

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURIFILED²

JUN 21 2007

Name: DONALD GARNER
ComplainantMissouri Public
Service Commission

VS.

Company Name: LACLEDE GAS CO.
RespondentCase No. C200707124

COMPLAINT

Complainant resides at 6431 HOBART AVENUE, ST. LOUIS, MO 63133
(address of complainant)

1. Respondent, LACLEDE GAS COMPANY
(company name)
of DRAWER 2, ST. LOUIS, MO 63171
(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:

THIS COMPLAINT IS IN REFERENCE TO THE BILL
RECEIVED FROM LACLEDE GAS IN THE AMOUNT OF
\$1,975.03 DATED 2/8/07 AND THE BILL FOR \$765.39
DATED 2/21/07 (SEE ATTACHED PRINT OUT FROM
LACLEDE GAS) LACLEDE GAS REQUIRED THAT A
NEW METER BE INSTALLED OUTSIDE IN THE FRONT
OF MY HOME IN AN OPEN AND OBVIOUS LOCATION
BEFORE GAS SERVICE COULD BE INSTALLED.
INITIATED AT 6431 HOBART AVE, ST. LOUIS, MO, 63133,
I COMPLIED WITH THEIR REQUEST. I RECEIVED
A BILL FOR A ONE YEAR PERIOD DUE TO THE FACT
THAT LACLEDE GAS STATED THAT FOR A (2) YEAR
PERIOD THEY WERE UNABLE TO ACCESS MY
GAS METER BECAUSE IT WAS LOCATED IN ~~THE~~
THE BASEMENT OF MY HOME. THIS WAS CLEARLY
AN OFFICE ERROR ON LACLEDE GAS BEHALF →

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

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DONALD GARNER
CASE # C200707124 (complaint #)

THE REPRESENTATIVE AT LACLEDE GAS STATED THAT SHE WAS ~~UNCLEAR~~ UNSURE WHY I EVEN RECEIVED THE BILL BECAUSE HER RECORDS WERE INDICATING THAT THERE WAS A PROBLEM WITH THE METER READING. SHE STATED THAT THE MATTER WOULD BE FURTHER INVESTIGATED AND SOMEONE FROM LACLEDE GAS WOULD CONTACT ME AT A LATER DATE AFTER THE MATTER WAS FURTHER INVESTIGATED.

I FEEL THAT THE OUTRAGEOUS BILLS I RECEIVED IS DUE TO LACLEDE GAS NEGLIGENCE AND A FAULTY DEVICE BEING INSTALLED ON MY METER.

I REQUESTED AN APPLIANCE CHECK AND NO PROBLEMS WERE FOUND BY THE LACLEDE GAS TECHNICIAN WITH MY APPLIANCES. I ALSO REQUESTED A METER CHANGE IN 2/07 AND THAT WAS TAKEN CARE OF AS WELL. I AM 76 YEARS OLD AND HAVE ALWAYS PAID MY BILLS. I AM ALSO ON A FIVE INCOME AND THIS MATTER HAS TOTALLY STRESSED ME OUT. ANY

IN A (2) YEAR PERIOD I NEVER RECEIVED ANY CORRESPONDENCE FROM LACLEDE GAS REQUESTING ACCESS TO MY BASEMENT TO READ A METER. THEREFORE I WAS UNAWARE THAT THEIR RECORDS WERE INCOMPLETE. MY GAS METER IS OUTSIDE. I FEEL THAT DUE TO NEGLIGENCE ON THEIR BEHALF IT IS COSTING ME. WHEN I RECEIVED THE BILL FOR \$1,995.03, MY DAUGHTER LINDA GARDNER CONTACTED LACLEDE GAS ON MY BEHALF. I AM 76 YEARS OLD AND GAVE HER PERMISSION TO DISCUSS MY ACCOUNT WITH LACLEDE GAS. ON HER INITIAL CALL TO LACLEDE GAS DURING THE PHONE CONVERSATION WITH A SERVICE REPRESENTATIVE, SHE WAS INFORMED THAT THE METER READING WENT AWAY AFTER SOME DEVICE WAS INSTALLED ON THE METER TO ~~THE~~ READ THE METER ELECTRONICALLY. THE REPRESENTATIVE AT LACLEDE GAS SHE WAS UNSURE WHY THEY EVEN

WHEREFORE, Complainant now requests the following relief: (SEE 2nd pg) ATTACH 192

I AM REQUESTING THAT THIS MATTER BE REINVESTIGATED AND THE OUTRAGEOUS OUTSTANDING BALANCE BE REMOVED FROM MY ACCOUNT BALANCE, BECAUSE IT IS CLEARLY BASED ON NEGLIGENCE ON LACLEDE GAS BEHALF. I AM 76 YEARS OLD ON A FIXED INCOME.

6/21/07
Date


Signature of Complainant

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

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
APRIL 05, 2007

GARNER, DONALD
6431 HOBART AVE IFL
ST LOUIS, MO 63133

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SERVICE ADDRESS: 6431 HOBART AVE IFL
ACCT. NO: 342311-006

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
04-07-05	BALANCE AS OF 04-07-05				128.71-	126.62
04-21-05	PAYMENT-GAS SERVICE				9.00	2.09-
04-21-05	SERVICE INITIATION FEE				96.48	6.91
05-06-05	REBILL	03/18/05-04/19/05	0269E	82.2	103.39-	103.39
05-06-05	PAYMENT-GAS SERVICE				9.00	0.00
05-20-05	SERVICE INITIATION FEE				72.72	81.72
05-20-05	REBILL	04/19/05-05/18/05	0328E	60.2	81.72-	0.00
06-06-05	PAYMENT-GAS SERVICE				9.00	9.00
06-21-05	SERVICE INITIATION FEE				286.82-	277.82-
07-13-05	BILL ADJUSTMENT CREDIT				414.48	136.66
07-13-05	REBILL	06/17/05-07/19/05	0448R 0471E	375.9 27.5	40.87	177.53
08-08-05	PAYMENT-GAS SERVICE				138.66-	38.87
08-13-05	LATE PAY CHRG-GAS SERVICE				0.58	39.45
09-07-05	PAYMENT-GAS SERVICE	07/19/05-08/16/05	0494E	23.5	36.95	76.40
09-19-05	BILL				76.40-	0.00
10-10-05	PAYMENT-GAS SERVICE	08/16/05-09/15/05	0521E	27.6	41.04	41.04
10-18-05	BILL				41.04-	0.00
11-10-05	LATE PAY CHRG-GAS SERVICE	09/15/05-10/14/05	0561E	40.9	54.63	54.63
11-10-05	PAYMENT-GAS SERVICE				0.82	55.45
11-17-05	BILL	10/14/05-11/15/05	0640E	81.1	54.63-	0.82
12-08-05	PAYMENT-GAS SERVICE				98.15	98.97
12-19-05	BILL	11/15/05-12/15/05	0811E	176.8	98.97-	0.00
01-06-06	PAYMENT-GAS SERVICE	12/15/05-01/18/06	0907E	182.0	256.79	256.79
02-08-06	PAYMENT-GAS SERVICE				256.79-	0.00
02-21-06	REBILL	01/18/06-02/16/06	1137E	154.8	259.94	259.94
03-07-06	PAYMENT-GAS SERVICE	02/16/06-03/20/06	1279E	146.5	210.59	210.59
03-22-06	REBILL	03/20/06-04/19/06	1359E	82.2	200.14	200.14
04-10-06	PAYMENT-GAS SERVICE				200.14-	0.00
04-21-06	REBILL	04/19/06-05/18/06	1404E	48.0	119.05	119.05
05-10-06	PAYMENT-GAS SERVICE				119.05-	0.00
05-22-06	REBILL	05/18/06-06/19/06	1436E	28.6	74.45	74.45
06-09-06	PAYMENT-GAS SERVICE				49.49	49.49
06-21-06	REBILL	06/19/06-07/19/06	1459E	25.5	49.49-	0.00
07-10-06	PAYMENT-GAS SERVICE	07/19/06-08/17/06	1483E	24.6	45.71	45.71
08-10-06	REBILL				44.55	90.26
08-30-06	REBILL					

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SERVICE ADDRESS: 6431 HOBART AVE IFL
ACCT. NO: 342311-006LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
APRIL 05, 2007GARNER, DONALD
6431 HOBART AVE IFL
ST LOUIS, MO 63133

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	TERMS	BILLS/ PAYMENTS	BALANCE
09-07-06	PAYMENT-GAS SERVICE	08/17/06-09/15/06	1527E	45 0	90.26	0.00
09-27-06	REBILL				70.82	70.82
09-27-06	PAYMENT-GAS SERVICE	09/15/06-10/16/06	1594E	68 5	180.92	0.00
10-09-06	REBILL				100.92	100.92
11-06-06	PAYMENT-GAS SERVICE	10/16/06-11/15/06	1702E	110 6	155.10	0.00
11-09-06	REBILL	11/15/06-12/15/06	1844E	146 4	181.71	155.10
12-01-06	REBILL				336.81	336.81
01-05-07	PAYMENT-GAS SERVICE	01/18/06-01/18/07	4436R	2509 7	1,252.53	0.00
01-11-07	BILL ADJUSTMENT CREDIT	01/18/07-02/16/07	5075R	663 3	3,227.56	1,252.53
02-06-07	REBILL				765.39	1,975.03
02-21-07	BILL				41.11	2,740.42
02-23-07	METER CHANGE-REMOVE METER	02/16/07-03/20/07	0298R	425 4	496.58	2,701.53
03-16-07	LATE PAY CHRG-GAS SERVICE					3,278.11
03-22-07	BILL					
TOTAL ACCOUNT BALANCE						\$3,278.11

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