

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED

JUL 14 2011

Missouri Public  
Service Commission

Name: JAMISON, BONITA E.  
Complainant

vs.

Case No.

Company Name: Laclede GAS  
Respondent

COMPLAINT

Complainant resides at 850 Liberty Village Dr.  
(address of complainant)

Florissant, MO 63031

1. Respondent, Laclede GAS  
(company name)

of St. Louis, MO  
(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:

Please see the attached notes  
with #2 dated June 21, 2011. It  
outlines the basis for my complaint.

1. - I was a victim of identity theft  
by my mother.

2. - Laclede Gas did not have  
structures or processes in place  
in 1996 to ensure fraud did  
not take place. They made the  
note that I called in to be  
added to the bill. Initially the  
bill was opened in my son's name,  
who at the time was two. How  
is this possible? This goes back  
to how they identified ones

3. I had gas service in 2005 for approx. 3 years.

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

1. Contacted Laclede Gas to share concerns
2. Attempted to file a police report  
(note: St. Louis City PD indicated I needed the account #, Balance, & address that the bill was associated on Laclede Gas letter head; they refused)
3. Inquired for copies of documentation utilized to determine bill accuracy  
(Note: I was told a lawyer had to request such) i.e. signature, copy of bill, etc.
4. Contacted the Commission & provided documentation
5. Contacted HOC (Laclede Gas indicated that I received funds) I was told by HOC that no sig. or other doc was on file w/ their office
6. Attempted to speak directly to Laclede Gas collection Dept.  
I am requesting that Laclede gas relinquish me as the individual responsible for the said debt. In addition, I would like all paid funds toward this debt refunded & not credited to my account.

7/6/2011  
Date

Signature of Complainant

(314) 488-5076  
Complainant's Phone Number

Bonita.Jamison@sbcglobal.net  
Complainant's E-mail Address

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



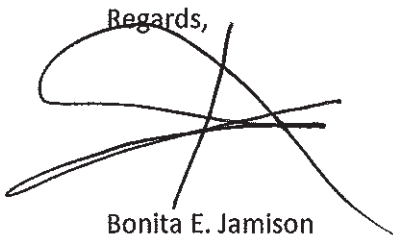
#2

June 21, 2011

To Whom It May Concern:

This is a written letter to vehemently dispute the gas charges being bestowed upon me by Laclede Gas from service started established in December of 1996. To begin, I had gas services prior to the old account at 850 Liberty Village Drive. During this time, it was not shared with me that an existing delinquent account was outstanding with Laclede gas. Upon transitioning back into my home at 850 Liberty Village Drive, I was informed of the outstanding bill. When I inquired about the bill, Laclede Gas indicated that the bill was from 1900 Sidney Apt D. It was shared by a Laclede Gas rep to go to their web site to submit the identity theft form and to receive a police report. I shared with Laclede Gas that my mother was more than likely the perpetrator of the theft. Please note that Linda Diane Jamison is now deceased (see attached). In addition, if this bill was shared with me when I initially established gas service in January 2005 at 850 Liberty Village Drive, I would have prosecuted my mother. However, as stated when I initially established gas this account did not surface. Furthermore, when I went to obtain a police report from St. Louis City, the officer indicated that I needed, on Laclede Gas letterhead, to whom the account belonged, date service was started and ended, and the total due on the bill. I called and shared this information with Laclede gas and asked for the documentation and was told that it could not be provided. As I continued through the process, I shared with the rep that I did not live there with my mother and lived shortly with my sister at 1915 Senate and then transitioning to 4723 Anderson, also located in St. Louis Missouri. Please review my transcripts from St. Louis University, where I was enrolled as a fulltime student. Due to the continued dialogue with Laclede Gas Rep, it was shared that the service was initially established in my son's name, Von'Ricco L Lane. Please note that he was two at the time that the service was established (see attached) and a minor. Apparently, that bill became increasingly high and my mother, Linda Jamison, transferred the service to my name. I am assuming because she could not get energy assistance in his name. Please note I was not aware of the bill being transferred or established. In addition, I never at any time called Laclede gas to have the service transferred to my name. Laclede Gas stated that I applied for energy assistance through HDC. Again, this was not done by me. I contacted their office to inquire if they had my signature, copy of driver's license, or social security on file. It was shared that the account is so old that they could not access the information. Again, I inquired with Laclede Gas what information they were utilizing from HDC and they were unable to share such. In closing, if this account was mine and established by me I would have paid the bill. However, I did not establish this account nor did I benefit from service provided. If additional information is warranted, please contact me at (314) 488-5076.

Regards,



Bonita E. Jamison

el could not  
continue to  
wait while a  
decision was made.

Note: Please note that al  
want to launch a  
formal complaint. al dis-  
agree w/ your decision.  
The only reason al  
paid half is because  
me & my children were  
w/o gas for 2 weeks.