

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>4</sup>

JUL 08 2004

Missouri Public  
Service Commission

Name: Troy L. Ebbhoff Sr.  
Complainant

vs.

Case No.

Company Name: M Y E  
Respondent

COMPLAINT

Complainant resides at 408 E. 14th St.  
(address of complainant)

1. Respondent, M Y E  
(company name)

of 520 East 5th St. Joplin, MO 64801, is a public utility under the  
(location of company)  
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Exhibit A 708 W 22nd 1 bedroom on budget plan. The bill @ 708 W 22nd was satisfied November of 03. Left address above on October 1, 2003 and moved to 408 E. 14th St. for months of October to present.

Balance on 708 W 22nd was \$101.74 - closed out. would have included overage above budget plan. This was paid 11/04/03.

There appeared to be an amount over budget plan, but not excessive.

Exhibit B Sometime in late December or January the meter became defective.

M Y E was advised when the January bill came in that there was something wrong w/ the meter.

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

did not replace the meter until March 13, 2004.  
In February of 2004, the landlord put in  
a more efficient furnace.

MHE is telling me that they are basing  
the 718.43 dollar amount on what had been the  
usage the prior year.

- #1. weather was not the same
- #2. parties usage was not the same, see  
previous usage. Party would allow  
for some overage due to larger size unit.
- #3. there was a brand new furnace  
installed.

I don't dispute that my son owes some money,  
I believe he does not owe anywhere near the  
amount they are estimating.

WHEREFORE, Complainant now requests the following relief:

Carlotta S. Eckhoff  
Rep. Payee of  
Troy L. Eckhoff Sr.

P.S.,

When he moved into 408 E. 14th the first of  
October & his original bill was 33.33. The  
November bill was 52.59 & the December bill  
was 83.86. Look a Exhibit B for the bills.

07-3-04

Date

Signature of Complainant

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



MISSOURI GAS ENERGY  
a division of  
Southern Union Company

QUESTIONS? CALL:  
1-800-582-1234  
520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
708 W 22ND ST  
JOPLIN, MO 64804-1902

FINAL BILL

20084 1 B 0.301 38  
UTO\*\*ALL FOR AADC 640



STATEMENT DATE  
OCT 3, 2003

TROY L ECKHOFF SR  
708 W 22ND ST  
JOPLIN, MO 64804-1902

DEPOSIT: NONE  
ACCOUNT NBR: 9794517622

SVC TYP	SERVICE PERIOD FROM - TO	NBR DAYS	METER READINGS PREVIOUS - PRESENT	PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/CO CHARGE
GAS	09-19-03 10-03-03	14	05319 05322		3.00	.72039	2.16
GAS	TOTAL	14			3.00		2.16

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	4.69	.34	2.16	.46	.00	.00	.00	7.65

PREVIOUS BALANCE  
BALANCE FORWARD  
TOTAL CURRENT CHARGES

94.09

94.09

7.65

*pd 11-04*  
*2087*

YOU HAVE MADE 7 ON TIME PAYMENTS IN THE LAST 11 MONTHS.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY	\$	101.74
CURRENT	14			3	.214	AMOUNT DUE	
LAST YEAR	31			19	.613	\$	



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Southern Union Company

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1-800-582-1234  
520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
708 W 22ND ST  
JOPLIN, MO 64804-1902

03725 1 C 0.275 38  
\*\*\*\*\*AUTOCR\*\*C026



STATEMENT DATE  
JAN 27, 2003

TROY L ECKHOFF  
708 W 22ND ST  
JOPLIN, MO 64804-1902

DEPOSIT: NONE  
ACCOUNT NBR: 9794517622

*just to show  
payment plan*

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	12-19-02	01-22-03	34	04959	05062		103.00	.54044	55.67
GAS	TOTAL		34				103.00		55.67

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.13	11.77		55.67	4.95	.00	.00	.00	82.52

PREVIOUS BALANCE 45.00  
PAYMENTS RECEIVED \*\* THANK YOU 45.00CR  
BALANCE FORWARD  
CURRENT ABC AMOUNT DUE BY FEB 14, 2003  
ABC SETTLEMENT AFTER PAYMENT 12.32

*Budget Plan*

.00  
45.00

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	WILL BE PAID BY \$ BANK DRAFT PLAN
PERIOD	DAYS			CCF	CCF/DAY		
CURRENT	34			103	3.029	AMOUNT DUE	
LAST YEAR	N/A			N/A	N/A	ON FEB 14, 2003 \$	45.00



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Southern Union Company

QUESTIONS? CALL:  
1-800-582-1234  
520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

*Exhibit B*

ESTIMATED  
METER READING

04172 1 C 0.275 38  
\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
APR 6, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM TO	NBR DAYS	METER READINGS PREVIOUS PRESENT	PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	03-12-04 04-01-04	20	00184E		184.00	.75056	138.10
GAS	TOTAL	20			184.00		138.10

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	6.70	21.02	138.10	10.58	.00	.00	.00	176.40

PREVIOUS BALANCE FROM MAR 3, 2004

10.69

PAYMENTS RECEIVED \*\* THANK YOU

10.69CR

CREDIT FOR PIPELINE REFUNDS

9.67CR

BALANCE FORWARD

9.67

TOTAL CURRENT CHARGES

176.40

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$
CURRENT	20			184	9.200	AMOUNT DUE	
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE	\$
							166.73
							169.39



MISSOURI GAS ENERGY  
a division of  
Southern Union Company

QUESTIONS? CALL:  
1-800-582-1234  
520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

07/NON

CORRECTED BILL

STATEMENT DATE  
MAR 16, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM - TO	NBR DAYS	METER READINGS PREVIOUS - PRESENT	PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
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SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE			FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	.00	.00			.00	.00	.00	.00	.00

PREVIOUS BALANCE FROM FEB 3, 2004	10.52
PAYMENTS RECEIVED ** THANK YOU	10.52CR
<b>BALANCE FORWARD</b>	.00
<b>TOTAL CURRENT CHARGES DUE BY APR 7, 2004</b>	<b>10.00</b>

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS						\$ 10.69
CURRENT						AMOUNT DUE	
LAST YEAR						WITH LATE CHARGE	\$ 10.69



MISSOURI GAS ENERGY  
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JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

04154 1 C 0.275 38

\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
MAR 8, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD		NBR DAYS	METER READINGS		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
FROM	-	TO		PREVIOUS	- PRESENT				
GAS	02-03-04	03-03-04	29	08551	08551		.00		.00

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	.00		.00	.64	.00	.00	.00	10.69

PREVIOUS BALANCE	10.52
PAYMENTS RECEIVED ** THANK YOU	10.52CR
BALANCE FORWARD	.00
TOTAL CURRENT CHARGES DUE BY MAR 30, 2004	10.00

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$
CURRENT	29			0	.000		10.69
LAST YEAR	N/A			N/A	N/A	AMOUNT DUE WITH LATE CHARGE	\$ 10.10



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1-800-582-1234  
520 EAST 5TH STREET  
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FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

04238 1 C 0.275 38

\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
FEB 6, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM - TO	NBR DAYS	METER READINGS PREVIOUS - PRESENT	PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	01-05-04 02-03-04	29	08551 08551		.00		.00

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	.00	.00	.64	.00	.00	.00	10.69

PREVIOUS BALANCE 25.41  
PAYMENTS RECEIVED \*\* THANK YOU 25.58CR  
BALANCE FORWARD  
TOTAL CURRENT CHARGES 10.69

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$ 10.52
CURRENT	29			0	.000	AMOUNT DUE	
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE	\$ 10.69





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JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

04045 1 C 0.275 38  
\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
JAN 8, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM - TO	NBR DAYS	METER READINGS PREVIOUS - PRESENT	PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COI CHARGE
GAS	12-03-03 01-05-04	33	08551 08551		.00		.0

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	.00	.00	.64	.00	.00	.00	10.69

PREVIOUS BALANCE 64.49  
PAYMENTS RECEIVED \*\* THANK YOU 50.00CR  
OTHER TRANSACTIONS .22  
OTHER TRANSACTIONS TAX .01  
BALANCE FORWARD WAS DUE BY DEC 31, 2003 14.72  
TOTAL CURRENT CHARGES DUE BY JAN 30, 2004 10.69

If BALANCE FORWARD has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$
CURRENT	33			0	.000	AMOUNT DUE	
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE	\$ 25.51

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	9.02		59.29	5.00	.00	.00	.00	83.3

PREVIOUS BALANCE 86.13  
 PAYMENTS RECEIVED \*\* THANK YOU 55.00CR  
 TRANSFERRED BALANCE 50.00CR  
 BALANCE FORWARD 18.8  
 TOTAL CURRENT CHARGES 83.3

*50 paid*  
*1-10-04*

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
 FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$
CURRENT	30			79	2.633	AMOUNT DUE	<i>owe</i> 64.49
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE	\$ <i>25.52</i> 65.52



QUESTIONS? CALL:  
**1-800-582-1234**  
**520 EAST 5TH STREET**  
**JOPLIN, MO 64801-2203**

FOR SERVICE LOCATED AT:  
**408 E 14TH ST**  
**JOPLIN, MO 64801-4678**

04017 1 C 0.275 38  
 \*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
 NOV 6, 2003

TROY L ECKHOFF SR  
 408 E 14TH ST  
 JOPLIN, MO 64801-4678

DEPOSIT: NONE  
 ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	10-06-03	10-31-03	25	08425			41.96	.72039	30.25
GAS	11-01-03	11-03-03	3		08472		5.04	.75056	3.79
GAS	TOTAL		28				47.00		34.04

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	5.37	34.01	3.16	.00	.00	.00	52.59

PREVIOUS BALANCE *pd 12-02-03* 33.33  
 OTHER TRANSACTIONS *\$55.00* .20  
 OTHER TRANSACTIONS TAX .01  
 BALANCE FORWARD WAS DUE BY OCT 30, 2003 33.50  
 TOTAL CURRENT CHARGES DUE BY DEC 1, 2003 52.50

If BALANCE FORWARD has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$ 86.13
CURRENT	28			47	1.679	AMOUNT DUE	
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE	<i>over</i> \$31.13 86.97



MISSOURI GAS ENERGY  
a division of  
Southern Union Company

QUESTIONS? CALL:  
1-800-582-1234  
520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

04424 1 C 0.275 38  
\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
OCT 9, 2003

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	09-26-03	10-06-03	10	08414	08425		11.00	.72039	7.92
GAS	TOTAL		10				11.00		7.92

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	3.35	1.26	7.92	.80	.00	.00	.00	13.33
SERVICE CHARGES								20.00

PREVIOUS BALANCE .00  
BALANCE FORWARD .00  
TOTAL CURRENT CHARGES DUE BY OCT 30, 2003 33.33

IF YOU ARE OVER 60 OR CANNOT LEAVE HOME WITHOUT ASSISTANCE  
AND NEED A THIRD PARTY NOTIFIED, PLEASE CALL 800-582-1234.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$ 33.33
CURRENT	10			11	1.100	AMOUNT DUE	
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE	\$ 33.50



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520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

04146 1 C 0.275 38  
\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
JUN 8, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	05-03-04	06-03-04	31	00063	00066		3.00	.75056	2.25
GAS	TOTAL		31				3.00		2.25

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	.34		2.25	.81	.00	.00	.00	13.45
ISRS									.47
TAXES ON ISRS									.03

PREVIOUS BALANCE 924.28  
OTHER TRANSACTIONS 219.87CR  
OTHER TRANSACTIONS TAX .07  
TO AVOID DISCONNECT PAY BEFORE JUN 30, 2004 704.48  
TOTAL CURRENT CHARGES DUE BY JUL 1, 2004 13.95

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US  
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS			CCF	CCF/DAY		\$
CURRENT	31			3	.097		718.43
LAST YEAR	N/A			N/A	N/A	AMOUNT DUE WITH LATE CHARGE	\$ 718.64

\*\*\* PLEASE RETURN THIS PORTION WITH YOUR PAYMENT \*\* THANK YOU! \*\*\*

STATEMENT DATE: JUN 8, 2004

10/09159/38

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

ACCOUNT NBR:  
2659533205

MAIL PAYMENT TO: MISSOURI GAS ENERGY  
PO BOX 219255  
KANSAS CITY, MO 64121-9255

AMOUNT DUE	
\$	718.43
AMOUNT DUE WITH LATE CHARGE	
\$	718.64
AMOUNT ENCLOSED	
\$	

26595332050000013950000718430000718641

# DISCONNECT NOTICE



MISSOURI GAS ENERGY  
a division of  
Southern Union Company

QUESTIONS? CALL: 1-800-582-1234  
FOR SERVICE LOCATED AT: 408 E 14TH ST  
520 EAST 5TH STREET JOPLIN, MO  
JOPLIN, MO 64801-2203

00003020 AT 0.292  
\*\*\*\*\*AUTO\*\*3-DIGIT 648  
|||||

ACCOUNT NUMBER:  
2659533205

NOTICE DATE:

MAY 10, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

## YOUR SERVICE IS IN DANGER OF BEING SHUT OFF!

Our records show your account is overdue. Unless the OVERDUE AMOUNT is received before **MAY 20, 2004**, your utility service may be shut off. If a service call is made for collection or disconnection of service(s) for non-payment, you may be assessed the following charges before having your gas turned back on:

Overdue Amount	\$	884.20
Reconnect Fee	\$	35.00
Collection Charge	\$	8.00
Security Deposit	\$	100.00
Total Amount Due	\$	1027.20

To avoid the reconnect fee, collection charge, and security deposit, payment of the OVERDUE AMOUNT must be received before **MAY 20, 2004**.

Once disconnected, all the charges listed above, plus any amounts that have become past due since the issuance of this notice, must be paid before service is restored.

If you have not yet paid the OVERDUE AMOUNT, call the telephone number listed above to discuss methods of payment which will avoid disconnection and other charges.

If you believe you have a legitimate dispute about your bill, call the phone number listed above to discuss your account.

If the OVERDUE AMOUNT has been paid, please disregard this notice. Thank you for your cooperation.

OVERDUE AMOUNT of \$ 884.20 must be received before MAY 20



MISSOURI GAS ENERGY  
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520 EAST 5TH STREET  
JOPLIN, MO 64801-2203

FOR SERVICE LOCATED AT:  
408 E 14TH ST  
JOPLIN, MO 64801-4678

04155 1 C 0.275 38

\*\*\*\*\*AUTOCR\*\*C034



STATEMENT DATE  
MAY 6, 2004

TROY L ECKHOFF SR  
408 E 14TH ST  
JOPLIN, MO 64801-4678

DEPOSIT: NONE  
ACCOUNT NBR: 2659533205

SVC TYP	SERVICE PERIOD FROM TO		NBR DAYS	METER READINGS PREVIOUS PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	04-01-04	05-03-04	32	00031	00063		32.00	.75056	24.07
GAS	TOTAL		32				32.00		24.07

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.05	3.66		24.02	2.41	.00	.00	.00	40.14
ISRS									.47
TAXES ON ISRS									.03

PREVIOUS BALANCE 883.64  
BALANCE FORWARD WAS DUE BY MAY 3, 2004 883.64  
TOTAL CURRENT CHARGES DUE BY JUN 1, 2004 40.67

If BALANCE FORWARD has been paid, please subtract that  
amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION					AMOUNT DUE	
PERIOD	DAYS		CCF	CCF/DAY		\$ 924.28
CURRENT	32		32	1.000	AMOUNT DUE	
LAST YEAR	N/A		N/A	N/A	WITH LATE CHARGE	\$ 924.92