

Complainant Exhibit No. 5
Date 08-10 Reporter KA
File No LC-2010-0017

02/05/08 13:31 06540
REMARK CHARLES UPDATED PHONE#

02/05/08 13:33 06540
REMARK XPLND TO MR, NO PYMT SINCE NOV. HE ST8S HE NEVER
SEES A BILL. HIS BANK HANDLES ALL PYMTS. GAVE HIM BUDG AMT
DUE AND XPLND BUDG AMT NEXT MONTH WILL BE CHANGED TO \$122

FILED
July 27, 2010
Missouri Public
Service Commission

02/05/08 13:36 06540
REMARK HOLD COLL:MR HARTER PD \$395/CHECKFREE 2B PD
2/6#70Q4GSRWMZ

02/21/08 12:15 00273
REMARK ADVSD MR PYMT OF 395.88 WAS RCV'D 02/06/08.

04/03/09 17:16 00544
REMARK ADV MR HARTER 2 PY \$200 & WILL RESETUP BUDG OK PER
KFARROW

08/18/09 09:33 00273
REMARK ADVSD MR \$442.00 IS AMNT NEEDED TO MAKE ARRANGE ON
ACCT

08/18/09 10:03 00273
REMARK GAVE MR # TO E/A AND ACCT #

08/18/09 12:16 90008
REMARK MISC DO NOT DISCONNECT

08/19/09 08:34 99999
REMARK PAR3 CALL TO CUST RESULTED IN LIVE ANSWER. NO ADDTL
INFO.

08/21/09 15:22 00532
REMARK SPOKE W/MR RE:ACCT;MR VERY ARGUMENTATIVE; XPLND 2
MR ACCT NO LNDR IN THREAT OF DISC DUE 2 PLEDG; ADVSD NOT
RCVG PAPER BILLS DUE 2 E-BILL ON ACCT; CNCLLD SAME PER MR
REQ; XPLND UNABLE 2 OFFER BUDG ON ACCT UNLESS-0-BAL; MR
ST8S WAS PREV ADVSD IF(1/2BAL)PD, CAN PUT ON BUDG; ADVSD
WOULD HAVE RESULTED IN BAL BEING SETUP ON PYMNT ARNGMTS NOT
BUDG; MR HUNG UP

08/21/09 15:43 08387
REMARK HOLD COLL, MPSC INQY RECEIVED 8-21-09

Exh 5

08/21/09 16:08 08997

REMARK MPSC COMPLAINT RECD-KF

08/24/09 11:05 08997

REMARK CSD RESOLUTION: BILL GENERATED

10/01/09 14:25 00356

REMARK EXPLD SEVERAL TIMES 2 MR HARTER ONLINE BANKING IS OPTIONAL & BILL IS TRANSMITTED ELECTRONICALLY, ALSO EXPLD MUST HAVE ZERO/CRED BAL 4 BUDG; MR GOES ON AND ON ABOUT SUING LACLEDE; OFFERED PMT ARRG FOR \$479.09 BUT MR DECLINED STATING WANT ARRG FOR \$200; EXPLD NOT POSS & MR REQ SUPV, MSSG 2 K FARROW

10/01/09 15:55 00103

REMARK CB CHARLES 2 ADVSE \$200 NOT ENOUGH 2 AVOID DISC; MR STILL WANTS A CB FROM SUPR FARROW

10/01/09 17:48 07914

REMARK HOLD COLLECTION-MR 2PAY \$200 10-9-09 2 APS-KF SET UP BUDGET

10/01/09 17:49 07914

REMARK MR ST8S MISHAP SINCE EBILL SET UP ON ACCT-ADVSD MR BILL WILL BE MAILED TO HOME-ADVSD MR BILL IS SENT MONTHLY SO IF BILL IS NOT RECVD-CB TO REQST DUPLICATE BILL

11/19/09 11:13 00326

REMARK CHUCK RAMBLING ON ABOUT ACCT BEING SENT TO COLLECTION AGENCY & THIS WAS IN VIOLATION OF SOME AGREEMENT HE HAD W/LACLEDE. ADVSD MR ACCT NOT W/ AGENCY. MR REQ I READ TO HIM THE OCT REMARKS. MR THEN ASKS ME IF WE WANT TO LITIGATE LAC CUTTING OFF CUSTOMERS WHO GET E-BILLS. MR THEN, I GUESS, TRYING SCARE TACTICS FOR SOME REASON ABOUT HOW LAC WILL SUFFER MILLIONS IN FINES & HAVE TO TURN PEOPLE BACK ON. CHUCK UPSET THAT HE GOT LETTER FROM COLL DEPT. PER SEPT BILL DISC NOTICE

01/15/10 14:17 00467

REMARK TRANSFER CUST TO SUPERVISOR PATTERSON

01/15/10 14:30 08889

REMARK MR HARTER STILL DISPUTING MPSC COMPLAINT IN AUGUST, MR DOESN'T WNT TO BE DISC, HE ASKED ABOUT CWR AND I INFRMD HIM IF HE PAYS \$228(12%) WLD CNCLD REG BUDG AND SET UP CWR

BUDG OR HE CLD PAY MASI AMOUNT \$168 TO AVOID DISC, MR
STATES CNT MAKE PYMNT UNTIL 1ST OF FEB, INFRMD MR HARTER
CNT HLD ACCNT THAT LNG(NXT BILL GOES OUT 1/29), NO
ARRNGMNTS-MR STATES WILL MAKE FORMAL COMPLAINT WITH MPSC-BP

01/16/10 08:31 99999

REMARK PAR3 CALL TO CUST TRND TO CHOICEPAY FOR 337.02CHECK
PMT

01/20/10 14:12 00038

REMARK HOLD COLL-MPSC INQUIRY RCVD/CSD

01/22/10 09:22 08811

REMARK HOLD COLLECTION - FORMAL MPSC COMPLAINT RECEIVED
1/22/10GL