

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED

MAY 29 2007

Name: Eleanor Hickerson  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: Laclede Gas Co.  
Respondent

COMPLAINT

Complainant resides at 1208 Backer Street  
(address of complainant)

UNIVERSITY CITY, MO. 63130

1. Respondent, LACLEDE GAS CO.  
(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:

LACLEDE GAS COMPANY HAS ISSUED EXTREMELY  
LARGE BILLS FOR OVER SIX MONTHS.  
  
THERE WAS A SPECIAL REPORT ON THE  
NEWS REGARDING THE COMPANY OVERBILLING  
CUSTOMERS. IT WAS RECOMMENDED TO CONTACT  
PSC IF YOU FELT YOU WERE BILLED INCORRECTLY.  
I THEREFORE FILED A COMPLAINT AND LACLEDE  
GAS SENT A TECHNICIAN OUT TO MY RESIDENCE.  
I WAS INFORMED THE METER WAS IN  
PROPER WORKING ORDER. DURING THAT TIME  
THE FAUCET IN THE BATHROOM TUB LEAKED.  
THE TECHNICIAN ADVISED ME THAT WAS THE  
PROBLEM. HOWEVER, I HAD THE PLUMBING  
REPAIRED, BUT I WAS STILL RECEIVING  
HIGH BILLS.

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

I AM A 60 YEARS OLD SINGLE  
BLACK FEMALE ON DISABILITY.  
I NOW HAVE A BILL OVER TWO THOUSAND  
DOLLARS. LACLEDE GAS TOLD ME TO APPLY  
FOR ENERGY ASSISTANCE I CONTACTED  
SEVERAL PLACES. ONE ORGANIZATION SAID  
THE BILL WAS TOO HIGH. THEY COULDN'T  
HELP WITH THE GAS. HOWEVER THEY DONATED  
\$200.00 TO THE ELECTRIC BILL. ANOTHER AGENCY  
SAID MY INCOME WAS TOO HIGH FOR 1 PERSON  
IN A HOUSEHOLD. I WAS TOLD BY SOMEONE  
ELSE THAT THEY COULDN'T HELP WITH THAT  
HIGH OF A BILL, THEY HAVE A LIMIT.  
I GET PAID ONCE A MONTH AND I AM STRUGGLING  
WITH OTHER BILLS AND MORTGAGE

WHEREFORE, Complainant now requests the following relief:

I WOULD LIKE TO BE ABLE TO MAKE  
PAYMENTS, HOWEVER, I INQUIRED ABOUT  
THAT BUT WAS NOT ALLOWED. IF THE  
SERVICE IS DISCONNECTED, THEY WILL REQUIRE  
THE ENTIRE BILL IN FULL. IT WILL BE PAST  
WINTER SEASON BEFORE I'LL BE ABLE TO ACCOMMODATE  
THAT. I DO BELIEVE, IN ALL HONESTY, I AM  
OVERBILLED REGARDLESS WHAT THE METER READS.  
I'M SURE IT'S DEFAULTED, AS OTHERS WERE.

5-23-2007

Date

Eleanor Hickerson

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.