

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

JUN 06 2007

Name: Susan Smith  
Complainant

Missouri Public  
Service Commission

VS.

Case No.

Company Name: Laclede GAS  
Respondent

COMPLAINT

Complainant resides at 4056 TAFT  
(address of complainant)

ST Louis mo 63116

1. Respondent, Laclede Gas  
(company name)

of ST Louis 110 631  
(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:

I was overcharged by L. Gas during Jan - March. I have had no working furnace since 1st week of Jan/07. I live alone & only used hot water & very little cooking was done. I used electric heaters for heat. I contacted Gas co. & received printout for the past year. They had previously billed me over 1300.00 for gas. A service man came out & installed new meter. He told me my reading was 5511, which they then denied, arguing that I had it wrong. The service man told me they after purch in the wrong #'s in computer & that when he got in his truck he would call them in med. & tell them the correct reading of 5511.

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

1. Talked to gas co.

2. ~~asked~~ asked Public Serv. Comm. for help

3. filed this journal co.

WHEREFORE, Complainant now requests the following relief:

For gas co. to take off charges billed for heat when none existed. I still have no fairness to have gas admit they make mistakes & mine is one of them

5-29-07

Date



Signature of Complainant

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