

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>  
OCT 29 2002

Name: Ralph Sonnenschein  
Complainant

Laclede Gas ACCT. # 39 2671-002-6

vs.

Company Name: Laclede Gas Company  
Respondent

Missouri Public  
Service Commission

Case No.

**COMPLAINT**

Complainant resides at 1240 Los Padres Court  
(address of complainant)  
Chesterfield, MO 63017

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:

1. At the time of service provided to 3218A Chouteau tenant Alice Wiles, I was the mortgage holder of the building containing that apartment and eleven others numbered 3210-3218 1/2 Chouteau.
2. Under an agreement for Tenancy, all of the tenants were required to provide their own utilities, including gas, electric & phones.
3. Alice Wiles at 3218A Chouteau didn't have phone service.
4. When Alice Wiles wanted gas service she was denied because she could not call in to apply for service. She was dis-abled and did not ever leave her apartment not even to make a phone call.
5. As a result of this I agreed to have her service with Laclede Gas Company put in my name. She agreed to pay the gas bills as I presented them to her and she in fact did pay for the gas she received to me and I in turn paid Laclede Gas Company.
6. I finally got a cell phone that I gave to Alice to talk to Laclede Gas Co. Service Rep in 2001 and she requested that the service be put in her name & The Gas Co. Agreed.

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

1. I called the gas company Feb 1, 2001 after receiving a bill for \$589.55 to complain that there was an error
2. They sent someone to check to find out if there was an error and they upon further checking admitted there was an error and said that there would be an adjustment.
3. I moved to a new house in April of 2002 and requested service in my name for my new address. (I had previously lived in a house with no gas service for almost 30 years) They said there was an outstanding bill which I agreed to pay & did.
4. They sent bills for gas service at the new house which I paid & then sent a bill which included a past due amount. Nothing was past due from my new house so I started inquiring as to what the past due amount resulted from and found out that it was from Alice Wiles account. # 723680-003
5. I complained to the Gas Company that they had inappropriately put someone else's bill on my home account & asked them to remove it. They said that Alice Wiles never had an account & I recounted the steps outlined above.

WHEREFORE, Complainant now requests the following relief:

1. Take the amount they claim is past due off of my home account
2. Since the amounts paid from 3/2/00 through 1/08/01 did not show past due amounts take what they itemize as corrected final bill of \$545.74 and deduct payments made of 200.00 on 2/10/01 and \$100 on 3/08/01 leaving a balance of \$245.74 NOT 755.29
3. Send this bill to my P.O. Box 9157 St. Louis MO 63117 and I will pay it by return mail.

10/20/02  
Date

*Ruff Sonnenschein*  
Signature of Complainant

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