

MARY SEXAUER
926 Shady Path Drive
St. Peters, MO 63376-7602
(636) 978-9410 phone

FILED³

JUL 24 2006

Missouri Public
Service Commission

July 20, 2006

CERTIFIED NO. 7005 1160 0002 3397 0165
RETURN RECEIPT REQUESTED

Secretary of the Missouri Public Service Commission
ATTN: Data Center
P. O. Box 360
Jefferson City, Missouri 65102-0360

Re: Complaint - *Mary Sexauer v. Laclede Gas Company*

Dear Sir or Madam:

Enclosed please find the original and nine copies of the above-referenced formal Complaint.

Sincerely,



Mary Sexauer

/mss

Enclosures

C:\WpDocuments\Misc\MaryS\MPSCFilingLtr072006.wpd

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUL 24 2006

Missouri Public
Service Commission

Name: Mary Sexauer)
Complainant)

vs.)

Case No.)

Company Name: Laclede Gas Company)
Respondent)

COMPLAINT

Complainant resides in St. Charles County at 926 Shady Path Drive, Saint Peters, Missouri 63376

1. Respondent, Laclede Gas Company
of Drawer 2, Saint Louis, Missouri 63171, 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:

The subject utility service in dispute was rendered in St. Charles County at 1912 Winter Hill Drive, O'Fallon, Missouri 63366. The account number is 084849-003-6. The billing amount in dispute is \$285.32 due to an alleged malfunctioning Automatic Meter Reader (hereinafter "AMR"). Respondent has "estimated" Complainant's gas usage and refused to consider the unusual circumstances in this case. The gas meter in question was and has been accessible to Respondent's employees/subcontractors at all times, being located on the outside northwest corner of the residence. The home at said address was purchased on 11/17/05 but service was started on 11/16/05 at the request of

Complainant, and Complainant is the person financially responsible for the account. The home is owned and lived in by Complainant's elderly father.

On or about 12/27/06 Complainant called Respondent to inquire as to why a bill had not been received. She was told it was being delayed because of a billing cycle problem. On 01/05/06 Complainant called Respondent again to ask about the bill and was told the bill wouldn't be generated until 01/30/06, however, Complainant asked that the bill be sent out prior to that time. On 01/19/06 Complainant called Respondent again to ask about the bill and was told there was a problem reading the Automated Meter Reader (hereinafter "AMR").

On or about 01/24/06 (over 65 days after service was started) Complainant received an initial bill of \$137.22 for service from 11/16/05 – 12/27/05. The bill, was an "estimated" bill even though the home had an AMR which was installed on 10/27/05. See the 06/27/06 letter of Missouri Public Service Commission (hereinafter "MPSC") attached hereto. Complainant called Respondent on 01/25/06 to dispute the amount due. She advised Respondent that during the service period of 11/16/05 – 12/27/05, the home at said address was VACANT (vacant for a total of 34 days from 11/17/05 – 01/20/06) (see U-Haul receipts attached hereto) to allow for minor remodeling, cleaning and painting. Complainant also informed Respondent that the home in question is very small (approximately 900 square feet), has no basement, has energy-efficient windows, an energy-efficient two year old furnace and the thermostat was kept as 60° since no one was living in the home yet. The home was also without a gas water heater for a period of two weeks due to replacement. See

plumber's invoice attached hereto. At this time Complainant also requested an "actual reading" in an effort to try to mitigate the billing dispute.

Thereafter, Complainant received her second "estimated – based on a special read" bill of \$85.76 for service from 12/27/05 – 01/26/06. Complainant spoke with Respondent on at least four separate occasions regarding the two erroneous bills she had received and the alleged faulty AMR but Complainant was told that Respondent was investigating and that someone would call Complainant. See Communication Log attached hereto. No investigator for Respondent ever called Complainant to discuss the matter, and none of Respondent's customer service representatives could tell Complainant what "estimated – based on a special read" meant.

On 02/21/06, after at least eight telephone calls and three months of trying to get some answers in order to resolve the problem, Complainant registered a telephone hotline complaint with Martha at the MPSC.

In early March, 2006 Complainant received her third "estimated" bill of \$98.80 for service from 01/26/06 – 02/27/06 along with a disconnect notice and disconnect date of 03/30/06. To date, Complainant had received three bills totaling \$321.78.

On or about 03/21/06 (four months after gas service was started) Complainant received a postcard notice from Respondent advising that the gas meter has been replaced due to a malfunction. The notice did not state the date the meter was replaced and the employee/subcontractor did not leave a notice of any kind at the home when he performed the work. However, Respondent

advised the MPSC that the AMR at said address was "reprogrammed" on 02/23/06. See 06/26/06 letter from MPSC attached hereto.

On or about 3/23/06 Complainant received a "corrected/adjusted" bill of \$315.41 for the period of 11/16/05 – 02/27/06. The bill was \$6.37 less than the total of the other three bills already received. Complainant made several more calls to Respondent disputing the "corrected/adjusted" bill. On 03/31/06 Complainant called her MPSC representative about the "corrected/adjusted" bill. The MPSC representative advised Complainant that she had received a response from Respondent earlier on 03/27/06. The MPSC Representative stated that Respondent had notified her that the AMR was changed either on 02/23/06 or 02/29/06 but that there were so many discrepancies in the bill and report that she had received from Respondent that she sent it back to Respondent's investigator, Ms. O'Farrell to correct. Complainant advised the MPSC Representative that the bill had only been reduced by \$6.37 and also that the new \$39.93 charge for service from 02/23/06 – 02/27/06 (five days) on the "corrected/adjusted" bill again seemed excessive. So the MPSC Representative called Respondent's investigator. Ms. O'Farrell said a mistake had been made and the \$39.93 charge was for service from 02/09/06 – 02/27/06. Ms. O'Farrell stated that this mistake would also be corrected and a new recalculated "corrected/adjusted" bill would be sent to Complainant.

On 05/12/2006 (six weeks after receiving the first incorrect "corrected/adjusted" bill) Complainant called her MPSC representative because a recalculated "corrected/adjusted" bill still had not been received. The MPSC

representative called Respondent to check on the status of the "corrected/adjusted" bill and returned a call to Complainant later that day stating that Respondent's investigator, Ms. O'Farrell, said the recalculated "corrected/adjusted" bill would be forthcoming. Ms. O'Farrell stated that the person in billing who handled Complainant's account had "been out for five weeks".

After another month of waiting for the recalculated "corrected/adjusted" bill, Complainant telephoned the MPSC on or about 06/13/06 and again on 06/26/06, at which time she requested that the MPSC forward to her the paperwork necessary to file a "formal" complaint since no recalculated "corrected/adjusted" bill had yet been received.

One day later, on 06/27/06, the MPSC representative telephoned Complainant to state that her supervisor had contacted Respondent in an effort to resolve/expedite the matter. Respondent made an offer of a \$30.00 - \$35.00 credit which was declined by the Complainant. Complainant received the formal paperwork on 06/29/06 and began working on it.

On 07/14/06 Complainant received the recalculated "Corrected Bill" (Respondent's terminology). It should be noted that the "Corrected Bill" arrived four months after Complainant received the first inaccurate "corrected/adjusted" bill but only two weeks after Respondent was advised that Complainant would be filing formal charges with the MPSC. The "Corrected Bill" is impossible to decipher and raises more questions than it answers. It appears to be nothing more than a smoke screen of different amounts and dates meant to be purposely

misleading and intimidating to the Complainant in the hopes that she will give up and just pay the bill.

For example, Complainant would like the following questions answered with regard to the "Corrected Bill":

a. Why are the Current Charges listed at \$643.57 and how was this amount calculated? The amount of the original "corrected/adjusted" bill in dispute (\$315.41) plus the total amount of the four other bills paid by Complainant (\$122.08) comes to \$437.49. **The "Current Charges" of \$643.57 listed on Respondent's "Corrected Bill" are more than \$200.00 greater than the actual amount billed for gas service for the period 11/16/06 – 06/27/06.**

b. How is the \$358.25- Gas Credit/Late Pay amount calculated?

c. Why are only two of Complainant's payments credited under the Bill Detail section? Why are the \$55.66 and \$24.85 payments not listed? They were noted as paid (\$80.51) on the 04/27/06 – 05/26/06 bill.

d. How was the Bill Adjustment amount of \$143.61- computed?

e. Why did Respondent change the service dates for unmetered gas charges from 11/16/05 – 02/23/06 to 11/16/05 – 02/09/06? If the gas was unmetered, how did you determine the CCF? Was the AMR at the address in question replaced or reprogrammed and on what date did same occur and by whom?

f. Why did Respondent detail a charge for gas service from 02/09/06 – 06/27/06 in the amount of \$161.14 when all gas charges for service from 02/27/06 – 6/27/06 have been paid in full? (Complainant paid those four months

of bills because she was under the impression that the faulty AMR had been replaced and Respondent was getting accurate readings. However, Complainant is no longer sure that is the case)

g. What happened to the charge of \$39.93 for gas service from 02/23/06 through 02/27/06 from the original "corrected/adjusted" bill;

h. How was the \$8.48 O'Fallon Tax and \$1.61 Sales Tax calculated? Complainant has already paid the last four bills totaling \$122.08 with the appropriate taxes included for the period 02/27/06 – 06/27/06; and

i. Why did Respondent credit three months of late charges (\$15.27) but then add on another late charge of \$4.89 to the "Corrected Bill". Since Complainant is in no way responsible for any of the errors, inaccuracies or delays that bring Respondent and Claimant to this point, she strenuously objects to any late fee charges.

Complainant does not agree with the "Corrected Bill" and disputes the amount due of \$285.32. See "Corrected Bill" attached hereto together with a copy of all of Respondent's bills to Complainant. Also attached hereto is a Recap of Billed Charges and Payment History.

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

Complainant informed Respondent of the billing and overstatement of gas usage problem through repeated phone calls to Respondent's representatives and notations made on her account, and Complainant informed Respondent of the special circumstances surrounding the residence in question which would

have had a direct bearing on any estimate of the amount of gas used. Complainant also asked for a timely actual reading of the meter which was not forthcoming. Complainant also filed an informal hotline complaint with the MPSC in an effort to try to resolve the matter. See Communication Log attached hereto.

WHEREFORE, Complainant now requests the following relief:

Complainant requests that Respondent reduce said disputed amount in question to a total of \$222.08 for the period 11/16/05 – 06/27/06. Since Complainant has already paid \$122.08 for service from 02/27/06 – 06/27/06, the amount Complainant would pay Respondent for the period 11/16/05 – 02/27/06 would be \$100.00. Complainant would pay no late charges. In support thereof, Complainant states as follows:

1. That the home receiving the gas service is approximately 900 square feet. It has an energy efficient furnace and windows, *the home was vacant from November 17, 2005 through January 20, 2006, and the thermostat was kept on 60° . There was also no gas water heater in the home for a period of two weeks;*

2. That contrary to Respondent's claim that the issues herein were investigated, no actual investigation has taken place other than the retrieval of certain numbers and the changing of certain dates by Respondent, the validity of which still remain in question;

3. That Respondent should have known as early as 11/16/05 that the AMR installed on 10/27/05 was malfunctioning since Respondent would have had to provide the previous owner with a final bill for gas usage through 11/16/06. And knowing that, Respondent could have and should have replaced

and/or reprogrammed the alleged faulty AMR in a timely manner to avoid and/or mitigate the billing/AMR dispute with Complainant. The alleged faulty AMR was installed on 10/27/05 and not replaced until 02/23/06, four months later;

4. That Respondent did not made a good faith effort to resolve the "corrected/adjusted" billing dispute in a timely manner. That Complainant does not believe Respondent has taken into consideration the special circumstances of gas usage leading to this dispute and that mistakes made on Respondent's first "adjusted" bill and its indecipherable Corrected Bill reinforces Complainant's lack of confidence in Respondent's ability to provide her with a fair and accurate accounting of her gas usage.

5. That Respondent's practice of routinely "estimating" bills when a gas meter is easily accessible to Respondent, as it was in this case, is patently unfair and violates Complainant's consumer rights for a true and accurate accounting of her bills;

6. That due to Respondent's lack of good faith and timeliness, Complainant's elderly father has been forced to deal with the stress of living under multiple gas disconnection dates; and

7. That due to Respondent's lack of good faith and timeliness and through no fault of her own, Complainant has been forced to try to resolve the billing and alleged faulty AMR (gas usage) disputes through multiple channels, including telephone communications with Respondent, telephone conversations with the

MPSC, filing an informal complaint with the MPSC, and ultimately filing a formal complaint with the MPSC thereby causing Complainant undue hardship and burden.

7-20-06

Date

Mary Sexauer

Complainant - Mary Sexauer
926 Shady Path Drive
Saint Peters, Missouri 63376-7602
Phone: 636-978-9410 Home
Facsimile: None
E-Mail: K.Sexauer@juno.com

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

Attachments: Communication Log from 12/27/05 – 07/11/06
 06/27/06 letter from Missouri Public Service Commission
 U-Haul Receipts
 Plumber's Invoice
 Recap of Billed Charges and Payment History

A:\Complaint.doc

Communication Log from 12/27/05 – 07/11/06

01/05/06 TCW Ms. Hill of Laclede Gas Billing (621-6960) at 11:00 a.m. inquiring as to why we haven't received bill for 1912 Winter Hill Drive, O'Fallon, MO yet. She said bill will be generated on January 30, 2006. I asked her to make a request for the bill now and not wait until January 30, 2006.

01/19/06 TCW Mike of Laclede Gas Billing at 9:35 a.m. inquiring again as to why we have not yet received bill for 1912 Winter Hill Drive. He said bill was originally to go out on 12/29/05 but there is a problem with new automated meter reader. He said regular meter should still be reading correctly so they would probably send someone out to read regular meter. Someone from Laclede Gas will call me within five (5) business days to let me know what they are going to do about the automatic meter reader. I gave him my cell phone number 636-577-0917 so they could reach me at any time.

01/24/06 We received first bill from Laclede Gas. 1912 Winter Hill Drive, Acct. No. 084849-003-6. It is not accurate – too high. Bill covers period of 11/16/05 – 12/27/05. The house was vacant from November 17, 2005 until January 21, 2006. Furnace was set at 60°. House was without gas water heater approx. two weeks because of replacement. And it is an estimated bill even though Mike from Laclede said they would probably send someone out to personally read meter. No one ever called me back from Laclede Gas (see 01/19/06 entry).

01/25/06 TCW Justin of Laclede Gas Billing at 8:30 a.m. I told him bill was not accurate and told him that the house was vacant from November 17, 2005 until January 21, 2006. Furnace was set at 60°. House was without gas water heater approx. two weeks because of replacement. Home has energy efficient new furnace (two years old). He says not to pay bill until we have meter issue cleared up. He says someone will be contacting me regarding AMR in next day or two. It is noted in file that the meter department is investigating; that we have requested an actual reading; and that we won't be paying the bill until the investigation is complete and we reach an agreement on the amount of gas used. Also, Justin is taking account off of the automatic payment plan. Normally Laclede Gas makes withdrawal from acct. on due date which on this account (1912 Winter Hill Dr.) is 02/02/06. I told him I did not authorize the automatic payment plan for this account and he says it is automatic if you already have another account on the plan. Since my home (926 Shady Path) is on the automatic payment plan, they set Dad's home up on it, too. (When I originally called and requested new service for Dad they would not put account in his name because he was not on the phone to authorize same and that is why it is in my name.)

According to automated voice mail of Laclede Gas, the next bill on Dad's acct. (Winter Hill) will be mailed on 01/30/06 (because bills are just generated by computer). Do not pay it.

02/02/06 TCW woman (did not get name because I was at doctor's office when call came in) from Laclede Gas. She said a request was made on 01/23/06 for AMR company (subcontractor) to reinstall new meter. She made another request for service person to call me because I told her the home was vacant and the bill was not accurate. She says this is still under investigation by Laclede Gas Co.

02/14/06 TCW Tanya at Laclede Gas, Customer Svc. Dept. 11:30 a.m. I called her. She said there is a note in the file that the Customer Accounting Manager is keeping an eye on this account and going to generate an adjusted bill for 1912 Winter Hill Drive on February 17, 2006. Apparently, certain info was sent to the company that reprograms the automated meter readers on Friday, February 10, 2006 and they will return some info to Laclede which will enable them to generate an accurate bill. Per Tanya, someone was at the home on October 28, 2005 to install the original AMR and a reading was taken at that time. **But how will they know what the reading would have been on November 16, 2006 (when our service was started) if the AMR wasn't working properly when it was installed on 10/28/05?**

I will wait to get adjusted bill and see what the amount is. If it is questionable, I am to call and talk to the manager of Customer Service.

02/21/06 TCW Ms. Snipes, Customer Service Rep. I called her because I have never gotten call from service dept/person regarding inaccurate reading on bill and never received adjusted bill. She will have billing supervisor call me today at 3140721-2577 (I was at work).

02/21/06 I receive a phone call from Ms. Bobbish, Cust. Svc. at Laclede Gas at 11:57 a.m. I explained the situation to Ms. Bobbish all over again. She gave me this information. The AMR was stuck on 5606. Allnet was supposed to have reprogrammed or reinstalled the AMR on 2/3 or 2/4/06 and there was an estimated read on 2/3 or 2/4/06 of 5745. Still no definite information about when or if the bill will be corrected/adjusted. It appears I am getting nowhere with Laclede Gas. I ask Ms. Bobbish how I can make a formal complaint concerning the 1912 Winter Hill account. She provides me with the name of the Missouri Public Service Commission and their phone number of 1-800-392-4211.

02/21/06 I placed a phone call to the Missouri Public Service Commission at 12:34 p.m. and speak to Martha who takes my hotline complaint. She said she will have a Commission investigator get back to me but that it will probably take several weeks.

02/21/06 I receive a phone call from a Ms. Davis (?) from Laclede Gas who informs me that Laclede Gas is in receipt of my "formal" complaint filed with the Missouri Public Service Commission. Laclede Gas will assign an investigator and Laclede Gas will call me back after investigation is complete. **It should be noted that no investigator from Laclede Gas has ever contacted me. I only found out from Contessa, my Missouri Public Service Commission investigator, on June 26, 2006, that the Laclede Gas investigator handling the complaint on this account is named "Rhonda".**

03/10/06 I telephone the Missouri Public Service Commission (MPSC) and speak to Martha. She tells me that Contessa, my MPSC investigator, has not heard back from Laclede Gas yet. **Because we received a disconnect date of March 30, 2006 with our second billing ????, this case now gets priority over other complaints.** Contessa will call me to let me know if I should pay a portion of the bill.

03/16/06 I telephone the Missouri Public Service Commission (MPSC) and speak to Martha. **Per Martha, it is taking about 1 month – 6 weeks to resolve these complaints with Laclede Gas.** The MPSC has hundreds of complaints against Laclede Gas. I can make partial payment if I want to and write that any payments made on this account are made under protest/dispute.

03/24/06 I place a telephone call to Laclede Gas at 11:30 a.m. and speak to a Mr. Cowlens in the Correspondence Dept. He has made a request that the person who investigated the disputed bill(s) ?? (from the Correspondence Dept.) give me a call to discuss this account.

03/30/06 I place a telephone call to Laclede Gas and speak to Ms. Richardson. She said employees in "Correspondence Dept." don't return phone calls. She will have a supervisor call me at 636-577-0917 (my cell ph.) ASAP.

03/30/06 At 4:15 p.m. I receive a call from Ms. Bobbish of Laclede Gas. She said she would try to find out who Laclede's investigator was on this file and have them call me tomorrow or she would call me back herself.

03/31/06 Ms. Bobbish from Laclede Gas called me back and said Ms. O'Farrell of the Community Svcs. Dept. was my Laclede Gas investigator. She would have Ms. O'Farrell call me back.

03/31/06 I telephone Contessa at the MPSC. She said she received a response from Laclede Gas on 03/27/06. Apparently, meter was changed on 2/23 or 2/29 but there were so many discrepancies in bill and report that Contessa talked to Ms. O'Farrell and sent disputed bill back to her. Laclede is supposed to be recalculating the bill now. I noted to Contessa that the charge of

approx. \$40.00 for service from 2/23 – 2/27 again seemed excessive (and probably inaccurate again). **Contessa calls Ms. O'Farrell about the \$40.00 and Ms. O'Farrell said there was a mistake and that the approx. \$40.00 charge was for service from 02/09/06 – 02/27/06.**

05/12/06 I call Contessa at MPSC. I told her we received another bill about two weeks ago for svc. from 03/29/06 – 04/27/06. Told her as far as I could tell the current arrearage amount of \$376.64 is \$5.57 **more** than stated total arrearage on bill for svc. From 02/27/06 – 03/28/06 which was \$371.07.

Per Contessa, we are going to pay last two bills that were based on actual readings to keep from being disconnected (Laclede calls them actual readings but it appears the numbers were just obtained remotely from the new meter installed in February).

Svc. 02/27/06 – 03/28/06 \$55.66 (paid on ??

Svc. 03/28/06 – 04/27/06 \$24.85 (paid on

05/12/06 Contessa from MPSC calls me back at 3:35 p.m. She's spoke to **Ms. O'Farrell who says adjusted bill is "forthcoming". Person in billing who handles this account has "been out for 5 weeks". She says \$5.57 is late fee because nothing has been paid on this account as of 5/12/06.**

06/26/06 I phone Contessa with the MPSC. We still have not received adjusted bill or have any idea what amount an adjustment might be. **We are still disputing service from 11/16/- 02/27/06, seven months after this all began.** I ask her to send me the paperwork to file a "formal" complaint against Laclede Gas with the MPSC. Apparently, calling the MPSC with a complaint is just a complaint. You must file paperwork to make a formal dispute. After formal complaint is filed, Laclede Gas has 30 days to respond to Commission and if matter cannot be resolved then a hearing is held. Contessa said the hearing could probably be held on a conference call with Jefferson City.

06/29/06 Received paperwork for formal complaint from Contessa.

07/10/06 Review paperwork received from Contessa. Complaint seems to be missing a page/pages. Place call to Pam at MPSC. She is going to send me 2nd page.

07/11/06 Received 2nd page of Complaint.



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

June 27, 2006

Mrs. Mary Sexauer
1912 Winter Hills Dr.
O'Fallon, MO 63366

Dear Mrs. Sexauer:

This letter is in response to the complaint you filed on February 21, 2006 against Laclede Gas Company. I am providing the following information per our June 27, 2006 conversation.

Laclede's records indicate the following:

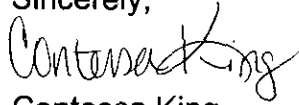
- 1) On 10/27/05, an AMR was installed at the premises noted above. The meter reading noted was x5606.
 - On 11/15/05, a Home Sale Inspection was completed. The index noted was x5606.
 - On 11/16/05, gas service was established for Mary Sexauer.
 - Through 2/23/06, the AMR readings remained x5606.
 - On 2/21/06, Ms. Sexauer contacted Customer Relations to dispute the charges rendered on the account (refer to the "Statement of Bills and Payments"). She stated that she had contacted the PSC and would not pay the bill until her dispute was resolved.
 - On 2/23/06, it was determined that the AMR was stalled. The AMR was reprogrammed, x5606. **(On March 28, 2006, the Company advised me 2/23/06 should be 2/09/06. The Company erroneously entered 2/23.**
 - On 2/27/06, a reading was obtained from the AMR, x5637.
 - On 3/20/06, a corrected billing was rendered. The charge for un-metered gas from 11/6/05 to 2/23/06 (2/09/06) was 168 CCf's, \$272.98, and the charge for actual usage from 2/23/06 (2/09/06) to 2/27/06, 31 CCf's was \$42.43, including taxes. The prior balance was \$222.98, which was credited, leaving a balance due of \$315.41.

It should be noted that the average usage on the un-metered gas charge was .0580 (168 CCf's/2895 Heating Degree Days from 11/6/05 to 2/23/06). The prior owner's average usage during like time periods was .0706 (10/22/04 to 02/25/05); .0828 (10/24/03 to 02/27/04); and .0968 (10/25/02 to 02/28/03).

On June 27, 2006, I advised you Laclede agreed to credit 25 Ccf's to your account.

If you have any additional questions or concerns, please feel free to contact me toll free at 1-800-392-4211.

Sincerely,

A handwritten signature in cursive script that reads "Contessa King". The signature is written in dark ink and is positioned above the printed name.

Contessa King
Consumer Services Specialist

U-HAUL EQUIPMENT CONTRACT**One-Way Return (IN)**

Contract Number: 00011108
Saturday 01/21/06 4:35PM

U-HAUL CENTER O FALLON
(736054)

2000 HIGHWAY K (636)980-
O FALLON MO, 9111
63366

Customer Name:

MARY SEXUAER
926 SHADY PATH DRIVE
ST. PETERS, MO 63376

Customer Ph No(s):

636-577-0917

Rental Date/Time: 01/21/2006 8:51AM

Return Date/Time: 01/21/2006 4:35PM

Days Allowed: 1

MI Allowed: 46.0

Dispatching Dealer: 048329

Equipment	MI Out	MI In	MI Rate	MI Charge	SafeMove/Tow	Missing/Damage Charge:	Rental Rate	Rental Charge	Tax:	Actual Charges
17' TRUCK EL 2664K Plate: AB86254 State: AZ	5302.0	5348.0	\$0.00 X 0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FURNITURE PADS	Quantity Rented: 12		Quantity Missing: 0			\$0.0	\$10.00	\$0.00	\$0.00	\$0.00
	Quantity Returned: 12		Quantity Damaged: 0							



Rental Charges: \$0.00

Previous Paid: \$0.00

Net Paid Today: \$0.00

• I confirm that during the term of my rental there was not an accident involving the rented U-Haul equipment and no incidence where this equipment struck or otherwise caused damage to any person or property either while on a public road or private property. There was no injury or damage sustained by me or any other drivers or passengers of this equipment.

X _____

Customer Signature - (MARY SEXUAER)

X _____

U-Haul Signature - (brad fleschert)

SCHEDULED STATUS: Jan 20 2006 3:12PM Spoke to Customer

ROADSIDE ASSISTANCE: CALL 1-800-528-0355 - EL 2664K Contract: 00011108
Dispatched From: 048329 - ONEWAY TO: O FALLON, MO - SAFE-PROTECTION(YES)

U-HAUL EQUIPMENT CONTRACT**One-Way Rental (OUT)**

Contract Number: 00011108
 Saturday 01/21/06 8:50AM

STORAGE BANC OF ARNOLD
 (048329)

3850 VOGEL RD (636)287-
 ARNOLD MO, 3941
 63010

Customer Name:

MARY SEXUAER
 926 SHADY PATH DRIVE
 ST. PETERS, MO 63376

Customer Ph No(s):

636-577-0917

Customer D/L:

L162283007
 MO
 1007

Oct 20 1954

Originating Entity: 048329

U-HAUL CENTER O FALLON
 U-Haul Regional Office, MO

Upon Arrival in: O FALLON, MO Return Equipment To:

2000 HIGHWAY K
 314 355 7902

O FALLON, MO

(636) 980-9111

If you cannot return all equipment by the agreed return date, call the U-Haul Regional Office Phone number printed above.

Days
Allowed: 1

MI Allowed: 46.0

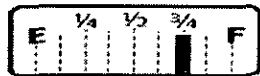
Estimated Return Date/Time: 01/22/2006 8:51AM

Extra Day Rate for the Truck: \$40.00 Per Day

\$0.40 Per MI

Extra Day Rate for the Non-SerIALIZED SRI: \$1.00 Per Day

Equipment	MI Out	MI Rate	MI Charge	SafeMove/ SafeTow/ CDW	Rental Rate	Rental Charge	Estimated Tax:	Estimated Charges	Actual Charges
EL 2664K AB86254 AZ	5302.0		\$0.00	\$14.00	\$106.00	\$106.00	\$9.12	\$120.00	
FURNITURE PADS	Quantity Rented: 12				\$10.00	\$10.00	\$0.76	\$10.00	



Estimated Subtotal: \$130.00

Estimated Tax: \$9.88

Support Sales Item: 0.00

Estimated Rental Charge (including Deposit): \$139.88

Rental Deposit Paid: \$0.00

Network:
Mastercard

Account:
 XXXXXXXXXXXX83054

Expire:
 0608

Auth:
 935822

Credit Card Payment: \$139.88

Network:
Mastercard

Account:
 XXXXXXXXXXXX22619

Expire:
 0207

Auth:

Credit Card Payment: \$0.00

Net Paid Today: \$139.88

- I confirm that the mark on the picture of a fuel gauge on this contract matches the fuel gauge reading on the truck. I agree to return this truck with this amount of fuel or pay a \$30 fueling fee and a minimum of \$4 per gallon for fuel used. U-Haul does not reimburse if this truck is returned with more fuel than when it was dispatched. U-Haul pays for oil (save receipts).
- U-Haul provides the Customer with minimum limits of protection required by that state or province where arises any claim, suit or cause of action. This provided protection is in excess or secondary to any insurance coverage(s) of the Customer. Customer assumes Sole Responsibility for any and all liability that exceeds the applicable minimum limits of protection for that state or province.
- This description of coverage supersedes and renders void any Liability Insurance Coverage(s) described or implicated in the U-Haul Document Holder.
- I understand that this equipment must be returned to one of the U-Haul drop-off locations listed on this contract or I must call the drop-off information number for directions.
- Failure to return this equipment by the contract due date and time and pay all amounts due (including the cost of damage) can be construed as intent to defraud and is punishable in accordance with state and local laws.
- I confirm that the equipment I am renting is clean and I agree to return this equipment clean or pay a cleaning fee.
- I understand that the equipment rented is water resistant and not water proof.
- I agree to pay all fees incurred in collecting unpaid rental charges and fees.
- I acknowledge that I have received the appropriate User Instructions and acknowledge my responsibility to fully read and understand these User Instructions before operating the equipment.
- Watch for overhead objects. I understand and agree that a collision with an overhead object is one of several exclusions under the damage waiver portion of SafeMove protection.
- I acknowledge that I have received and agree to the terms and conditions of this Rental Contract and the Rental Contract Addendum.

X _____
 Customer Signature - (MARY SEXUAER)

X _____
 U-Haul Signature - (48329)

SCHEDULED STATUS: Jan 20 2006 3:12PM Spoke to Customer

S & G Plumbing (636) 443-0612

Invoice

112 North Cardinal Lane
Saint Charles, MO 63301-1239

Date	Invoice #
12/8/2005	38

Bill To
sexauer, kurt & mary 926 shady path drive saint peters, mo 63376

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
	40 gal water heater Bradford	294.31	294.31
	Ada water closet white	126.68	126.68
	2" no-caulk drain	8.14	8.14
	moentrol valve	65.47	65.47
	trim kit for shower valve	49.87	49.87
	water closet seat	16.54	16.54
	80lb bag concrete mix	6.62	6.62
	50lb bag gravel	5.65	5.65
	80lb bag concert mix	-3.31	-3.31
	50lb bag gravel	-2.83	-2.83
	drywall mud	11.78	11.78
	3" flu 90's	5.78	5.78
	3" flu pipe	14.15	14.15
	dual outlet stop	7.51	7.51
	R-19 comp. angle stop chrome	4.28	4.28
	comp.tee	3.75	3.75
	w.c. supply line	4.91	4.91
	R-19 comp. angle stops rough	5.76	5.76
	Total Reimbursable Expenses		625.06
2	2" ell	1.78	3.56
1	trap	5.48	5.48
3	per foot	0.88	2.64
4.5	per foot	1.43	6.44
2	dielectric unions	6.47	12.94
2	3/4" swt 90	0.73	1.46
3	45 ell	0.99	2.97
1	St 45 ell	1.01	1.01
1	3 1/2" nipple	0.89	0.89
1	6" nipple	1.27	1.27
10	per foot	0.73	7.30
4	hanger	0.35	1.40
2	1/2" swt tee	0.56	1.12
3	St ell	0.62	1.86
		Total	

S & G Plumbing (636) 443-0612

112 North Cardinal Lane
Saint Charles, MO 63301-1239

Invoice

Date	Invoice #
12/8/2005	38

Bill To
sexauer, kurt & mary 926 shady path drive saint peters, mo 63376

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	ell	0.53	0.53
2	caps	0.32	0.64
1	sleeve 1/4"	0.23	0.23
12	1/4" tube	0.46	5.52
2	supply tubes	2.92	5.84
		Total	\$688.16

Bank of America Advantage

5094

MARY S. OR KURT T. SEXAUER
926 SHADY PATH DR. PH. 636-978-9410
ST. PETERS, MO 63376-7602

4-3/810 MO
1822

Date 12/29/05

Pay S & G Plumbing \$ 688.16
to the order of Six Hundred Eighty Eight & 16/100 Dollars

Security features
are included.
Details on back.

Bank of America



ACH R/T 081000032

Memo 1912 Winta Hill

Mary Sexauer

⑆08⑆0000032⑆ 270231515292⑆ 5094 ⑆00000068816⑆

⑆08⑆0000032⑆ 270231515292⑆ 5094 ⑆00000068816⑆

Laclede Gas CompanyDRAWER 2
ST. LOUIS, MO 63171

SERVICE AT:

1912 WINTER HILL DR

ACCT NO. 084849-003-6

DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .95499 DEGREE DAYS 1245

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
5692	5606	86		1.026	88.2

ESTIMATED AMOUNT
CURRENT CHARGES 137.22**AMOUNT DUE \$137.22**

PAYMENT DUE BY 02-02-06 DELINQUENT AFTER 02-13-06

AMOUNT DUE \$137.22PAYMENT DUE BY 02-02-06
DELINQUENT AFTER 02-13-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5**AMOUNT PAID**MARY SEXAUER
C/O JOSEPH SCIOTTO
1912 WINTER HILL DR
O FALLON, MO 63366

08484900360000137223



PRESORTED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

BILL DETAIL	AMOUNT
CHARGE FOR GAS SVC 11-16-05 TO 12-27-05	130.81
O FALLON TAX	5.10
SALES TAX	1.31
ACCOUNT BALANCE	137.22

WE APPRECIATE YOUR 2006 PROMPT PAYMENT RECORD

GIVE TO DOLLAR-HELP! CALL US AND HAVE \$1 OR ANY
AMOUNT YOU CHOOSE ADDED EACH MONTH TO YOUR
EASY-PAY DIRECT PAYMENT PLAN.*** DO NOT SEND A PAYMENT ***
YOU ARE IN THE EASY-PAY AUTOMATIC PAYMENT PLAN.

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

00990

R040

Laclede Gas CompanyDRAWER 2
ST. LOUIS, MO 63171

SERVICE AT:

1912 WINTER HILL DR

ACCT NO. 084849-003-6

DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .87900 DEGREE DAYS 701

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
5745	5692	53		1.015	53.8

EST'D BASED ON SPECIAL READ AMOUNT
GAS ARREARS 137.22
CURRENT CHARGES 85.76**AMOUNT DUE \$222.98**

PAYMENT DUE BY 03-01-06 DELINQUENT AFTER 03-09-06

AMOUNT DUE \$222.98PAYMENT DUE BY 03-01-06
DELINQUENT AFTER 03-09-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5**AMOUNT PAID**MARY SEXAUER
C/O JOSEPH SCIOTTO
1912 WINTER HILL DR
O FALLON, MO 63366

08484900360000222987



PRESORTED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	137.22
CHARGE FOR GAS SVC 12-27-05 TO 01-26-06	81.75
O FALLON TAX	3.19
SALES TAX	.82
ACCOUNT BALANCE	222.98

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A
RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.BEAT HIGH POSTAGE COSTS! PAY ONLINE FOR FREE!
SEE THE BACK OF THIS BILL FOR MORE INFORMATION.

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

01242

R040

Laclede Gas Company
 1912 WINTER HILL DR
 ST. LOUIS, MO 63171

SERVICE AT:
 ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG
 AVERAGE GAS COST PER THERM: 82339 DEGREE DAYS 907

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR	THERMS
5809	5745	64		1.022	65.4

ESTIMATED AMOUNT
 GAS ARREARS 222.98
 CURRENT CHARGES 98.80
AMOUNT DUE \$321.78

PAYMENT DUE BY 03-21-06 DELINQUENT AFTER 03-30-06

ST. LOUIS MISSOURI

FIRST-CLASS MAIL
 U.S. POSTAGE PAID
 POST CARD RATE
 PERMIT NO. 733

XXXXXXXXXXXXXXXXXXXX

BILL DETAIL
 PRIOR GAS BALANCE 222.98
 CHARGE FOR GAS SVC 01-26-06 TO 02-27-06 92.98
 0 FALLON TAX 4.89
 SALES TAX .93
 ACCOUNT BALANCE 321.78

DISCONNECT DATE MAR 30, 2006
 SEE ENCLOSED NOTICE

WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.

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

AMOUNT DUE \$321.78
 PAYMENT DUE BY 03-21-06
 DELINQUENT AFTER 03-30-06

Dollar Help - Check One!

☐ \$1
 ☐ \$2
 ☐ \$5

XXXXXXXXXXXXXXXXXXXX

MARY SEXAUER
 C/O JOSEPH SCIOTTO
 1912 WINTER HILL DR
 0 FALLON, MO 63366

08484900360000321787

LACLEDE GAS COMPANY
 720 OLIVE ST., DRAWER 2 • ST LOUIS, MO 63171
 314-621-6960

DISCONNECTION NOTICE

Our records show an unpaid balance on your account that is delinquent. Please pay the enclosed bill, or at least the arrears amount, by the due date so that you may avoid a visit for collection or disconnection purposes. If a collection visit is required to obtain your payment, a \$9 fee will be added to your next bill. If your service is disconnected, you will be charged a \$54 fee for reconnection.

URGENT: WE ARE PREPARED TO DISCONTINUE YOUR GAS SERVICE ON OR AFTER THE DISCONNECTION DATE PRINTED ON THE ENCLOSED BILL UNLESS WE RECEIVE PAYMENT OF THE ARREARS AMOUNT.

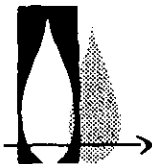
- If you are unable to pay the full amount of this bill, or at least the arrears amount, please call us immediately to determine if payment arrangements can be made. See reverse side for Cold Weather Rule payment and financial assistance information.
- If service is disconnected or if a number of disconnection notices have been sent, we may require payment of a security deposit.
- If you are age 65 or older or are disabled as attested by a medical physician or as evidenced by a federal disability award letter, please call us at 314-621-6960.

We may report your payment performance to credit reporting agencies, to the extent permitted by law, in addition to other collection activities.

As you know, the gas meter at your service address was recently replaced due to a malfunction. You will receive a corrected bill in several days that will include a charge for the estimated amount of gas consumed during the period noted and a credit adjustment for the incorrect billing during the same period.

We regret any inconvenience this may have caused you. If you have any questions or wish to arrange for extended payments once you receive the corrected bill, please call us at 621-6960.

Service Address, if different:



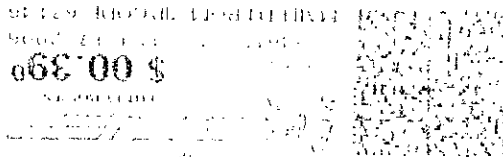
Laclede Gas Company
621-6960

F-482 10-96



ROAD


63366
O. Fallon, MD
1912 Winter Hill Dr.
C/o Joseph Scott
Mary Seaxar



LACLEDE GAS COMPANY
DRAWER 9
ST. LOUIS MISSOURI 63166

Laclede Gas Company
 SERVICE AT: 1912 WINTER HILL DR
 ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG
 AVERAGE GAS COST PER THERM. 1.09495 DEGREE DAYS 88

DRAWER 2
 ST. LOUIS, MO 63171



FIRST-CLASS MAIL
 U.S. POSTAGE PAID
 POST CARD RATE
 PERMIT NO. 735

 ACTUAL READING-METER CHANGE AMOUNT
 CURRENT CHARGES 315.41

 AMOUNT DUE \$315.41
 PAYMENT DUE BY 03-31-06 DELINQUENT AFTER 04-11-06

 BILL DETAIL AMOUNT
 PRIOR GAS BALANCE 222.98
 CHARGE FOR UNMETERED GAS 272.98
 FROM 11-16-05 TO 02-23-06 168 CCF
 BILL ADJUSTMENT 222.98-
 CHARGE FOR GAS SVC 02-23-06 TO 02-27-06 39.93
 O FALLON TAX 2.10
 SALES TAX
 ACCOUNT BALANCE \$ 315.41
 CORRECTED BILL

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

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

 AMOUNT DUE \$315.41 AMOUNT PAID
 PAYMENT DUE BY 03-31-06
 DELINQUENT AFTER 04-11-06

 Dollar Help - Check One!
☐ \$1 ☐ \$2 ☐ \$5

08484900360000315414

 MARY SEXAUER
 C/O JOSEPH SCIOTTO
 1912 WINTER HILL DR
 O FALLON, MO 63366

First Adjusted Bill

Laclede Gas CompanyDRAWER 2
ST. LOUIS, MO 63171FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

PRESORTED

SERVICE AT: 1912 WINTER HILL DR

ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .82117 DEGREE DAYS 566

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
5669	5637	32		1.019	32.6

ACTUAL READING

AMOUNT

GAS ARREARS

CURRENT CHARGES

AMOUNT DUE \$371.07


PAYMENT DUE BY 04-11-06 DELINQUENT AFTER 04-20-06

BILL DETAIL

AMOUNT

PRIOR GAS BALANCE	315.41
CHARGE FOR GAS SVC 02-27-06 TO 03-28-06	52.38
0 FALLON TAX	2.76
SALES TAX	.52
ACCOUNT BALANCE	371.07

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A
RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.PRE-SEASON GRILL SALE! CALL OR VISIT
WWW.LACLEDEAPPLIANCES.COM FOR MORE INFORMATION

Laclede Gas Company				DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 XXXXXXXXXXXXXXXX	
SERVICE AT: 1912 WINTER HILL DR									
ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG									
AVERAGE GAS COST PER THERM: 82065 DEGREE DAYS 148									
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS				
5678	5669	9		1.019	9.2				
ACTUAL READING		Pd 5/12/06 #1419			AMOUNT				
GAS ARREARS/LATE PAY					376.64				
CURRENT CHARGES					24.85				
AMOUNT DUE					\$401.49				
PAYMENT DUE BY 05-11-06 DELINQUENT AFTER 05-22-06									
BILL DETAIL PRIOR GAS BALANCE 371.07 LATE PAYMENT CHRG GAS 5.57 CHARGE FOR GAS SVC 03-28-06 TO 04-27-06 23.39 O FALLON TAX 1.23 SALES TAX .23 ACCOUNT BALANCE 401.49									
DISCONNECT DATE MAY 22, 2006 SEE ENCLOSED NOTICE WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.									

LACLEDE GAS COMPANY
 720 OLIVE STREET
 DRAWER 2
 ST LOUIS, MO 63171
 314-621-6960

DISCONNECTION NOTICE

Our records show an unpaid balance on your account that is delinquent. Please pay the enclosed bill, or at least the arrears amount, by the due date so that you may avoid a visit for collection or disconnection purposes. If a collection visit is required to obtain your payment, a \$9 fee will be added to your next bill. If your service is disconnected, payment of the total gas bill, a \$54 reconnection charge and security deposit may be required prior to reconnection of service.

URGENT: WE ARE PREPARED TO DISCONTINUE YOUR GAS SERVICE ON OR AFTER THE DISCONNECTION DATE PRINTED ON THE ENCLOSED BILL UNLESS WE RECEIVE PAYMENT OF THE ARREARS AMOUNT.

- If you are unable to pay the full amount of this bill, or at least the arrears amount, please call us immediately to determine if payment arrangements can be made.
- If service is disconnected or if a number of disconnection notices have been sent, we may require payment of a security deposit.
- If you are age 65 or older or are disabled as attested by a medical physician or as evidenced by a federal disability award letter, please call us at 314-621-6960.

We may report your payment performance to credit reporting agencies, to the extent permitted by law, in addition to other collection activities.

Laclede Gas CompanyDRAWER 2
ST. LOUIS, MO 63171

PRESORTED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

SERVICE AT: 1912 WINTER HILL DR

ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM. 1.02951 DEGREE DAYS 100

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
5684	5678	6		1.017	6.1

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY 325.79

CURRENT CHARGES 20.67

AMOUNT DUE \$346.46

PAYMENT DUE BY 06-12-06 DELINQUENT AFTER 06-21-06

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	401.49
PAYMENT THANK YOU	80.51
LATE PAYMENT CHRG GAS	4.81
CHARGE FOR GAS SVC 04-27-06 TO 05-26-06	19.46
O FALLON TAX	1.02
SALES TAX	.19
ACCOUNT BALANCE	346.46

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A
RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

Pd. 6/6/06 # 1422 chg. acct.

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



MARY SEXAUER
C/O JOSEPH SCIOTTO
1912 WINTER HILL DR
O FALLON, MO 63366

pd 7-3-06
ch # 1431

SERVICE AT: 1912 WINTER HILL DR					BILL DETAIL		AMOUNT
ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		346.46
AVERAGE GAS COST PER THERM: 1.03065 DEGREE DAYS 0					PAYMENT THANK YOU		20.67-
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS		4.89
5690	5684	6	1.026	6.2	CHARGE FOR GAS SVC 05-26-06 TO 06-27-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)		19.67
					O FALLON TAX		1.03
					SALES TAX		.20
					ACCOUNT BALANCE		351.58
					DISCONNECT DATE JUL 20, 2006 SEE ENCLOSED NOTICE		
					WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.		
ACTUAL READING					AMOUNT		
GAS ARREARS/LATE PAY					330.68		
CURRENT CHARGES					20.90		
AMOUNT DUE					\$351.58		
PAYMENT DUE BY 07-12-06 DELINQUENT AFTER 07-20-06							

AMC

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



MARY SEXAUER
C/O JOSEPH SCIOTTO
1912 WINTER HILL DR
O FALLON, MO 63366

SERVICE AT: 1912 WINTER HILL DR					BILL DETAIL		AMOUNT
ACCT NO. 084849-003-6 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		346.46
AVERAGE GAS COST PER THERM: .86569 DEGREE DAYS 1340					PAYMENT THANK YOU		20.67-
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS	4.89
5606	5606	0				CHARGE FOR UNMETERED GAS	272.98-
5690	5606	84				FROM 11-16-05 TO 02-23-06 168- CCF	
		84		1.020	85.7	CHARGE FOR UNMETERED GAS	236.17
						FROM 11-16-05 TO 02-23-06 143 CCF	
						BILL ADJUSTMENT	143.61-
						LATE PAYMENT CHRG GAS	15.27-
						CHARGE FOR UNMETERED GAS	236.17-
						FROM 11-16-05 TO 02-23-06 143- CCF	
						PAYMENT THANK YOU	20.90-
						CHARGE FOR UNMETERED GAS	236.17
						FROM 11-16-05 TO 02-09-06 143 CCF	
						CHARGE FOR GAS SVC 02-09-06 TO 06-27-06	161.14
ACTUAL READING-METER CHANGE					AMOUNT		
GAS CREDIT/LATE PAY					358.25		
CURRENT CHARGES					643.57		
AMOUNT DUE					\$285.32		
PAYMENT DUE BY 07-24-06 DELINQUENT AFTER 08-02-06							
					CORRECTED BILL		

2nd Adjusted Bill

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

AMOUNT DUE \$285.32

AMOUNT PAID

PAYMENT DUE BY 07-24-06

DELINQUENT AFTER 08-02-06

Dollar Help - Check One!

\$1

\$2

\$5

MARY SEXAUER
C/O JOSEPH SCIOTTO
1912 WINTER HILL DR
O FALLON, MO 63366

08484900360000285320

Recap of Billed Charges and Payment History

<u>Bill Received</u>	<u>Amount Due</u>	<u>Status</u>
Gas service 11/16/05 to 12/27/05	\$137.22	Disputed
Gas service 12/27/05 to 01/26/06	\$85.76	Disputed
Gas service 01/26/06 to 02/27/06	<u>\$98.80</u>	Disputed
Total	\$321.78	
 "Adjusted Bill" for gas service 11/16/05 to 02/27/05	 \$315.41	 Disputed
 Gas service 02/27/06 to 03/28/06	 \$55.66	 Paid on 05/12/06
Gas service 03/28/06 to 04/27/06	\$24.85	Paid on 05/12/06
Gas service 04/27/06 to 05/26/06	\$20.67	Paid on 06/06/06
Gas service 05/26/06 to 06/27/06	\$20.90	Paid on 07/03/06
 "Corrected" Adjusted Bill for gas Service 11/16/05 – 06/27/06	 \$285.32	 Disputed