

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

JUN - 8 2011

Name: Virian Houston
Complainant

vs.

Company Name: Laclede Gas
Respondent

Missouri Public
Service Commission
Case No.

COMPLAINT

Complainant resides at 5936 Romaine Pl. 2nd
(address of complainant)

St. Louis Missouri, 63112

1. Respondent, Laclede Gas Company
(company name)
of 720 Olive St. St. Louis Mo. 63101
(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:

Complainant Virian Houston had prior serves with Laclede Gas Co., until 6-29-2010 was turn off for a gas leak under account #450534-003-0. ended 8/18/2010.
Amount Due \$337.07 - Non-serve of 10/22/10 reconnecting charge for 62.00 that total \$399.07 account closed
11/23/2010 complainant was reconnected account no. #450534-005-8 bill due for services 11/25/2010 - 12/26/2010, amount due \$20.52
12/26/2010 payment was \$277.85 including \$69.00 for reconnection fee for usage reading stopping on 1/24/2011, payed in full
1/25/2011 - 2/24/2011, the payment amount was \$276.89 which Due Amount \$551.96 complainant owes Laclede Gas Company.
Energy Assistance Grant complainant has not included of \$69.00 3/8/2011.

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

Complainant have contacted many many times the company some agree on telephone, but on documented statement they didn't. which it made me very up-set having my copies of envelope.

As to the Missouri Public Service Commission, it was so confusing not having all my documents.

Certified letter sent 6/5/2011 to.

cc: Laclede Gas Company 720 Olive St. St. Louis Mo. 63101

WHEREFORE, Complainant now requests the following relief:

Complainant Vivian Houston Request for all the relief of late charges dropped and only payment whats due.

June 5th 2011

Date

Vivian Houston

Signature of Complainant

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

Ms Vivian Houston
5936 Romaine Pl.
St Louis Mo. 63112

REGISTERED MAIL™



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