

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

MAY 29 2007

Name: Doris House
Complainant

vs.

Company Name: Laclede Gas Co.
Respondent

Missouri Public
Service Commission

Case No.

COMPLAINT

Complainant resides at 5928 Julian Ave 2FL
(address of complainant)

St Louis, MO 63112

1. Respondent, Laclede Gas Company
(company name)

of 720 Olive Street
(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: (See Attachment)

#3. Met or talked with Laclede Gas Co.
Customer Service Reps on or on approximate
dates:

Nov 2006 - met with regular rep & female
supervisor at Downtown office

Dec 2006 - met with different supervisor;
customer service dept.

Jan 19, 2007 - telephone conference with
customer service person (McDowell)

March 2007 - Laclede office - 3rd different
supervisor (male)

April 23 2007 - telephone conference with
customer service rep (Jeff)

May 2007 - Filed informal Complaint with

Public Service Commission
May 8 2007 - Laclede letter acknowledge complaint
3. The Complainant has taken the following steps to present this complaint to
the Respondent:

Section 3's response is written
in the space for Section 2.
This ~~is~~ space for Section
2 is recorded on the attached
pages.

WHEREFORE, Complainant now requests the following relief:

- ~~Late~~ Fee waived for balance that is
in dispute. Each month from Nov to
present I have paid my bill with the
balance being the disputed amount.
- Adjustment (Fair) of 2006 therm usage
and rate.
- Abate the disputed accumulated
balance of the bill in dispute.

5/22/07
Date

Doris House
Signature of Complainant

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

2. As the basis of this complaint, Complainant (Doris House) states the following facts:

Laclede Gas Company installed a new computer meter in November 2006. Next month I received a bill stating that Laclede Gas has underestimated my bill over the last twelve months. Laclede adjusted my bill. The new bill stated that I owed over \$800.00.

Laclede did eight actual monthly readings in 2006. The last meter reading was in October 2006.

On Oct 6, 2006 Laclede did an actual reading on the remote meter reader that was installed prior to and within 6 months of October 2006. I compared my bills for September through December 2006 with the tenant who lives in the same building (two family flat). Both bills thermal usage was extremely out of range with no justification to by Laclede Gas except a comparison of the therm usage for 2005.

On October 6, 2006, my meter was inspected and read in my presence by the remote meter installer. I also inquired as to why I was having my meter inspected and I questioned why there had been a consideration for change when the present meter had only been installed within the last 6 months prior to Oct 6. The representative stated that Laclede had not been able to get a reading from the remote. After the meter was inspected, I asked if the inside meter reading corresponded with the outside meter. The Laclede representative said that both inside meter and outside remote were reading properly. I personally escorted the Laclede person out of the building and watched as he got into his vehicle. There was not change of any equipment and no adjustments were made to any meters.

In addition, Laclede was negligent in correcting any precieved or actual problems with their remote readers. According to their records, for the service periods of 6/27/06-7/27/06, 7/27/06-8/24/06, and 8/24/06-9/25/06, my bill was estimated. That covers a three month alleged discrepancy created by Laclede and allowed to foster to my financial detriment. I did not turn on my heat consistently because the weather was unusually warm periodically during the month of September through the end of November 2006.

In addition, based on my discussions with Laclede customer representatives, customers pay gas rates based on their billing cycles. Therefore, customers are charged different rates independent of therms used. If each cycle is charged a different rate within a 25 to 30 day period, inevitably, some customers are billed higher because they are trapped in one cycle, while other customers can evade higher rate because they are fortunate to be on a different billing cycle. This process is faulty and selectively places the burden of higher charges on one group of people. A customer's billing rate is determined by the price Laclede gas pays daily for natural whole sale gas prices. Every customer should have the same billing rate. There should not be any reason why Laclede could not give me my rate on any given day. Everyone, regardless, of the billing cycle should have the same rate.

The year 2006 therm usage and rate must be adjusted and the \$800 portion of the bill in dispute must be abated.

Note: I reserve the right to amend this complaint accordingly if or when additional evidence presents itself.