTS PAYMENT FROM A GUY THAT CANNOT STAY ON THE JOB BECAUSE OF THEIR DERELICT EQUIPMENT. THIS PAST WINTER LACLEDE GROSSLY OVER CHARGED FOR THEIR PROXY AND AS A VICTIM OF EXTORTION I WAS REQUIRED TO PAY EACH AND EVERY MONTHLY BILL WHICH I DID. UPON A VISIT FROM LACLEDE PERSONEL THIS SPRING THE INDIVIDUAL INFORMED ME THAT ALL THIS EQUIPMENT WAS DEFECTIVE, THE MANUFACTURER WENT BANKRUPT, AND

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

LALLEDE KNEW IT WAS DEFECTIVE. NOW THE INCOMPETENCE WAS EXCEEDED ONLY BY DISHONESTY ON LALLEDES PART. DATES AND TIMES ARE ALL PART OF LALLEDES RECORDS. I REQUESTED THROUGH PSC TO HAVE MY OVERPAYMENT RETURNED INCLUDING THE 6% I REGULARLY EARN ON THE MONEY LALLEDE OVERCHARGED AND INVESTED FOR THEIR OWN PROFITEERING. ALL I RECEIVED IS THE ENCLOSED, Ponderously CONCEIVED PRINTOUTS. IN A COUNTRY RULED IN CAPITALISM I RESENT NOT BEING ABLE TO PURCHASE NATURAL GAS FROM AN HONEST COMPETITOR AND ONE CERTAINLY SMART ENOUGH TO LOCK IN STABLE PRICING IN THE FUTURES MARKET AS EXAMPLIFIED BY THE BUSINESS WISDOM OF SOUTHWEST AIRLINES IN OIL PURCHASES. ADDITIONALLY I RESENT THE WARNINGS LISTED ON THE PSC LETTER OF DISCONTINUANCE OF SERVICE. I AM HONEST AND PAY MY BILLS. CHECK LALLEDES RECORD OF MY ACCOUNT AND VERIFY THEIR REPEATED FAILURES TO CORRECT, AND I BELIEVE INCOMPETENT AND DISHONEST PRACTICES.

WHEREFORE, Complainant now requests the following relief:

I REQUEST THE PUBLIC DISPLAY OF THIS COMPLAINT AND AT THE VERY LEAST THE 6% INVESTMENT LOSS DURING THE TOTAL HOLDING OF MY MISAPPROPRIATED FUNDS. I WOULD LIKE AN APOLOGY FROM LALLEDE AND A CERTAINMENT THAT THE NEW TECHNICAL DIMAFLEPPY READOUT IS GOING TO WORK AND NOT COST ME MORE LOSSES. THE INFORMATION ABOUT THIS SYSTEM IN THE NEWS IS NOT ENCOURAGING! LET IT BE KNOWN I AM A SENIOR CITIZEN ON A FIXED SOCIAL SECURITY INCOME.

11 OCTOBER 2006

Date

William R. Papp

Signature of Complainant

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

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JUNE 26, 2006

RAPP, WILLIAM R
P. O. BOX 16473
ST LOUIS, MO 63125

PAGE 0001

SERVICE ADDRESS: 6921 MAGNOLIA AVE
ACCT. NO: 115100-001

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
	BALANCE AS OF 06-02-05					23.31-
06-02-05	BILL ADJUSTMENT CREDIT				715.70-	739.01-
06-02-05	REBILL	04/07/04-05/06/05	7613R	566.4	718.97	20.04-
06-09-05	BILL	05/06/05-06/07/05	7630E	17.3	30.05	10.01
06-16-05	PAYMENT-GAS SERVICE				10.01-	0.00
07-11-05	BILL	06/07/05-07/07/05	7642E	12.2	25.21	25.21
07-18-05	PAYMENT-GAS SERVICE				25.21-	0.00
08-09-05	BILL	07/07/05-08/05/05	7654E	12.2	25.38	25.38
08-18-05	PAYMENT-GAS SERVICE				25.38-	0.00
09-07-05	BILL	08/05/05-09/02/05	7667E	13.3	26.47	26.47
09-19-05	PAYMENT-GAS SERVICE				26.47-	0.00
10-06-05	BILL	09/02/05-10/04/05	7685E	18.4	31.50	31.50
10-19-05	PAYMENT-GAS SERVICE				31.50-	0.00
11-04-05	BILL	10/04/05-11/02/05	7732E	48.2	62.65	62.65
11-21-05	PAYMENT-GAS SERVICE				62.65-	0.00
12-07-05	BILL	11/02/05-12/05/05	7832E	103.1	141.78	141.78
12-16-05	PAYMENT-GAS SERVICE				141.78-	0.00
01-10-06	BILL	12/05/05-01/07/06	7972E	145.0	211.47	211.47
01-17-06	PAYMENT-GAS SERVICE				211.47-	0.00
02-08-06	BILL	01/07/06-02/06/06	8077E	108.2	152.18	152.18
02-17-06	PAYMENT-GAS SERVICE				152.18-	0.00
03-10-06	REBILL	02/06/06-03/08/06	8192E	119.0	163.74	163.74
03-16-06	PAYMENT-GAS SERVICE				163.74-	0.00
04-10-06	REBILL	03/08/06-04/06/06	8262E	72.0	105.09	105.09
04-19-06	PAYMENT-GAS SERVICE				105.09-	0.00
05-10-06	REBILL	04/06/06-05/08/06	8291E	29.7	50.35	50.35
05-16-06	PAYMENT-GAS SERVICE				50.35-	0.00
06-09-06	BILL ADJUSTMENT CREDIT				319.18-	319.18-
06-09-06	REBILL	02/06/06-06/07/06	8160R	85.5	160.02	159.16-

TOTAL ACCOUNT BALANCE \$159.16-

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

EXPLANATION OF METER READING CODES

R - REGULAR READING
S - CUSTOMER READING
E - ESTIMATE

DEPT. 9

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

RAPP, WILLIAM R
P. O. BOX 16473
ST LOUIS, MO 63125

PAGE 0001

SERVICE ADDRESS: 6921 MAGNOLIA AVE
ACCT. NO: 115100-001

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 06-02-05						23.31-
06-02-05	BILL ADJUSTMENT CREDIT				715.70-	739.01-
06-02-05	REBILL	04/07/04-05/06/05	7613R	566.4	718.97	20.04-
06-09-05	BILL	05/06/05-06/07/05	7630E	17.3	30.05	10.01
06-16-05	PAYMENT-GAS SERVICE				10.01-	0.00
07-11-05	BILL	06/07/05-07/07/05	7642E	12.2	25.21	25.21
07-18-05	PAYMENT-GAS SERVICE				25.21-	0.00
08-09-05	BILL	07/07/05-08/05/05	7654E	12.2	25.38	25.38
08-18-05	PAYMENT-GAS SERVICE				25.38-	0.00
09-07-05	BILL	08/05/05-09/02/05	7667E	13.3	26.47	26.47
09-19-05	PAYMENT-GAS SERVICE				26.47-	0.00
10-06-05	BILL	09/02/05-10/04/05	7685E	18.4	31.50	31.50
10-19-05	PAYMENT-GAS SERVICE				31.50-	0.00
11-04-05	BILL	10/04/05-11/02/05	7732E	48.2	62.65	62.65
11-21-05	PAYMENT-GAS SERVICE				62.65-	0.00
12-07-05	BILL	11/02/05-12/05/05	7832E	103.1	141.78	141.78
12-16-05	PAYMENT-GAS SERVICE				141.78-	0.00
01-10-06	BILL	12/05/05-01/07/06	7972E	145.0	211.47	211.47
01-17-06	PAYMENT-GAS SERVICE				211.47-	0.00
02-08-06	BILL	01/07/06-02/06/06	8077E	108.2	152.18	152.18
02-17-06	PAYMENT-GAS SERVICE				152.18-	0.00
03-10-06	REBILL	02/06/06-03/08/06	8192E	119.0	163.74	163.74
03-16-06	PAYMENT-GAS SERVICE				163.74-	0.00
04-10-06	REBILL	03/08/06-04/06/06	8262E	72.0	105.09	105.09
04-19-06	PAYMENT-GAS SERVICE				105.09-	0.00
05-10-06	REBILL	04/06/06-05/08/06	8291E	29.7	50.35	50.35
05-16-06	PAYMENT-GAS SERVICE				50.35-	0.00
06-09-06	BILL ADJUSTMENT CREDIT				319.18-	319.18-
06-09-06	BILL	02/06/06-06/07/06	8160R	85.5	160.02	159.16-

TOTAL ACCOUNT BALANCE \$159.16-

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EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JULY 18, 2006

RAPP, WILLIAM R
P. O. BOX 16473
ST LOUIS, MO 63125

PAGE 0001

SERVICE ADDRESS: 6921 MAGNOLIA AVE
ACCT. NO: 115100-001

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 06-09-06						0.00
06-09-06	BILL ADJUSTMENT CREDIT				319.18-	319.18-
06-09-06	REBILL	02/06/06-06/07/06	8160R	85.5	160.02	159.16-
07-12-06	BILL ADJUSTMENT CREDIT				866.71-	1,025.87-
07-12-06	REBILL	05/06/05-07/07/06	8164R	567.0	876.55	149.32-
TOTAL ACCOUNT BALANCE						0149.32-

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

EXPLANATION OF METER READING CODES

R - REGULAR READING
S - CUSTOMER READING
E - ESTIMATE

LACLEDE GAS COMPANY
720 OLIVE STREET
ST. LOUIS, MISSOURI 63101

July 21, 2006

Dear Customer:

Your inquiry to the **Missouri Public Service Commission** was referred to us for investigation.

A thorough review of your account(s) has been completed and our report has been submitted to the Commission.

If you need assistance with paying your bill, contact your local Community Action Agency:

-In St. Louis City & Wellston, call the Human Development Corporation at
(314) 535-7607

-In St. Louis County, call the Community Action Agency of St. Louis County at
(314) 863-0015

If you have any questions pertaining to your account or if you need to make payment arrangements, please contact the Customer Relations Department at (314) 621-6960. The billing office has extended their hours from 7:00 AM to 7:00 PM, Monday through Friday, and from 8:00 AM to 4:30 PM on Saturdays.

Thank you.