

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

MAY 23 2007

Missouri Public
Service Commission

Name: Cesar M. Alba)
Complainant)
VS.)
Company Name: Laclede Gas Co.)
Respondent)

COMPLAINT

Complainant resides at 3931 A. Minnesota Ave 2nd Fl., St. Louis, Mo. 63118

1. Respondent, Laclede Gas Company of 720 Olive Street, St. Louis, Mo. 63101, 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:

On October 12, 2006, I have requested gas service from Laclede Gas Co. and service man came to my apartment to turn on gas service. He inspected my gas lines that connects my appliances by spraying aerosol solution to the pipe connections and pipe joints to detect gas leaks in the basement apartment and the second floor apartment where my gas stove is located. After the testing, the service man was not able to detect not even a single leak. The service man turned on both my furnace and water heater. This apartment is a one bedroom one bath apartment.

On October 31, 2006, I received my first bill from Laclede Gas for \$153.24 plus Service Initiation of \$36.00 and service tax of \$6.39, a total of \$195.63 which is unusual high charge for gas service from 10-12-06 to 10-27-06. I have not used my heater that period due to unseasonably warm weather. See attached copy of the Laclede Gas bill as Appendix 1.

On December 18, 2006, I requested a meter reading from Laclede Gas Co. due to unusual high gas bill that I received on December 1, 2006. See attached copy of the Corrected Bill for gas service from 10-12-06 to 01-02-07 as Appendix 4.

On December 19, 2006, a service man came to my apartment and performed another test for gas leaks by spraying aerosol solution and again he found no leaks and he proceeded to install a new AMR (meter). He did not perform any compression test. After the new meter was installed and service man left, I smelled a gas near the newly installed meter and I immediately called the Laclede Gas to report the gas odor. Immediately that same day the Laclede Gas Co. service man came and turned off the gas line and he told me to call for a private contractor.

On December 20, 2006, I called a private contractor, Vitt Heating & Air Conditioning to inspect my gas lines for leaks. The method that he used was different from Laclede Gas Co. service man, instead of aerosol can solution spray, the testing that was used by Laclede Gas twice, Vitt Heating asked me for dish liquid soap and mix it with water in a plastic spray container and he sprayed in all the pipe joints and connections that run through three gas appliances such as gas furnace, water heater and gas stove. He also performed compression test before the spraying. With in few minutes after the spraying of

liquid dishwashing soap mixed with water, I can see with my own eyes the bubbles from joints the gas were leaking. Vitt Heating & Air Conditioning had replaced all pipes and pipe joints where the leaks were coming from and he also recommended to discontinue the gas line going to the second floor gas stove. After all the repairs were made, Vitt Heating performed the final compression test to prove to me that the repairs are successful. See attached copy of the Vitt Heating & Air Cooling Invoice # 0837 dated 12/20/06 with a total charge of \$612.79 for service rendered for parts and labor as Appendix A.

On February 2, 2007, Laclede Gas Co. sent me gas bill, a charge for gas service svc 01-02-07 to 01-31-07, an unusual high bill of \$516.60 in spite of the fact that I turned my thermostat to 57 Degrees and my gas stove had been disconnected. With the use of an electric oil radiator, I was able to keep my self warm in a one bedroom apartment the whole winter, the same method I used in my three bedroom apartment that I lived previously for 11 years. See attached copy of the Laclede Gas bill as Appendix 4.

To give you an example how much I was previously paying in my three bedroom one bath apartment in my previous residence at 7050 Dartmouth Ave, University, Mo, with the help of a local electric oil radiator heat to was able to cut my gas bill. I had been paying an average of \$79.00 a month during the winter months. See Attached copy of my Laclede Gas bills for the same period of time of the year November 2004 to February 2005 as Appendix B and C.

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

On February 8, 2007, I contacted the Missouri Public Service Commission in regards to the unusual high gas charges even with all the repairs that were made by a private contractor; the Laclede Gas Co maintains that they were correct.

On February 28, 2007, Laclede Gas sent me a letter that my inquiry to the Missouri Public Service Commission was referred to Laclede for investigation.

On March 07, 2007, the Missouri Public Service Commission responded to my complaints and decided that another inspection should be conducted.

On March 13, 2007, as the result of my complaint, a service man came to my apartment to make another inspection as requested by Missouri Public Service Commission. The service man checked my appliances and took notes on Kilowatts usage for each appliance. He asked me if I have the following appliances that are run by gas, such as: (1) Washer & Dryer (2) Gas Stove (3) Fire Place. I answered "no" to all of those. My gas line leading to my gas stove was cut off as recommended by my private contractor, therefore, I have been using electric stove since then. There are only two appliances left with gas usage, those are my gas water heater and my gas furnace.

On April 5, 2007, I received the new bill that reflects the charges for gas svc 03-02-07 to 04-02-07 for \$67.49. Now this is a big change on my bill after the last inspection of March 13, 2007 by the Laclede Gas Co. service man. See attached appendix 5.

The evidence shows that the service men for Laclede Gas Co. did not diligently and effectively tested leaks by using aerosol spray substance in two occasions without effective results, one on October 19, 2006 before the gas was turned on and the second time Laclede performed another spray testing on December 19, 2006 when they installed the new AMR. In a civil case, I don't have to prove beyond reasonable doubts to seek judgment for over charges claims as a result of negligence. I was the one who smelled the odor of gas as soon as the AMR was installed.

That the evidence shows that my private contractor, Vitt & Air Conditioning had used a very simple method by spraying dish liquid soap mixed with water to spray in the pipe connections and pipe joints that have resulted into successful conclusion in testing for gas leaks in my gas lines and further more Vitt & Air Conditioning had performed a compression test to arrive in highly accurate and effective conclusion. This further support the facts that Laclede Gas should be held responsible to all the over charges that were incurred during the months of October, 2006 to February 2, 2007 for their negligence.

WHEREFORE, Complainant now requests the following relief for negligence in the performance of service their duty that resulted in a unusual very high charges, late charges and over charges that all of those charges should be dropped and that the Missouri Public Service Commission should impose punitive damages for such inexcusable negligence and over billings.

Furthermore, the Missouri Public Service Commission should order Laclede Gas Co. not to use aerosol spray with unknown substance and instead use a simple dish liquid soap with water so that they don't have any excuse for any failure to initially detect for gas leaks in the existing gas lines and pipe joints.

The Missouri Public Service Commission should investigate if this incident happened to prior tenant who were living on this same apartment to establish a pattern of deception on the part of Laclede Gas Co.

Here attached are all the bills and records provided by Laclede Gas from the time Laclede Gas Co. turned on my service to date as Appendix 1, 2,3,4,5,6 and 7.

May 18, 2007
Date



Cesar M. Alba
Signature of Complainant

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

PRESORTED

SERVICE AT 3931 MINNESOTA AVE 2FL

ACCT NO 574751-011-7 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: 1.02940 DEGREE DAYS 247

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
5967	5846	121	1.023	123.8

ESTIMATED AMOUNT
CURRENT CHARGES 195.63

AMOUNT DUE \$195.63

PAYMENT DUE BY 11-13-06 DELINQUENT AFTER 11-21-06

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

AMOUNT DUE \$195.63

AMOUNT PAID

PAYMENT DUE BY 11-13-06

DELINQUENT AFTER 11-21-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BILL DETAIL AMOUNT
SERVICE INITIATION 36.00
CHARGE FOR GAS SVC 10-12-06 TO 10-27-06 153.24
(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)
ST LOUIS CITY TAX 6.39
ACCOUNT BALANCE 195.63

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

Appendix 1

CESAR ALBA
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

57475101170000195634

12049

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

PRESORTED XXXXXXXXXXXXXXXX

SERVICE AT: 3931 MINNESOTA AVE 2FL

ACCT NO. 574751-011-7 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: 1.05964 DEGREE DAYS 539

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
6234	5967	267	1.028	274.5

ESTIMATED AMOUNT

GAS ARREARS/LATE PAY 198.56

CURRENT CHARGES 343.99

AMOUNT DUE \$542.55

PAYMENT DUE BY 12-13-06 DELINQUENT AFTER 12-26-06

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

AMOUNT DUE \$542.55

AMOUNT PAID

PAYMENT DUE BY 12-13-06

DELINQUENT AFTER 12-26-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BILL DETAIL AMOUNT
PRIOR GAS BALANCE 195.63
LATE PAYMENT CHRG GAS 2.93
CHARGE FOR GAS SVC 10-27-06 TO 11-29-06 330.23
(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)
ST LOUIS CITY TAX 13.76
ACCOUNT BALANCE 542.55

DISCONNECT DATE DEC 26, 2006
SEE ENCLOSED NOTICEWE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT
REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.CESAR ALBA
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

57475101170000542555

11539

Laclede Gas Company DRAWER 2
ST LOUIS, MO 63171



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

SERVICE AT **3931 MINNESOTA AVE 2FL**
ACCT NO **574751-011-7** DEPOSIT **0.00** RATE **RG**
AVERAGE GAS COST PER THERM: **.97216** DEGREE DAYS **1027**

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
3767	3533	234	1.033	241.7

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY **508.24**
CURRENT CHARGES **285.99**

AMOUNT DUE \$794.23

PAYMENT DUE BY **03-16-07** DELINQUENT AFTER **03-27-07**

AMOUNT DUE \$794.23

PAYMENT DUE BY 03-16-07

DELINQUENT AFTER 03-27-07

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

AMOUNT PAID _____



CESAR ALBA
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

BILL DETAIL **Appendix 3** AMOUNT
PRIOR GAS BALANCE **500.73**
LATE PAYMENT CHRG GAS **7.51**
CHARGE FOR GAS SVC 01-31-07 TO 03-02-07 **274.55**
(INCLUDES A MONTHLY ISRS CHARGE OF \$.45)
ST LOUIS CITY TAX **11.44**
ACCOUNT BALANCE **794.23**

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

57475101170000794233

11290

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



MO PUBLIC SERV
com
(800) 392-4211

CESAR ALBA
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

Appendix 4

SERVICE AT 3931 MINNESOTA AVE 2FL					BILL DETAIL		AMOUNT
ACCT NO. 574751-011-7 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		542.55
AVERAGE GAS COST PER THERM: .97803 DEGREE DAYS 1618					PAYMENT THANK YOU		196.00-
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS		5.20
6190	5846	0			BILL ADJUSTMENT		503.62-
3296	3222	418	1.029	430.1	LATE PAYMENT CHRG GAS		8.13-
		418			CHARGE FOR GAS SVC 10-12-06 TO 01-02-07		516.60
					(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)		
					ST LOUIS CITY TAX		21.52
					ACCOUNT BALANCE		378.12
ACTUAL READING-METER CHANGE					CORRECTED BILL		
GAS CREDIT/LATE PAY 160.00					HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.		
CURRENT CHARGES 538.12					ENERGY SAVINGS TIP -TURN YOUR THERMOSTAT DOWN AT NIGHT EACH DEGREE LOWER SAVES MONEY ON YOUR HEATING BILLS		
AMOUNT DUE \$378.12					<p><i>\$50.00</i> <i>1/23/07</i> <i>119.58</i></p>		
PAYMENT DUE BY 01-25-07 DELINQUENT AFTER 02-02-07							

Laclede Gas Company

ST. LOUIS, MO 63171

SERVICE AT 3931 MINNESOTA AVE 2FL

ACCT NO 574751-011-7 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .97396 DEGREE DAYS 899

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
3533	3296	237	1.039	246.2

ACTUAL READING AMOUNT

GAS ARREARS 209.72

CURRENT CHARGES 291.01

AMOUNT DUE \$500.73

PAYMENT DUE BY 02-14-07 DELINQUENT AFTER 02-23-07

AMOUNT DUE \$500.73

PAYMENT DUE BY 02-14-07

DELINQUENT AFTER 02-23-07

Dollar Help - Check One!

\$1 \$2 \$5

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

AMOUNT PAID



CESAR ALBA
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

57475101170000500733

00587

Laclede Gas Company

ST. LOUIS, MO 63171

SERVICE AT 3931 MINNESOTA AVE 2FL

ACCT NO 574751-011-7 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .69656 DEGREE DAYS 351

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
3815	3767	48	1.029	49.4

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY 806.14

CURRENT CHARGES 70.30

AMOUNT DUE \$876.44

PAYMENT DUE BY 04-27-07 DELINQUENT AFTER 05-08-07

AMOUNT DUE \$876.44

PAYMENT DUE BY 04-27-07

DELINQUENT AFTER 05-08-07

Dollar Help - Check One!

\$1 \$2 \$5

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

AMOUNT PAID



CESAR ALBA
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

57475101170000876447

01731

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
FEBRUARY 09, 2007

APPENDIX 7

PAGE 0001

ALBA, CESAR
3931 MINNESOTA AVE 2FL
ST LOUIS, MO 63118

SERVICE ADDRESS: 3931 MINNESOTA AVE 2FL
ACCT. NO: 574751-011

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 10-19-06						0.00
10-19-06	SERVICE INITIATION FEE					36.00
10-31-06	REBILL	10/12/06-10/27/06	5967E	123.8	159.63	195.63
11-24-06	LATE PAY CHRG-GAS SERVICE				2.93	198.56
12-01-06	REBILL	10/27/06-11/29/06	6234E	274.5	343.99	542.55
12-19-06	METER CHANGE-REMOVE METER X00006190 SET METER X00003222					
12-19-06	METER CHANGE-REMOVE METER X00006190 SET METER X00003222					
12-26-06	PAYMENT-GAS SERVICE				196.00-	346.55
12-28-06	LATE PAY CHRG-GAS SERVICE				5.20	351.75
01-12-07	LATE PAY CREDIT-GAS SERVICE				8.13-	343.62
01-12-07	BILL ADJUSTMENT CREDIT				503.62-	160.00-
01-12-07	REBILL	10/12/06-01/02/07	3296R	430.1	538.12	378.12
01-18-07	PAYMENT-GAS SERVICE				118.40-	259.72
01-24-07	PAYMENT-GAS SERVICE				50.00-	209.72
02-02-07	BILL	01/02/07-01/31/07	3533R	246.2	291.01	500.73

TOTAL ACCOUNT BALANCE \$500.73

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

0037

SERVICE	
60	00
465	00

LOCATION		DESCRIPTION OF WORK		OVERTIME	
DATE	TIME	FULL RUN LFAA PRESSURE TESTED LFAA IN FULL RUN REPAIRED AS NEEDED RETURNED		1ST HALF HOUR	7 1/4 Hours - OVERTIME
TECH #1	HRS. @	REGULAR	MR. =	OVERTIME	MR. =
TECH #2	HRS. @	REGULAR	MR. =	OVERTIME	MR. =

ABOVE ORDERED WORK HAS BEEN COMPLETED AND I ACKNOWLEDGE RECEIPT OF MY COPY.

X Cesar M. Altu 12/

DATE
20/00

CHECK LIST		QUANTITY	ITEM OR PART DESCRIPTION	PRICE	AMOUNT		
<input type="checkbox"/> COMPRESSOR							
<input type="checkbox"/>	SUCTION _____ PSI	1-	1/4" GAS COCK		7.74		
<input type="checkbox"/>	HEAD _____ PSI	1-	1/2" GAS COCK W/TAP 1/8"		34.60		
<input type="checkbox"/>	VOLTS _____ AMPS	-	2-1/2" GBS + L - 260		7.80		
<input type="checkbox"/>	ELECTRICAL CONNECTIONS						
<input type="checkbox"/>	ELECTRICS TIGHT & CLEAN						
<input type="checkbox"/>	OIL LEVEL & CONDITION						
<input type="checkbox"/> CONDENSER COIL							
<input type="checkbox"/>	CLEAN COIL & CHECK FIN COND.	1	1/2" x 1 1/2" NIPPLE		1.54		
<input type="checkbox"/>	ENT _____ °F LVG _____ °F		3/4" UNION		10.90		
<input type="checkbox"/> REFRIGERANT							
<input type="checkbox"/>	LEAK <input type="checkbox"/> CHARGE	1-	3/4" x 6" NIPPLE		3.20		
<input type="checkbox"/> FAN AND MOTOR							
<input type="checkbox"/>	VOLTS _____ AMPS	1	2-1/2" COUPLING		2.52		
<input type="checkbox"/>	ELECTRICAL CONNECTIONS						
<input type="checkbox"/>	CONTACTS TIGHT & CLEAN	1-	1/4" x 3/8" NIPPLE		2.56		
<input type="checkbox"/>	FAN PULLEYS (ADJUST BELT)		3/4" x 5" EL		4.76		
<input type="checkbox"/>	CHECK, LUB BEARINGS & MOTOR						
<input type="checkbox"/>	CFM _____						
<input type="checkbox"/> EVAPORATOR COIL							
<input type="checkbox"/>	CLEAN COIL & CHECK FIN	1	3/4" x 2" NIPPLE		1.98		
<input type="checkbox"/>	ENT DB _____ °F LVG DB _____ °F	1	3/4" x 1 1/2" NIPPLE		1.56		
<input type="checkbox"/>	ENT WB _____ °F LVG WB _____ °F	1-	1/2" COUPLING		2.34		
<input type="checkbox"/> CONDENSATE AREAS							
<input type="checkbox"/>	INSPECT & CLEAN DRAIN PAN						
<input type="checkbox"/>	INSPECT & CLEAN DRAIN						
<input type="checkbox"/> AIR FILTERS							
<input type="checkbox"/>	CLEANED <input type="checkbox"/> REPLACED						
<input type="checkbox"/> HEATING ASSY.							
<input type="checkbox"/>	BURNER & HEAT EXCHANGER						
<input type="checkbox"/>	FUEL SUPPLY & PRESSURE						
<input type="checkbox"/>	PILLOT ASSEMBLY						
<input type="checkbox"/>	FLAME ADJUSTMENT						
<input type="checkbox"/>	PRIMARY RELAY & FLUE						
<input type="checkbox"/>	FAN & LIMIT SWITCH OPER.						
<input type="checkbox"/>	BLOWER ASSEMBLY						
<input type="checkbox"/>	RV VALVE						
<input type="checkbox"/>	STRIP HEAT						
<input type="checkbox"/>	DEFROST CYCLE						
<input type="checkbox"/> ELECTRICAL COMPT'S.							
<input type="checkbox"/>	RELAYS <input type="checkbox"/> CONTACTORS						
<input type="checkbox"/>	OVERLOAD <input type="checkbox"/> PRESS. SWITCH						
<input type="checkbox"/> THERMOSTAT							
<input type="checkbox"/>	O.K. <input type="checkbox"/> REPLACE						
<input type="checkbox"/>	RELOCATE						
TRAVEL TIME							
TIME ARRIVED _____							
TIME DEPARTED _____							
TRAVEL TIME _____							
MILEAGE							
ENDING _____							
START - _____							
TOTAL MILES _____							
X MR. # _____							
X /MI. # _____							
TRIP CHARGE \$ _____							
PARTS WARRANTY All parts as recorded are warranted as per manufacturer specifications. LABOR GUARANTEE The labor charge as recorded here relative to the equipment serviced as noted, is guaranteed for a period of 30 days. We do not, of course, guarantee other parts than those we supply. If repairs later become necessary due to either defective parts, they will be charged separately.							
TOTAL PARTS							
				WRITE OR CODE	AMOUNT		
				\$			
				REFER MACH. USAGE			
				TOTAL OTHER CHARGES	\$ 1.58		
ENVIRONMENT CHECK LIST							
REFRIGERANT	CHRG CODE	TYPE	SYSTEM	QTY.	CHANGED OUT (OR REPLACED)?	YES <input type="checkbox"/> NO <input type="checkbox"/>	
	①	RECOVERED?	YES <input type="checkbox"/> NO <input type="checkbox"/>	QTY.	DIS-MANTLED?	YES <input type="checkbox"/> NO <input type="checkbox"/>	
	②	RECYCLED?	YES <input type="checkbox"/> NO <input type="checkbox"/>	QTY.	REFRIGERANT DISPOSAL		
	③	RECLAIMED?	YES <input type="checkbox"/> NO <input type="checkbox"/>	QTY.	OUR PERSONNEL RECOMMEND:		
		RETURNED TO THIS SYSTEM?	YES <input type="checkbox"/> NO <input type="checkbox"/>	QTY.			
	④	DISPOSAL					
		NON USEABLE	YES <input type="checkbox"/> NO <input type="checkbox"/>	QTY.			
	⑤	DISPOSAL					
						OWNER'S INITIALS	
						ACCEPTED	DECLINED

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



PRESORTED

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

SERVICE AT 7050 DARTMOUTH AVE 2FL

ACCT NO 361013-006-2 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .63543 DEGREE DAYS 668

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR	THERMS
5277	5220	57	1.029	58.7

ACTUAL READING AMOUNT

CURRENT CHARGES 79.91

AMOUNT DUE \$79.91

PAYMENT DUE BY 01-05-05 DELINQUENT AFTER 01-11-05

AMOUNT DUE \$79.91

PAYMENT DUE BY 01-05-05
DELINQUENT AFTER 01-11-05

DOLLAR
HELP



CESAR ACBA
7050 DARTMOUTH AVE 2FL
ST LOUIS, MO 63130

36101300620000079912

13111

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



PRESORTED

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

SERVICE AT 7050 DARTMOUTH AVE 2FL

ACCT NO 361013-006-2 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .56048 DEGREE DAYS 783

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR	THERMS
5469	5397	72	1.033	74.4

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY 88.51

CURRENT CHARGES 87.64

AMOUNT DUE \$156.15

PAYMENT DUE BY 03-07-05 DELINQUENT AFTER 03-16-05

AMOUNT DUE \$156.15

PAYMENT DUE BY 03-07-05
DELINQUENT AFTER 03-16-05

DOLLAR
HELP



CESAR ACBA
7050 DARTMOUTH AVE 2FL
ST LOUIS, MO 63130

36101300620000156158

12923

BILL DETAIL **Appendix B** AMOUNT
PRIOR GAS BALANCE 37.47
PAYMENT THANK YOU 37.47-
CHARGE FOR GAS SVC 11-17-04 TO 12-17-04 72.72
(INCLUDES A MONTHLY ISRS CHARGE OF \$4.45)
UNIVERSITY CI TAX 7.19
ACCOUNT BALANCE 79.91
HELP SOMEONE IN NEED. GIVE TO DOLLAR-HELP. CHECK
THE RED BOX BELOW TO ADD \$1 TO EACH MONTH'S GAS BILL.
WANT TO PAY BY INTERNET? BY PHONE? BY CREDIT CARD?
SEE THE BACK OF THIS BILL FOR MORE INFORMATION.

BILL DETAIL **Appendix C** AMOUNT
PRIOR GAS BALANCE 147.41
PAYMENT THANK YOU 79.91-
LATE PAYMENT CHRG GAS 1.01
CHARGE FOR GAS SVC 01-20-05 TO 02-16-05 79.75
(INCLUDES A MONTHLY ISRS CHARGE OF \$4.62)
UNIVERSITY CI TAX 7.89
ACCOUNT BALANCE 156.15
HELP SOMEONE IN NEED. GIVE TO DOLLAR-HELP. CHECK
THE RED BOX BELOW TO ADD \$1 TO EACH MONTH'S GAS BILL.