

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI**

FILED

NOV 20 2003

Milton Jerry Mounts, Jr. and Kristin Ann Mounts)

Complainants)

VS.)

Missouri Gas Energy)

Respondent)

**Missouri Public
Service Commission**

Case No.

COMPLAINT

Complainants reside at: 104 West 128th Street, Kansas City, Missouri 64145-1207

1. Respondent, Missouri Gas Energy

of: 3420 Broadway, Kansas City, Missouri 64111 is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainants state the following facts:

A new electronic meter reading device was installed at our home on/about 07.12.1998, to facilitate electronic transmission of meter readings to MGE.

For the preceding four (4) years – 1995, 1996, 1997 and 1998 – our 07.30.XX to 08.26.XX (approximate timeframe) gas use had averaged 1.0 MCF per month. AFTER the new device was installed, our gas use for the identical period of time, averaged 4.16 MCF per month – **A 404% INCREASE!**

We tried repeatedly to get MGE to test or swapout the meter/electronic device.

We conservatively estimate that MGE has **OVERCHARGED us \$3,133.88** over the five (5) years since the new electronic device was installed.

Since December 1998, we tried – unsuccessfully – until just recently – to get MGE to replace the defective electronic meter reading device that they had installed on our home's gas meter on/about 07.12.98. Prior to that date, our usage had been consistent and comparable to our neighbors'. Attached MGE bills - EXHIBITS 1-4, show how our gas usage had been consistent for the years 1995, '96, '97, and through July 1998. Subsequent MGE bills – EXHIBITS 5-10, show how the usage increased with **NO CHANGES** in our household.

AFTER the electronic device was installed, THE METER DID NOT READ AT ALL FOR SEVERAL MONTHS – UNTIL WE REQUESTED THAT MGE DO SOMETHING ABOUT IT! We were hit with a \$414.00 bill in February 1999 to compensate for the months that THEIR ELECTRONIC DEVICE DIDN'T READ CORRECTLY! (Not our fault) MGE's February 1999 bill was based purely on previous usage estimates (we assumed), and we were never given any opportunity for rebuttal. MGE's attitude has always been "Pay up, or we'll cut you off! If you don't like our service, then go some where else and live!"

The question that we would like you, the Missouri Public Service Commission, and MGE to answer is, "Why would our gas consumption go from an average of 1 MCF/month in July 1995, '96, '97, and '98 to an average of 4+ MCF/month in July 1999, '00, '01, '02, and 2003? Only one thing has changed in those nine (9) years: the addition of the faulty MGE electronic device on 07.12.98. Why won't MGE admit their mistake?

Finally, after years of pleading, at the Missouri Public Service Commission hearing in Grandview, MO, held at the Grandview City Hall on August 28, 2003, MO PSC Chairman Kelvin Simmons, Rob Hack – MGE, Paul Snyder – MGE, Douglas Mischeel, MO Dept. of Economic Development – Office of the Public Counsel, plus scores of other interested onlookers, helped us get ACTION!

On Wednesday, September 3, 2003, a VERY RELUCTANT MGE repairperson replaced our meter! It only took five (5) years to accomplish! The replacement meter's reading was 9173. All household appliances, gas furnances, and hot water heaters were tested by the MGE repairperson to assure that no leaks were present.

We have attached copies of "before, after, and during" pictures of our gas meters and those of our neighbors,' including the "reluctant" installation (EXHIBITS 11-21). We have copies of every MGE gas bill that we've received since moving into our home April 1, 1995. We have compared those bills with our neighbors' (EXHIBITS 22-29) on both sides of us who live in larger homes with larger families (there are only two of us). Our bills have been typically 3 to 4 TIMES theirs! Something is wrong – and unfortunately, MGE is not about to admit to any wrongdoing.

3. The Complainants have taken the following steps to present this complaint to the Respondent:

We tried repeatedly through mutiple phone contacts to get MGE to test or swapout the meter/electronic device.

Since December 1998, we tried – unsuccessfully – until just recently – to get MGE to replace the defective electronic meter reading device that they had installed on our home's gas meter on/about 07.12.98.

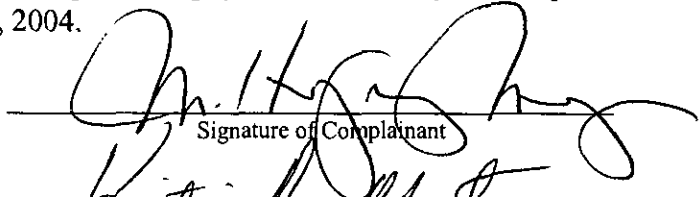
AFTER the electronic device was installed, THE METER DID NOT READ AT ALL FOR SEVERAL MONTHS – UNTIL WE REQUESTED THAT MGE DO SOMETHING ABOUT IT!

Finally, after years of pleading, MO PSC Chairman Kelvin Simmons and Douglas Micheel, MO Dept. of Economic Development – Office of the Public Counsel, helped us get ACTION!

WHEREFORE, Complainants now request the following relief:

MGE has conservatively **OVERCHARGED the Complainants \$3,133.88** over the five (5) years since the new electronic device was installed (EXHIBITS 30-32). Retribution in the amount of **\$3,500.00** will fully satisfy this matter, provided payment is made by the Respondent to the Complainants not later than January 1, 2004.

November 19, 2003
Date


Signature of Complainant

November 19, 2003
Date


Signature of Complainant

Attached: Copies of supporting documentation as EXHIBITS 1-40

EXHIBITS 1-4 Copies of MGE bills – July/August '95, '96, '97, & '98

EXHIBITS 5-10 Copies of MGE bills – July/August '99 thru '03

EXHIBITS 11-21 Copies of photographs of Complainants' and neighbors' gas meters – before, during & after Complainants' gas meter exchange

EXHIBITS 22-29 Copies of neighbors' MGE bills for 2002-2003

EXHIBITS 30-32 Copies of supporting financial calculation

EXHIBITS 33-38 Copies of MO PSC correspondence with Complainants

EXHIBITS 39 Copy of Internet accessed KCPL electric charges for 2002-2003 comparisons

EXHIBIT 40 Copy of Complainants' original Informal Complaint



MISSOURI GAS ENERGY

QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 419255
KANSAS CITY, MO 64194-3420

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

19216 1 CP 0.254 07

* CAR-RT SORT ** C047

STATEMENT DATE
AUG 30, 1995

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD FROM TO | NBR DAYS | METER READINGS PREVIOUS PRESENT | ENERGY USE MCF | | | |
|------------|---------------------------|-------------|------------------------------------|-------------------|--|--|--|
| GAS | 07-27-95 08-29-95 | 33 | 00186 00187 | 1 | | | |

| SVC TYP | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.80 | 2.51 | .89 | .00 | .00 | .00 | 13.20 |

PREVIOUS BALANCE 33.03
PAYMENTS RECEIVED ** THANK YOU 33.03CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY SEP 22, 1995 13.20

*No customer
charge
10.00*

5.49

34.58

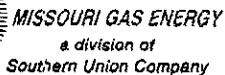
3.20

*same plan
2nd*

53.36

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 | | MCF | MCF/DAY | | |
| CURRENT | 33 | | 1 | .030 | AMOUNT DUE | \$ 13.20 |
| LAST YEAR | N/A | | N/A | N/A | WITH LATE CHARGE | \$ 13.46 |



QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 419255
KANSAS CITY, MO 64141-6255

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY; MO 64145-1207

***** 5-DIGIT 64145

XX

STATEMENT DATE
AUG 29, 1996

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT:NONE

ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | ENERGY USE MCF | | | |
|------------|----------------|----------|-------------|----------------|---------|-------------------|--|--|--|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 07-30-96 | 08-26-96 | 27 | 00336 | 00337E | 1 | | | |

3.99

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.05 | .75 | 3.99 | 1.03 | .00 | .00 | .00 | 14.82 |

| | |
|---|---------|
| PREVIOUS BALANCE | 20.00 |
| PAYMENTS RECEIVED ** THANK YOU | 20.00CR |
| BALANCE FORWARD | .00 |
| TOTAL CURRENT CHARGES DUE BY SEP 23, 1996 | 14.82 |

5010

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 | | | MCF | MCF/DAY | | \$ | 14.82 |
| CURRENT | 27 | | | 1 | .037 | AMOUNT DUE | | |
| LAST YEAR | 33 | | | 1 | .030 | WITH LATE CHARGE | \$ | 15.12 |

MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 419255
KANSAS CITY, MO 64141-6255

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

05739 1 AC 0.230 07

*****AUTOCR**C046

XX

STATEMENT DATE
SEP 2, 1997

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT:NONE

ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD FROM TO | | NBR DAYS | METER READINGS PREVIOUS PRESENT | | ENERGY USE MCF | | | |
|------------|---------------------------|----------|-------------|------------------------------------|-------|-------------------|--|--|--|
| GAS | 07-29-97 | 08-27-97 | 29 | 00508 | 00509 | 1 | | | |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.05 | .88 | 1.78 | .83 | .00 | .00 | .00 | 12.54 |

| | |
|--|---------|
| PREVIOUS BALANCE | 21.29 |
| PAYMENTS RECEIVED ** THANK YOU | 21.29CR |
| CREDIT FOR PIPELINE REFUNDS | 39.09CR |
| BALANCE FORWARD | 39.09CR |
| TOTAL CURRENT CHARGES | 12.54 |
| DO NOT PAY ** THIS IS A CREDIT BALANCE | 26.55CR |

A CREDIT MAY APPEAR ON THIS BILL DUE TO A FEDERAL RATE DECISION INVOLVING CERTAIN INTERSTATE PIPELINE COMPANIES.

| COMPARATIVE USE INFORMATION | | | | | AMOUNT DUE | |
|-----------------------------|------|--|--|-----|------------|------------|
| PERIOD | DAYS | | | MCF | MCF/DAY | |
| CURRENT | 29 | | | 1 | .034 | AMOUNT DUE |
| LAST YEAR | 27 | | | 1 | .037 | |

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

STATEMENT DATE: SEP 2, 1997

20 / 09699 / 07

M JERRY MOUNTS JR

ACCOUNT NBR:

104 W 128TH ST

7817271085

KANSAS CITY, MO 64145-1207

MAIL PAYMENT TO:

MISSOURI GAS ENERGY
P.O. BOX 419255
KANSAS CITY, MO 64141-6255

78172710850000012540000000000000000006

| | |
|-----------------|-----|
| AMOUNT DUE | |
| \$ | .00 |
| AMOUNT DUE | |
| \$ | .00 |
| AMOUNT ENCLOSED | |



MISSOURI GAS ENERGY
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QUESTIONS? CALL:
(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64141-6255

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

98/AMR

STATEMENT DATE
JUL 31, 1998

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

7/12/98
NEW METER

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE MCF | PGA/COG RATE | PGA/COG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 06-26-98 | 07-11-98 | 15 | 00641 | 00643 | | .94 | 3.4465 | 3.24 |
| XCH | 07-12-98 | 07-28-98 | 17 | 00541 | 00541 | | 1.06 | 3.4465 | 3.65 |
| GAS | TOTAL | | 32 | | | | 2.00 | | 6.89 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.05 | 1.77 | 6.89 | 1.42 | .00 | .00 | .00 | 19.13 |

PREVIOUS BALANCE
PAYMENTS RECEIVED ** THANK YOU
BALANCE FORWARD
TOTAL CURRENT CHARGES DUE BY AUG 24, 1998

33.41
33.41CR
.00
19.13

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 | | | MCF | MCF/DAY | \$ | |
| CURRENT | 32 | | | 2 | .063 | AMOUNT DUE | |
| LAST YEAR | 32 | | | 4 | .125 | WITH LATE CHARGE | |
| | | | | | | \$ | 19.13 |
| | | | | | | \$ | 19.51 |



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3850 MAIN
KANSAS CITY, MO 64141-6255

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

04616 1 AC 0.230 07
*****AUTOCR**C046



STATEMENT DATE
AUG 31, 1998

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE MCF | PGA/COG RATE | PGA/COG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 07-28-98 | 08-26-98 | 29 | 00541 | 00541 | | .00 | | .00 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|--|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.05 | .00 | | .00 | .58 | .00 | .00 | .00 | 9.63 |

PREVIOUS BALANCE
PAYMENTS RECEIVED ** THANK YOU
BALANCE FORWARD
TOTAL CURRENT CHARGES DUE BY SEP 23, 1998

19.13
19.13CR
.00
9.63

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 | | | MCF | MCF/DAY | \$ | |
| CURRENT | 29 | | | 0 | .000 | AMOUNT DUE | 9.63 |
| LAST YEAR | 29 | | | 1 | .034 | WITH LATE CHARGE | 9.82 |



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

16078 1 AV 0.243 07
AUTO5-DIGIT 64145



STATEMENT DATE
AUG 27, 1999

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/COB RATE | PGA/COB CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 07-26-99 | 08-24-99 | 29 | 06832 | 06867 | | 35.00 | .34174 | 11.96 |
| GAS | TOTAL | | 29 | | | | 35.00 | | 11.96 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COB CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.05 | 3.83 | 11.96 | 2.13 | .00 | .00 | .00 | 26.97 |

PREVIOUS BALANCE 32.92
PAYMENTS RECEIVED ** THANK YOU 32.92CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY SEP 21, 1999 26.97

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 | | 35 | 1.207 | AMOUNT DUE | | 26.97 |
| LAST YEAR | 29 | | 0 | .000 | WITH LATE CHARGE | \$ | 27.41 |



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a division of
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(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

16824 1 AV 0.243 07
AUTO5-DIGIT 64145



STATEMENT DATE
AUG 24, 2000

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/COG RATE | PGA/COG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 07-21-00 | 07-31-00 | 10 | 08130 | | | 14.84 | .39038 | 5.79 |
| GAS | 08-01-00 | 08-21-00 | 21 | | 08176 | | 31.16 | .53599 | 16.70 |
| GAS | TOTAL | | 31 | | | | 46.00 | | 22.49 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.05 | 5.04 | 22.49 | 3.29 | .00 | .00 | .00 | 39.87 |

PREVIOUS BALANCE 36.54
PAYMENTS RECEIVED ** THANK YOU 36.54CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY SEP 18, 2000 39.87

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 | | 46 | 1.484 | AMOUNT DUE | |
| LAST YEAR | 29 | | 35 | 1.207 | WITH LATE CHARGE \$ 40.51 | |



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a division of
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(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

17448 1 AV 0.255 07
AUTO5-DIGIT 64145



STATEMENT DATE
AUG 27, 2001

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/COG RATE | PGA/COG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 07-24-01 | 08-22-01 | 29 | 09639 | 09674 | | 35.00 | .76129 | 26.65 |
| GAS | TOTAL | | 29 | | | | 35.00 | | 26.65 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 9.68 | 3.93 | 26.65 | 2.57 | .00 | .00 | .00 | 42.83 |

| | |
|---|---------|
| PREVIOUS BALANCE | 51.32 |
| PAYMENTS RECEIVED ** THANK YOU | 51.32CR |
| BALANCE FORWARD | .00 |
| TOTAL CURRENT CHARGES DUE BY SEP 19, 2001 | 42.83 |

ON AUG. 6, THE CUSTOMER CHARGE CHANGED FROM \$9.05 TO \$10.13.
THE ENERGY CHARGE INCREASED BY \$0.005 PER CCF.

| COMPARATIVE USE INFORMATION | | | | | | AMOUNT DUE | |
|-----------------------------|------|--|--|-----|---------|------------------|----------|
| PERIOD | DAYS | | | CCF | CCF/DAY | | |
| CURRENT | 29 | | | 35 | 1.207 | AMOUNT DUE | \$ 42.83 |
| LAST YEAR | 31 | | | 46 | 1.484 | WITH LATE CHARGE | \$ 43.51 |



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 219255
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

17682 1 AV 0.278 07
AUTO5-DIGIT 64145



STATEMENT DATE
AUG 26, 2002

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/CCG RATE | PGA/CCG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 07-23-02 | 08-21-02 | 29 | 01071 | 01115 | | 44.00 | .44191 | 19.44 |
| GAS | TOTAL | | 29 | | | | 44.00 | | 19.44 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/CCG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 5.03 | 19.44 | 2.21 | .00 | .00 | .00 | 36.81 |

| | |
|---|---------|
| PREVIOUS BALANCE | 39.77 |
| PAYMENTS RECEIVED ** THANK YOU | 39.77CR |
| BALANCE FORWARD | .00 |
| TOTAL CURRENT CHARGES DUE BY SEP 18, 2002 | 36.81 |

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 | | 44 | 1.517 | AMOUNT DUE | | 36.81 |
| LAST YEAR | 29 | | 35 | 1.207 | WITH LATE CHARGE | \$ | 37.40 |



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 219255
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
104 W 128TH ST
KANSAS CITY, MO 64145-1207

1030 MCF

17699 1 V 0.278 07
AUTO5-DIGIT 64145

|||||

New meter
meter
on

7/12/98

Consumption
increased
1 to 4.8 MCF

STATEMENT DATE
AUG 25, 2003

M JERRY MOUNTS JR
104 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 7817271085

| SVC TYP | SERVICE PERIOD FROM TO | NBR DAYS | METER READINGS PREVIOUS PRESENT | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/EDG RATE | PGA/COG CHARGE |
|------------|---------------------------|-------------|------------------------------------|------------------------|-------------------|-----------------|-------------------|
| GAS | 07-22-03 08-20-03 | 29 | 02558 02606 | | 48.00 | .72039 | 34.58 |
| GAS | TOTAL | 29 | | | 48.00 | | 34.58 |

0626

20 CCF 09.03.03

NEW METER
9173

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.09 | 5.49 | 34.58 | 3.20 | .00 | .00 | .00 | 53.36 |

PREVIOUS BALANCE
PAYMENTS RECEIVED ** THANK YOU
BALANCE FORWARD
TOTAL CURRENT CHARGES DUE BY SEP 17, 2003

61.38
61.38CR

.00
53.36

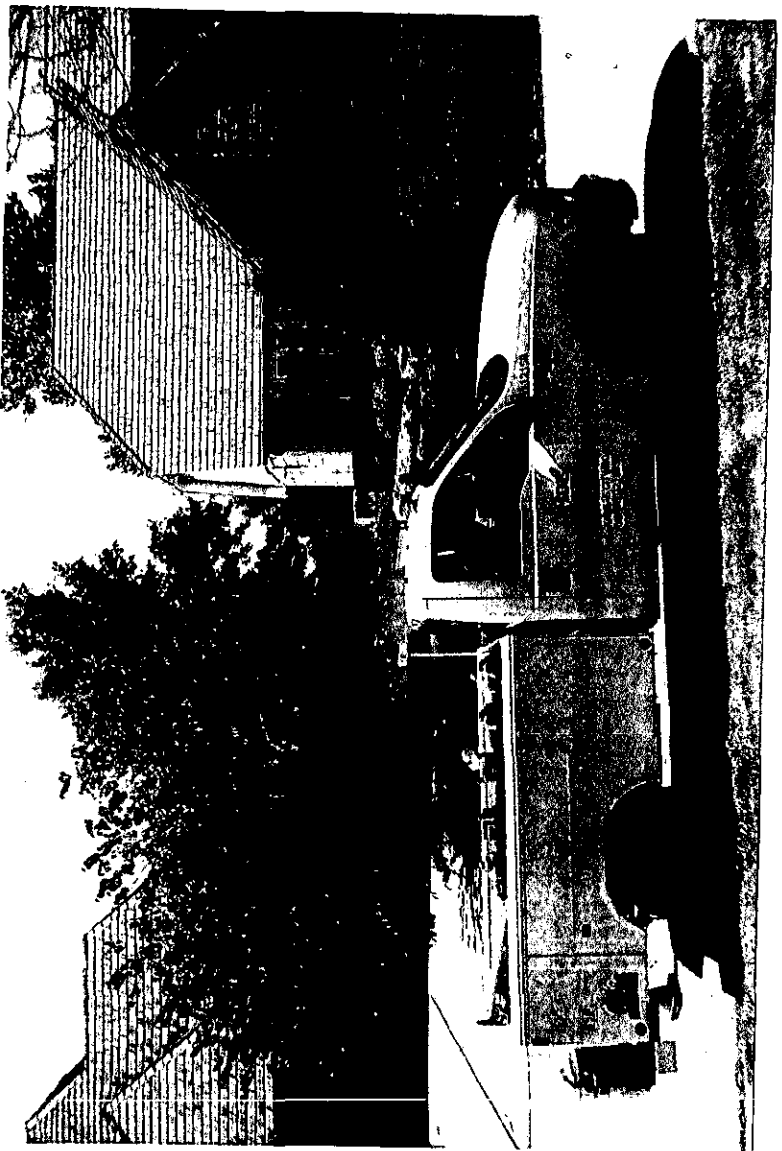
4.8 MCF
7.204

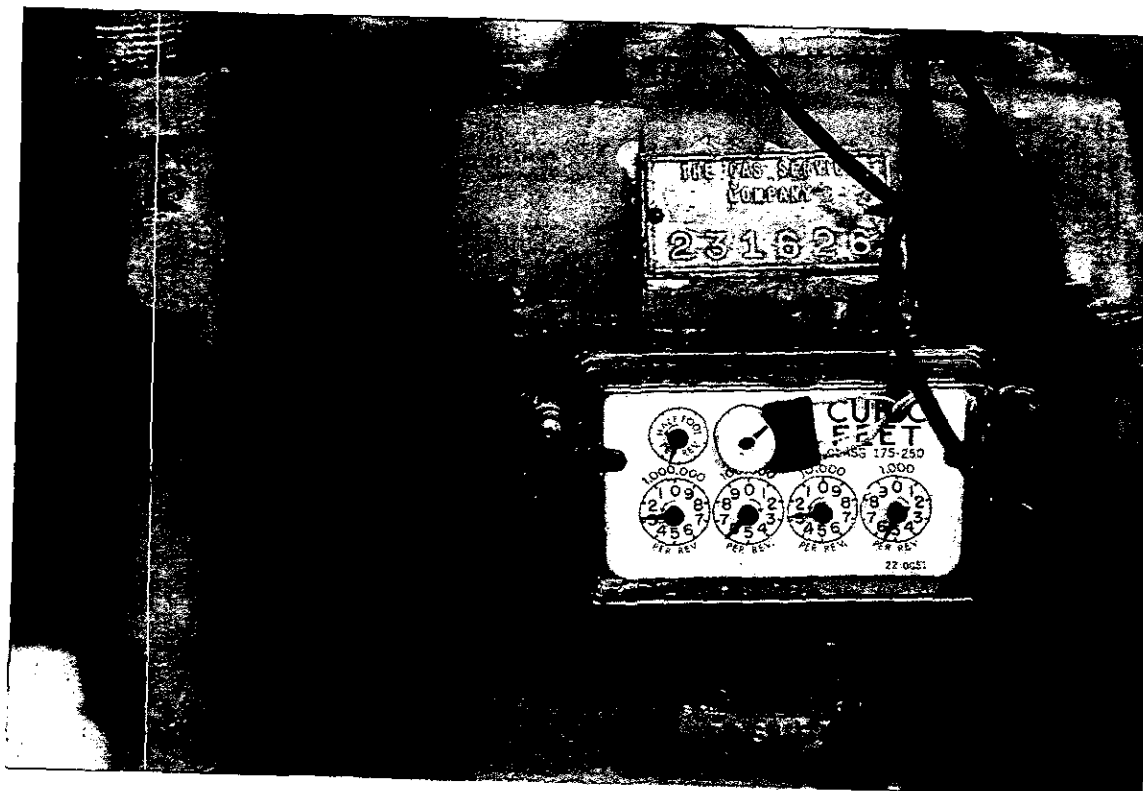
1 week on
vacation

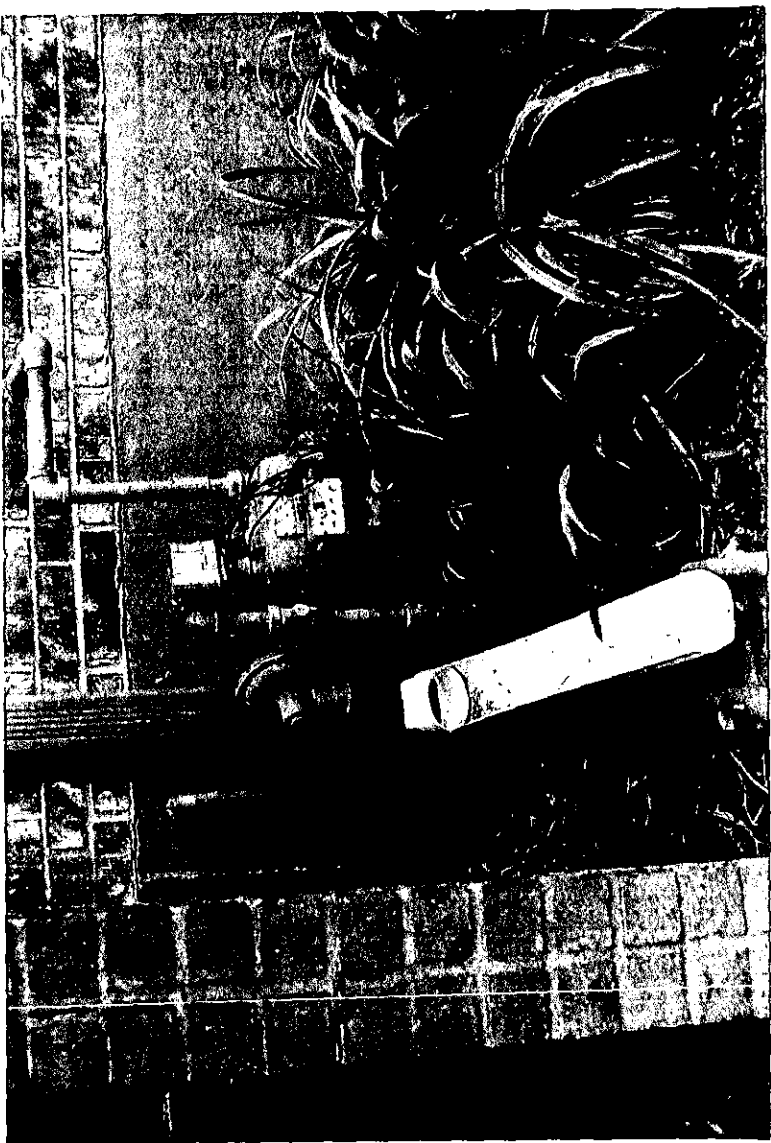
for 2 hot water
tanks for
2 people

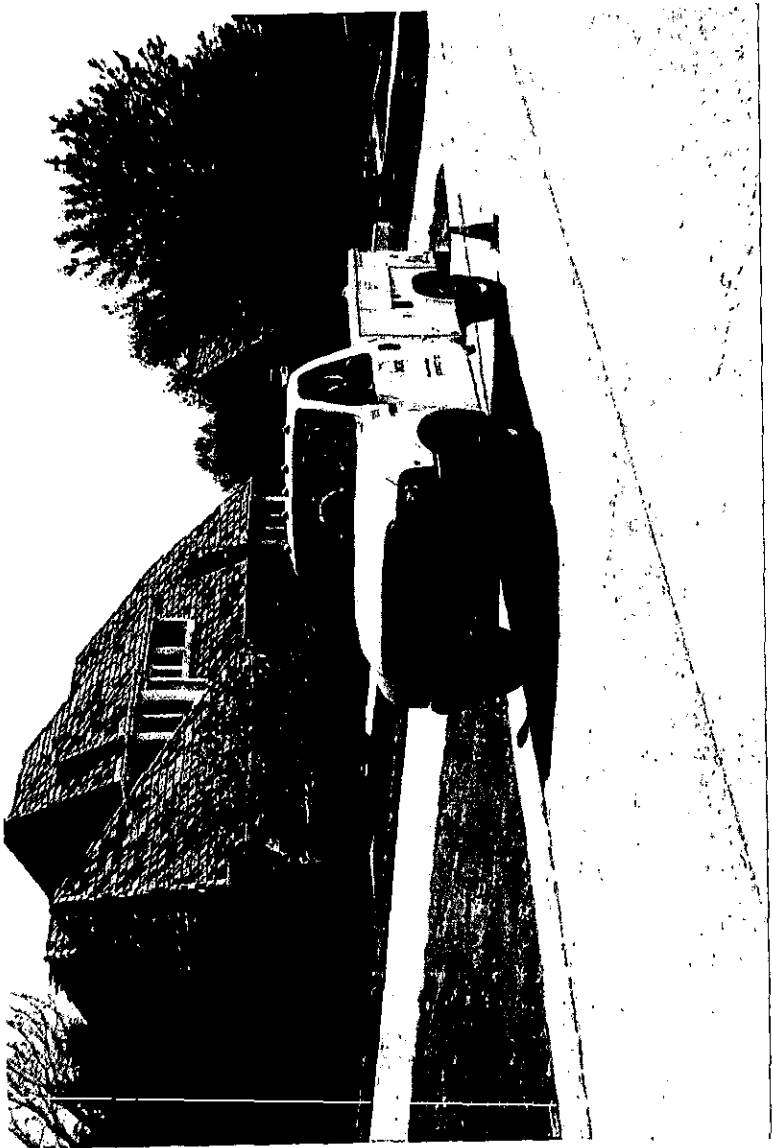
IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US
FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT, DAY OR NIGHT.

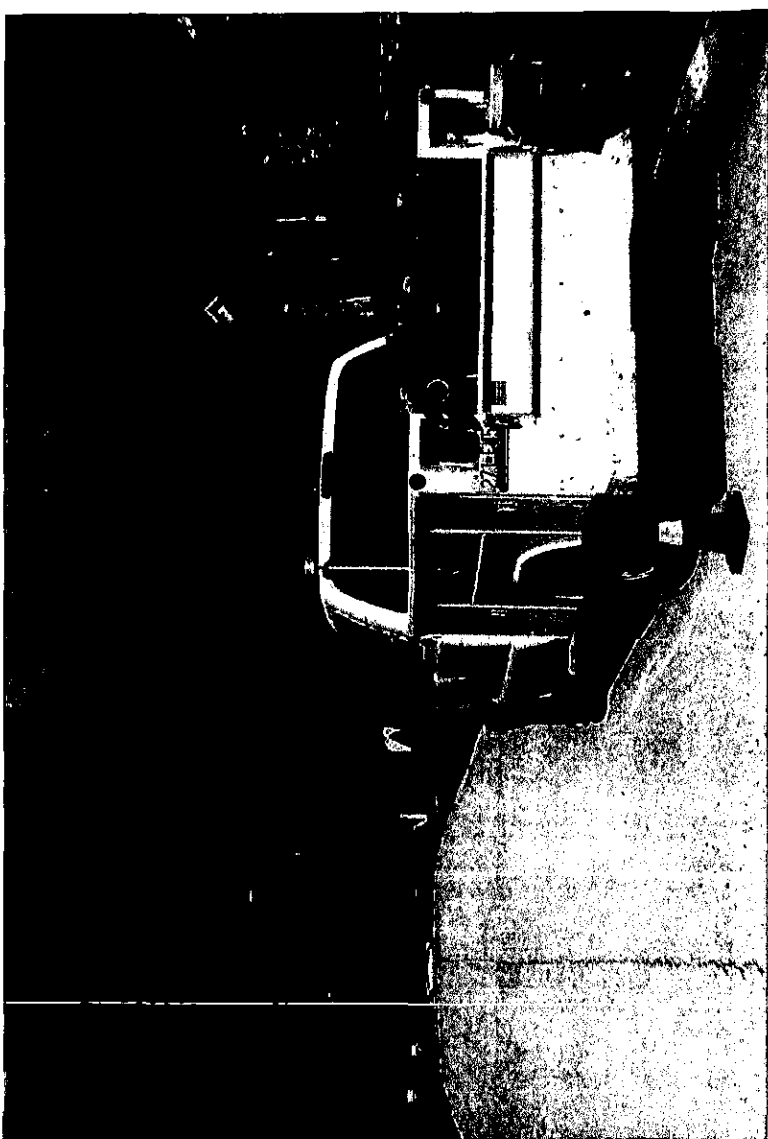
| COMPARATIVE USE INFORMATION | | | | | AMOUNT DUE | |
|-----------------------------|------|--|-----|---------|------------------|----------|
| PERIOD | DAYS | | CCF | CCF/DAY | | |
| CURRENT | 29 | | 48 | 1.655 | AMOUNT DUE | \$ 53.36 |
| LAST YEAR | 29 | | 44 | 1.517 | WITH LATE CHARGE | \$ 54.21 |

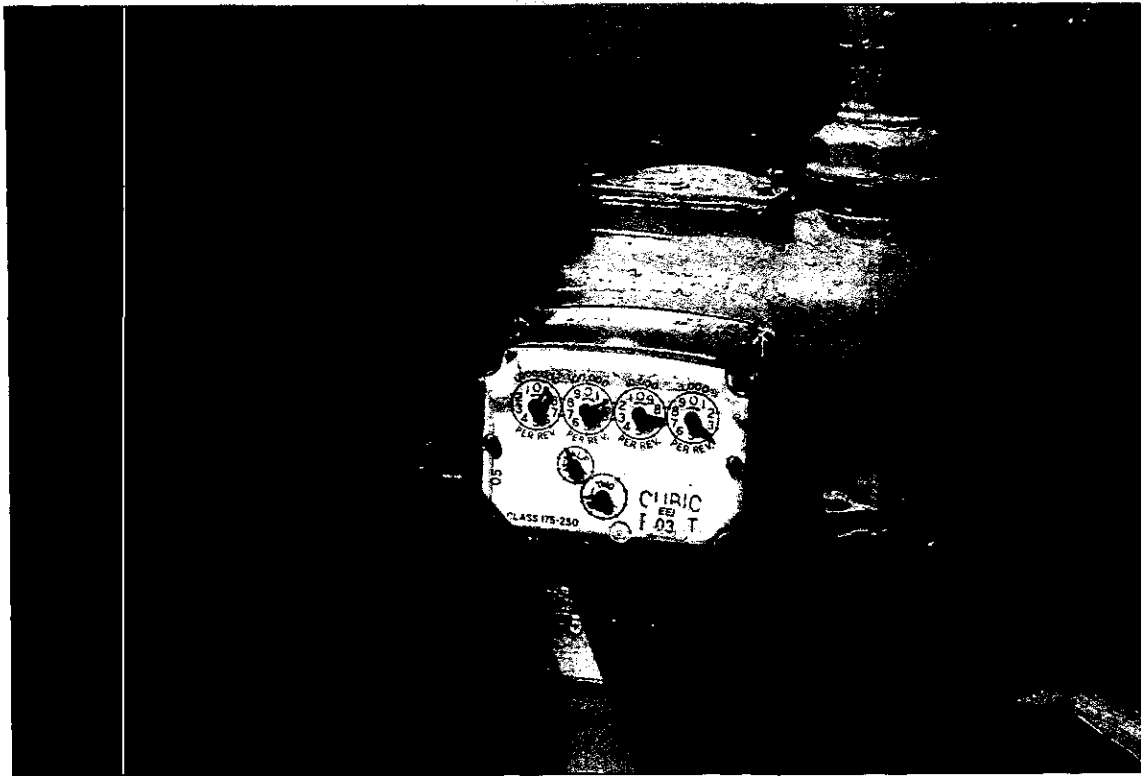


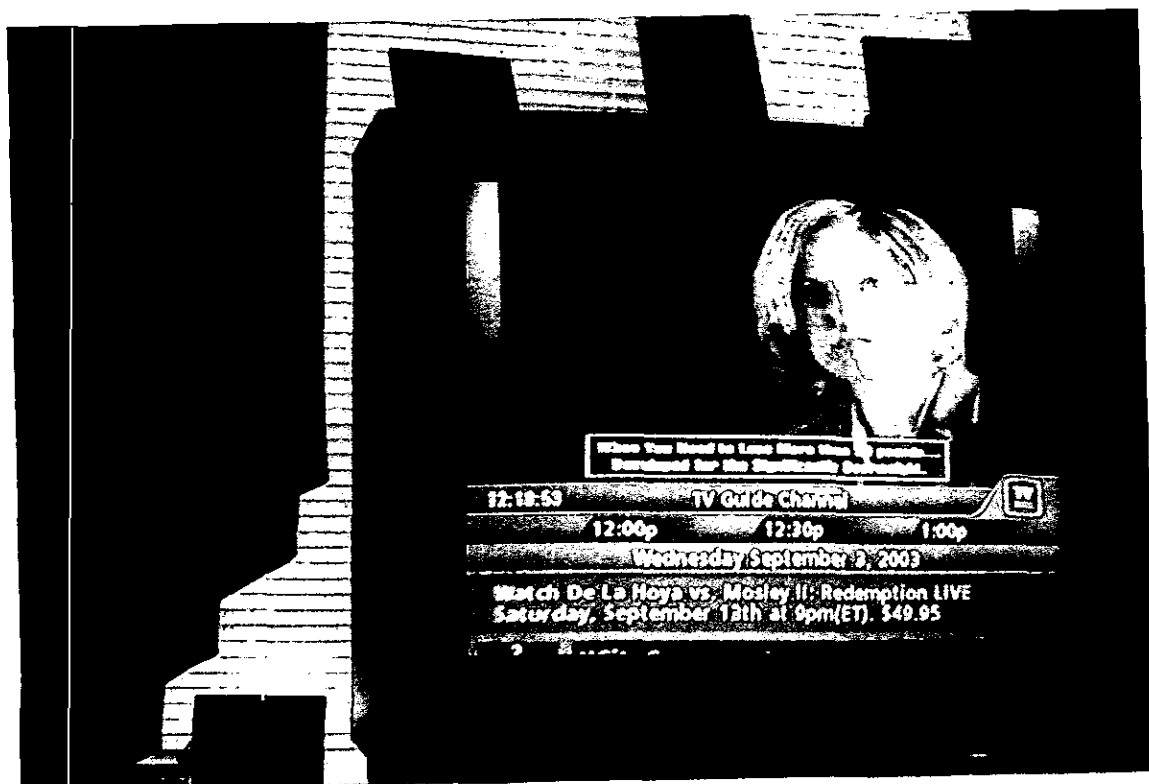


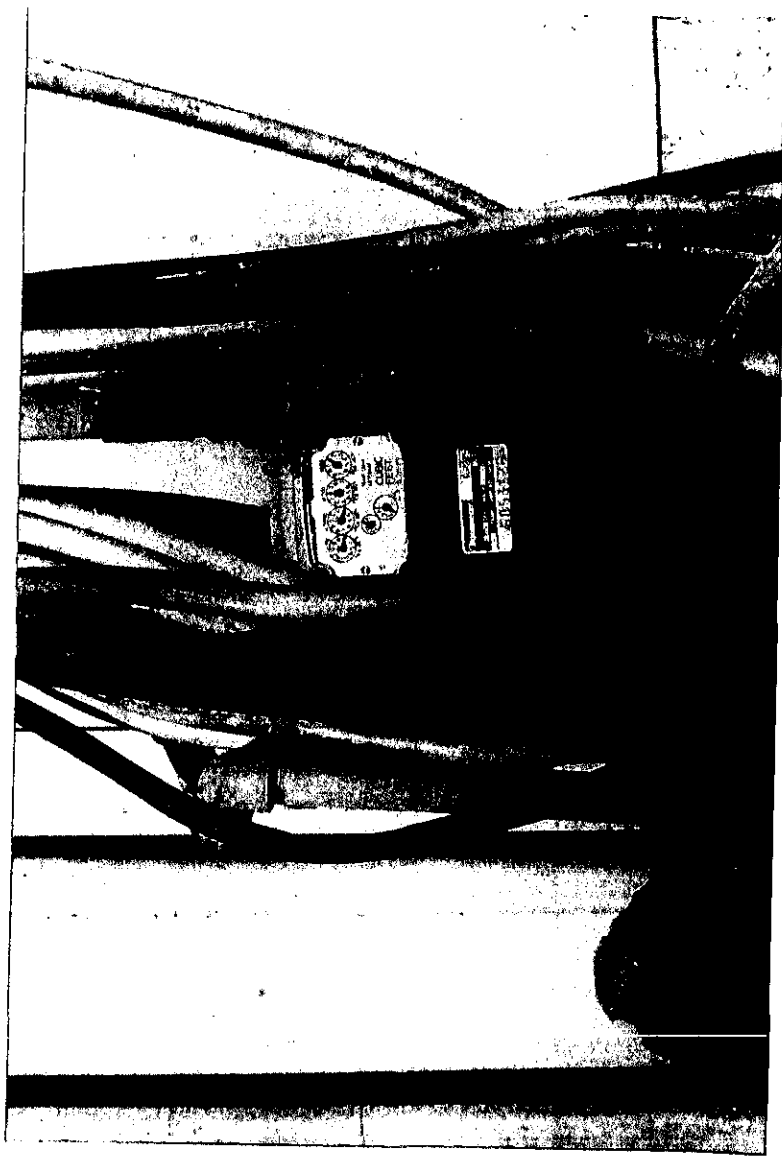
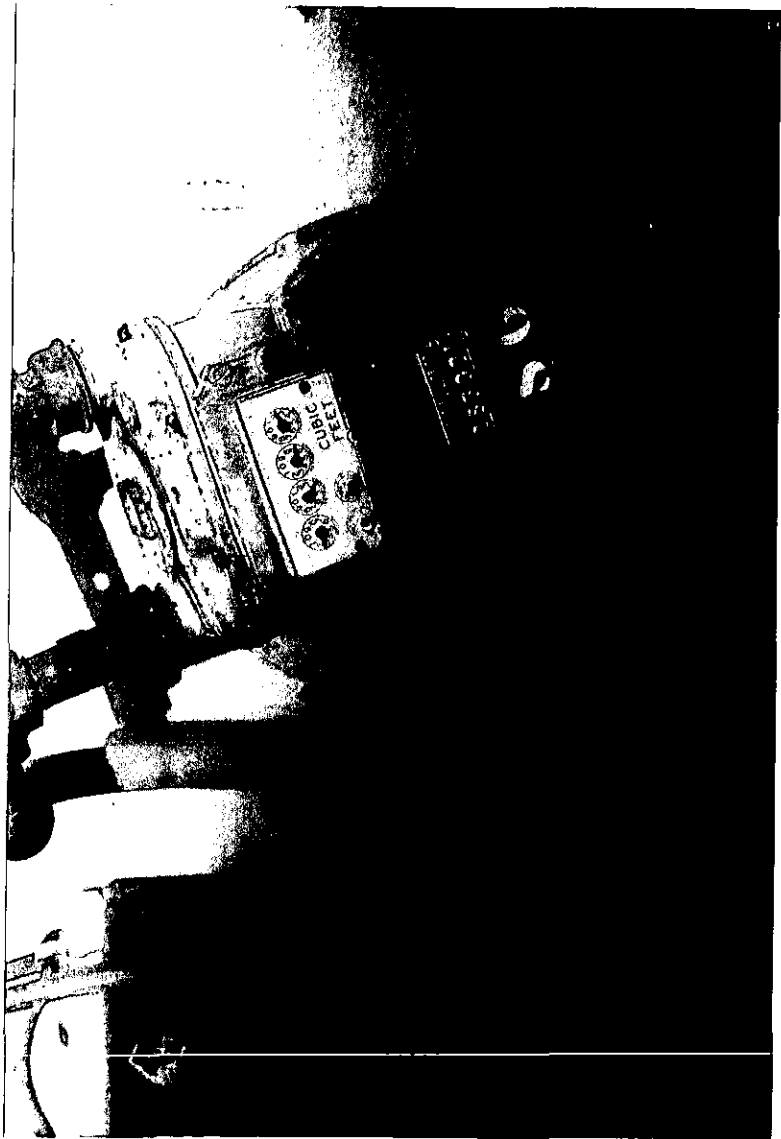




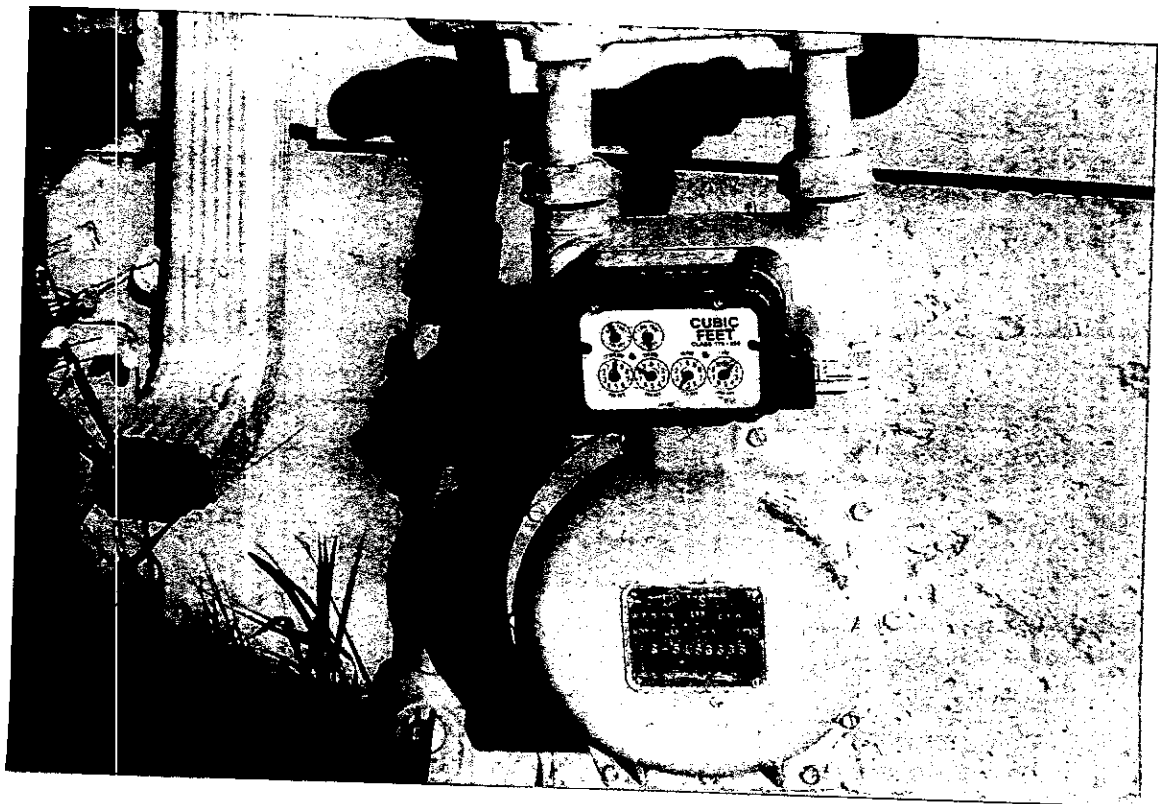
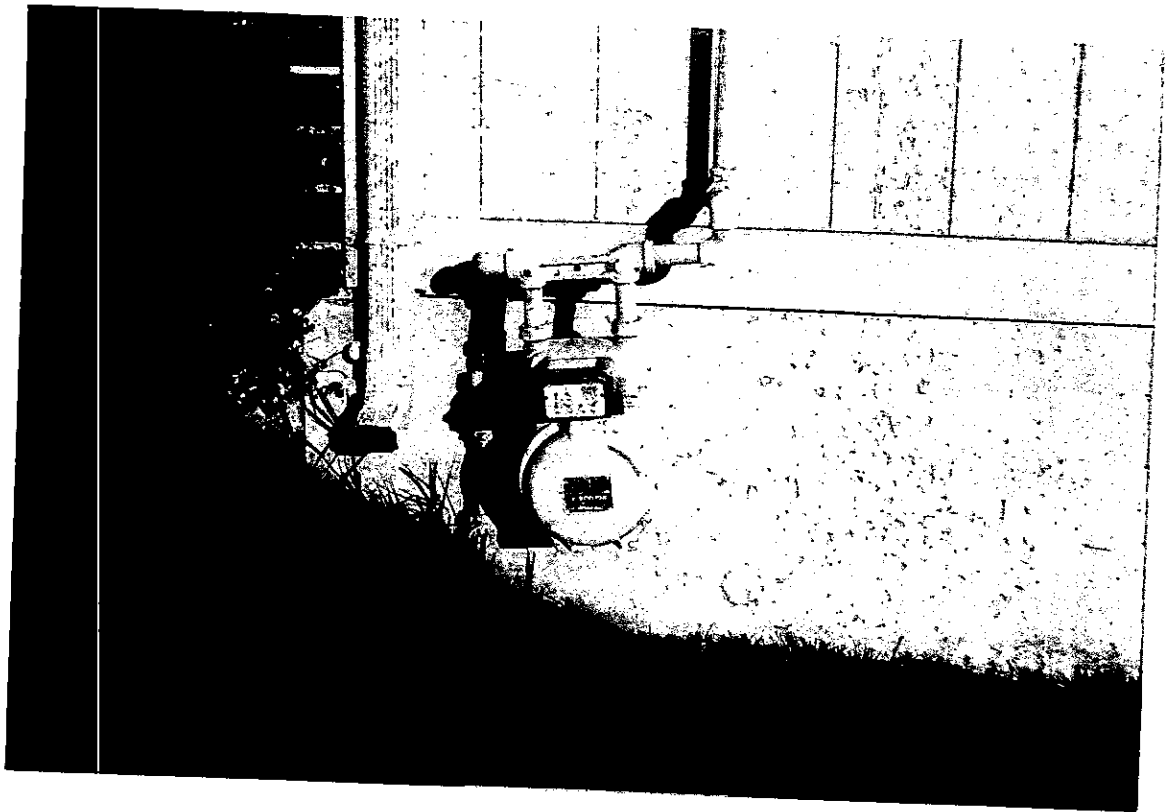


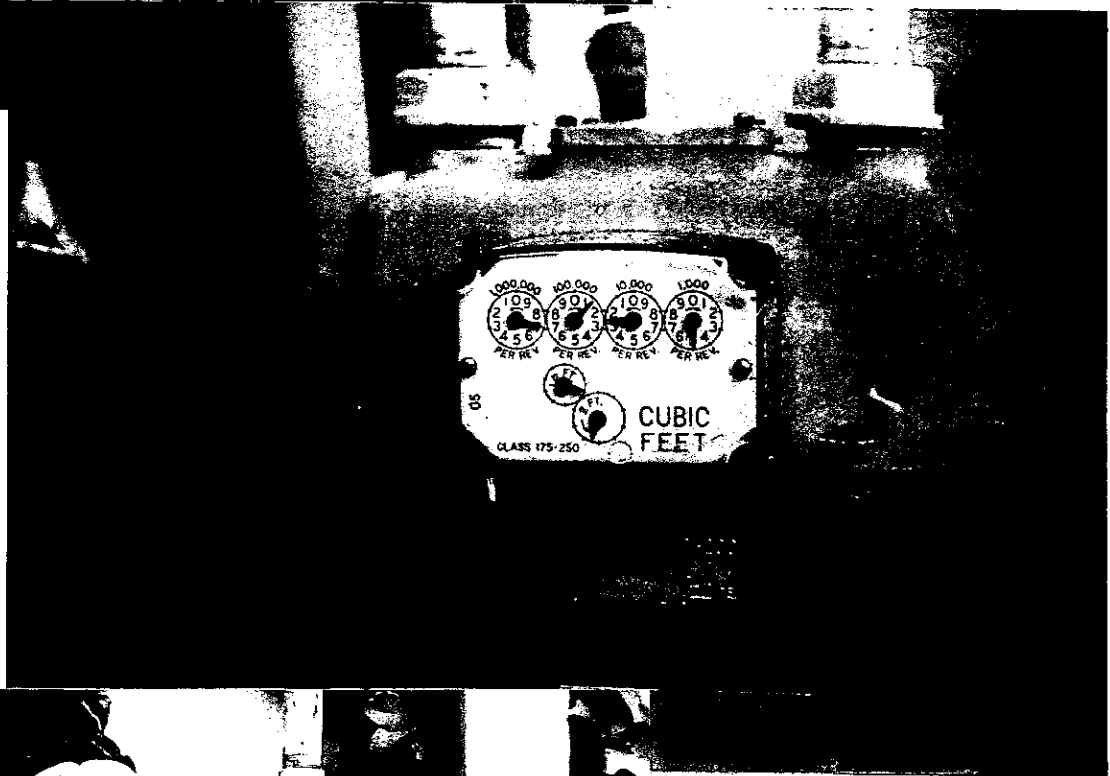
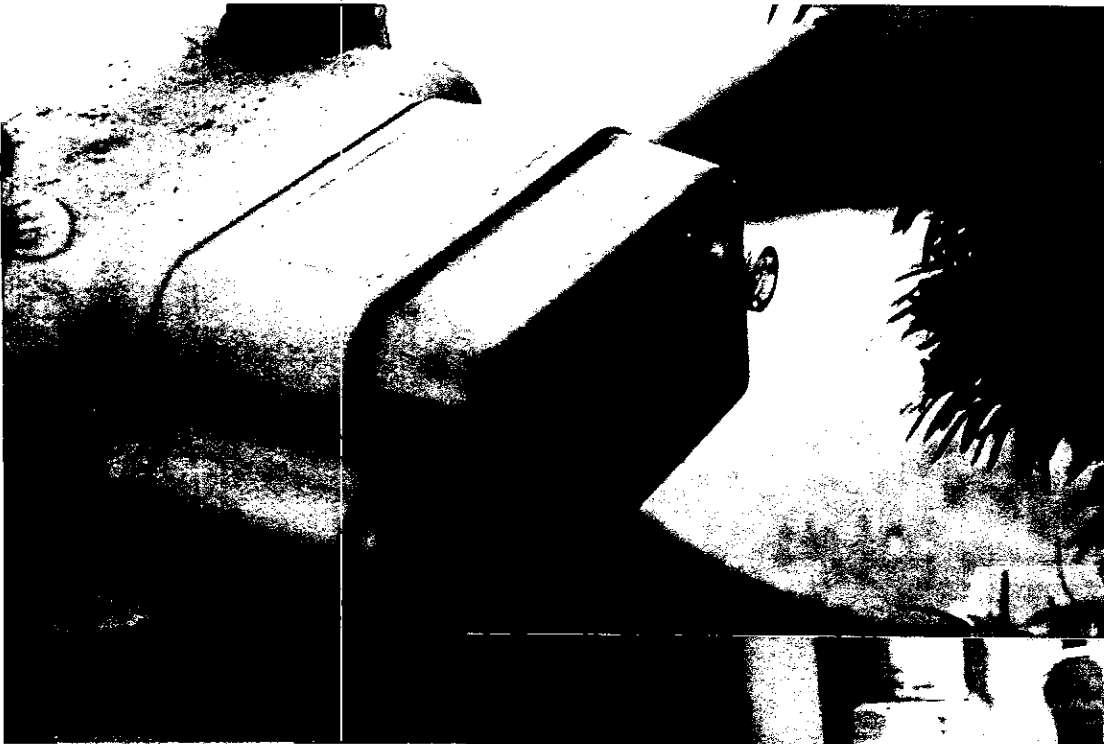












8 mos. 411.03 difference 36.25/mo x 60 mos
 3,133.88
 over paid
 61.38 vs 21.43 = 39.95 difference



MISSOURI GAS ENERGY
 a division of
 Southern Union Company

QUESTIONS? CALL:
 (816)-756-5252
 P.O. BOX 219255
 KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
 100 W 128TH ST
 KANSAS CITY, MO 64145-1207

17708 1 V 0.278 07
 AUTO5-DIGIT 64145



STATEMENT DATE
 JUL 25, 2003

VINCENT C VITALE
 100 W 128TH ST
 KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
 ACCOUNT NBR: 0439045977

| SVC TYP | SERVICE PERIOD FROM TO | NBR DAYS | METER READINGS PREVIOUS PRESENT | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/COG RATE | PGA/COG CHARGE |
|------------|---------------------------|-------------|------------------------------------|------------------------|-------------------|-----------------|-------------------|
| GAS | 06-20-03 07-22-03 | 32 | 09812 09824 | | 12.00 | .72039 | 8.64 |
| GAS | TOTAL | 32 | | | 12.00 | | 8.64 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 1.37 | 8.64 | 1.29 | .00 | .00 | .00 | 21.43 |

PREVIOUS BALANCE 24.99
 PAYMENTS RECEIVED ** THANK YOU 24.99CR
 BALANCE FORWARD .00
 TOTAL CURRENT CHARGES DUE BY AUG 18, 2003 21.43

PAID
3031

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 | 32 | | 12 | .375 | AMOUNT DUE | 21.43 |

\$ 58.72 vs. 24.99 = 33.73 difference



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a division of
Southern Union Company

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P.O. BOX 219255
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
100 W 128TH ST
KANSAS CITY, MO 64145-1207

17833 1 V 0.278 07
AUTO5-DIGIT 64145



STATEMENT DATE
JUN 25, 2003

VINCENT C VITALE
100 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 0439045977

| SVC TYP | SERVICE PERIOD FROM TO | NBR DAYS | METER READINGS PREVIOUS PRESENT | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/COG RATE | PGA/COG CHARGE |
|------------|---------------------------|-------------|------------------------------------|------------------------|-------------------|-----------------|-------------------|
| GAS | 05-21-03 06-20-03 | 30 | 09796 09812 | | 16.00 | .72039 | 11.53 |
| GAS | TOTAL | 30 | | | 16.00 | | 11.53 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 1.83 | 11.53 | 1.50 | .00 | .00 | .00 | 24.99 |

PREVIOUS BALANCE 25.87
PAYMENTS RECEIVED ** THANK YOU 25.87CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY JUL 18, 2003 24.99

PAID
7969

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 | | \$ | 24.99 |
| CURRENT | 30 | 16 | .533 | AMOUNT DUE | | |

| COMPARATIVE USE INFORMATION | | | | | AMOUNT DUE | \$ | 25.87 |
|-----------------------------|------|--|-----|---------|------------|----|-------|
| PERIOD | DAYS | | CCF | CCF/DAY | | | |
| CURRENT | 29 | | 17 | .586 | AMOUNT DUE | | |

| COMPARATIVE USE INFORMATION | | | | | AMOUNT DUE | \$ | 50.81 |
|-----------------------------|------|--|-----|---------|------------|----|-------|
| PERIOD | DAYS | | CCF | CCF/DAY | | | |
| CURRENT | 32 | | 48 | 1.500 | AMOUNT DUE | | |

151.46 vs. 92.26 = 59.20 difference



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P.O. BOX 219255
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
100 W 128TH ST
KANSAS CITY, MO 64145-1207

18388 1 V 0.278 07
AUTO5-DIGIT 64145



STATEMENT DATE
MAR 26, 2003

VINCENT C VITALE
100 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 0439045977

| SVC TYP | SERVICE PERIOD | | MBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/CCG RATE | PGA/CCG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 02-20-03 | 03-21-03 | 29 | 09614 | 09731 | | 117.00 | .54044 | 63.23 |
| GAS | TOTAL | | 29 | | | | 117.00 | | 63.23 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/CCG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 13.36 | 63.23 | 5.54 | .00 | .00 | .00 | 92.26 |

PREVIOUS BALANCE 113.15
PAYMENTS RECEIVED ** THANK YOU 113.15CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY APR 17, 2003 92.26

PAID
7782

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 | | 117 | 4.034 | | 92.26 |



MISSOURI GAS ENERGY
a division of
Southern Union Company

**QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 219255
KANSAS CITY, MO 64121-9255**

FOR SERVICE LOCATED AT:
100 W 128TH ST
KANSAS CITY, MO 64145-1207

18421 1 V : 0.278 07
 AUTO5-DIGIT 64145

Full Name: John Robert Smith Date: 11/15/2023

STATEMENT DATE
FEB 25, 2003

VINCENT C VITALE
100 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 0439045977

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PCA/COC RATE | PCA/COC CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 01-22-03 | 02-20-03 | 29 | 09467 | 09614 | | 147.00 | .54044 | 79.44 |
| GAS | TOTAL | | 29 | | | | 147.00 | | 79.44 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/COG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 16.79 | 79.44 | 6.79 | .00 | .00 | .00 | 113.15 |

| | | |
|---|----------|--------|
| PREVIOUS BALANCE | 124.99 | |
| PAYMENTS RECEIVED ** THANK YOU | 124.99CR | |
| BALANCE FORWARD | | .00 |
| TOTAL CURRENT CHARGES DUE BY MAR 19, 2003 | | 113.15 |

PAID
7731

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 | \$ | 113.15 |
|-----------------------------|------|--|-----|---------|------------|----|--------|
| PERIOD | DAYS | | CCF | CCF/DAY | | | |
| CURRENT | 29 | | 147 | 5.069 | AMOUNT DUE | | 113.15 |

181.41 vs. 124.99 = 56.42 Difference



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 219255
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
100 W 128TH ST
KANSAS CITY, MO 64145-1207

18375 1 V 0.278 07
AUTO5-DIGIT 64145

|||||

STATEMENT DATE
JAN 27, 2003

VINCENT C VITALE
100 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 0439045977

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PCA/COC RATE | PCA/COC CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 12-19-02 | 01-22-03 | 34 | 09303 | 09467 | | 164.00 | .54044 | 88.63 |
| GAS | TOTAL | | 34 | | | | 164.00 | | 88.63 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PCA/COC CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 18.73 | 88.63 | 7.50 | .00 | .00 | .00 | 124.99 |

PREVIOUS BALANCE 88.09
PAYMENTS RECEIVED ** THANK YOU 88.09CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY FEB 18, 2003 124.99

PAID
7670

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 | 34 | | 164 | 4.824 | AMOUNT DUE | | 124.99 |

144.49 vs. 88.09 = 56.40 difference



MISSOURI GAS ENERGY
a division of
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QUESTIONS? CALL:
(816)-756-5252
P.O. BOX 219255
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:
100 W 128TH ST
KANSAS CITY, MO 64145-1207

18396 1 V 0.278 07
AUTO5-DIGIT 64145

|||||

STATEMENT DATE
DEC 26, 2002

VINCENT C VITALE
100 W 128TH ST
KANSAS CITY, MO 64145-1207

DEPOSIT: NONE
ACCOUNT NBR: 0439045977

| SVC TYP | SERVICE PERIOD | | NBR DAYS | METER READINGS | | PRESSURE ADJUSTMENT | ENERGY USE CCF | PGA/CCG RATE | PGA/CCG CHARGE |
|------------|----------------|----------|-------------|----------------|---------|------------------------|-------------------|-----------------|-------------------|
| | FROM | TO | | PREVIOUS | PRESENT | | | | |
| GAS | 11-19-02 | 12-19-02 | 30 | 09192 | 09303 | | 111.00 | .54044 | 59.99 |
| GAS | TOTAL | | 30 | | | | 111.00 | | 59.99 |

| SVC TYP | CUSTOMER CHARGE | ENERGY CHARGE | PGA/CCG CHARGE | FRANCHISE FEE | SALES TAX | COUNTY TAX | CITY TAX | CURRENT CHARGE |
|------------|--------------------|------------------|-------------------|------------------|--------------|---------------|-------------|-------------------|
| GAS | 10.13 | 12.68 | 59.99 | 5.29 | .00 | .00 | .00 | 88.09 |

PREVIOUS BALANCE 60.96
PAYMENTS RECEIVED ** THANK YOU 60.96CR
BALANCE FORWARD .00
TOTAL CURRENT CHARGES DUE BY JAN 20, 2003 88.09

#7614

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 | | \$ | 88.09 |
| CURRENT | 30 | | 111 | 3.700 | AMOUNT DUE | | |

MISSOURI PUBLIC SERVICE COMMISSION


UTILITY CONSUMER COMPLAINTS

Call Toll Free
1-800-392-4211

March 10
Deerhoff
www.psc.state.mo.us

Rich Jack
816-360-5555
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102

+ what ~~improved~~ * new meter *

 **WADDELL & REED**
Financial Services

BARBARA MCMAHON, CFPTM, CMFC
Senior Financial Advisor

07.12.98

For same period

639 Brookside Plaza, Suite 201
Kansas City, MO 64113
816-363-6660 Fax 816-363-1125
mcmahon39942@wradvisors.com

| | | | |
|------------------------------|------------------|----------|-----|
| 7.27.95 - 08.25.95 | → | 1.13.20 | Inc |
| 7.30.96 - 08.26.96 | | 1.14.82 | |
| 7.29.97 - 08.27.97 | | 1.12.54 | |
| 7.28.98 - 08.26.98 | | 0.9.63 | * |
| 7.26.99 - 08.24.99 | <i>New meter</i> | 35.26.97 | + |
| 7.21.00 - 08.21.00 | (31) 4.6 | 39.87 | |
| 7.24.01 - 08.22.01 | (29) 3.5 | 41.83 | |
| 7.23.02 - 08.21.02 | (29) 4.4 | 36.81 | |
| 7.22.03 - 08.20.03 | (15) 4.8 | 53.36 | → |
| 13.20 vs. 53.36 = 40.16 diff | | | |
| 404% inc | | | |

2000+ sq ft
MOUNTS

104 W. 128th St.

4 bed
unfurnished
basement

| | | |
|----------|-----|--------|
| 11-19-02 | CCF | change |
| 12-19-02 | 192 | 144.49 |
| 12-19-02 | | |
| 01-22-03 | 245 | 181.41 |
| 01-22-03 | | |
| 02-20-03 | 247 | 182.80 |
| 02-20-03 | | |
| 03-21-03 | 202 | 151.46 |
| 03-21-03 | | |
| 04-22-03 | 123 | 113.36 |
| 04-22-03 | | |
| 05-21-03 | 62 | 65.82 |
| 05-21-03 | | |
| 06-20-03 | 54 | 58.72 |
| 06-20-03 | | |
| 07-22-03 | 57 | 61.38 |
| 07-22-03 | | |
| 08-20-03 | 48 | 53.76 |

1230

4000+ sq ft 5 bed
VITALE Finished
100 W. 128th St

| | |
|-----|--------------------|
| CCF | |
| 111 | 88.09 |
| 164 | 124.99 |
| 147 | 113.15 |
| 117 | 92.26 |
| 48 | 50.81 |
| 17 | 25.87 |
| 16 | 24.99 |
| 12 | 21.43 ⁸ |
| 10 | 19.99 |

642

92% less

3200 + 4bed

DOWNTS

104 W. 128th St

unfurnished
Sosem

XXXX?

| | CCF | Charge | | CCF | Charge |
|----------|---------------------|--------|----------|--------------------|-----------------|
| 11-19-97 | | | 11-25-97 | | |
| 12-19-97 | 192(30) | 144.99 | 12-25-97 | 240(34) | 151.27 |
| 12-19-97 | | | 12-25-97 | | |
| 01-22-98 | 245(34) | 181.41 | 01-28-98 | 220(35) | 139.47 |
| 01-22-98 | | | 01-28-98 | | |
| 02-20-98 | 247(29) | 182.80 | 02-26-98 | 190 ²⁹ | 110.37 |
| 02-20-98 | | | 02-26-98 | | |
| 03-21-98 | 202(29) | 151.46 | 03-27-98 | 230(39) | 129.98 |
| 03-21-98 | | | 03-27-98 | | |
| 04-22-98 | 123 ⁽³²⁾ | 113.36 | 04-28-98 | 120 ³² | 67.44 |
| 04-22-98 | | | 04-28-98 | | |
| 05-21-98 | 62 ⁽²⁹⁾ | 65.82 | 05-28-98 | 50 ³⁰ | 33.41 |
| 05-21-98 | | | 05-28-98 | | |
| 06-20-98 | 54 ⁽²⁹⁾ | 58.72 | 06-26-98 | 50 ²⁹ | 33.41 |
| 06-20-98 | | | 06-26-98 | | |
| 07-22-98 | 57 ⁽³²⁾ | 61.38 | 07-28-98 | 20 ⁽³⁴⁾ | 19.13 |
| 07-22-98 | | | 07-28-98 | | |
| 08-20-98 | 48 ⁽²⁹⁾ | 53.36 | 08-26-98 | NEW METER | |
| 08-20-98 | | | 08-26-98 | -0- | 9.63 |
| | 1230 | | | 880 | 40% <u>less</u> |

NEW METER INSTALLED

07-12-98

00541

12-23-98

00542

then

12-23-98

05960



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
STEVE GAW
BRYAN FORBIS
ROBERT M. CLAYTON III

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENBERG
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

September 16, 2003

Mr. Milton J. Mounts
104 W 128th Street
Kansas City, MO 64145

Dear Mr. Mounts:

This letter is in response to the complaint you filed with our office concerning your Missouri Gas Energy (MGE) account. I forwarded a copy of your complaint to MGE and received the following information.

According to MGE's records, the reason your usage has increased since the electronic meter-reading device was installed is due to the fact that your meter was not registering your usage from July 1998 thru December 1998.

Upon review of your account history, it appears that your meter was not registering your usage properly from July 1998 through December 1998, which resulted in MGE issuing corrected bills. While your bills have increased, it does not appear that your usage has increased substantially. Therefore, based on the information I received, it does not appear that MGE has improperly billed you.

Please review the attached spreadsheet for your usage history.

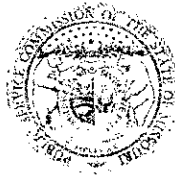
Sincerely,

Michelle Bocklage
Consumer Services Specialist

| Bill Date | # of days | Usage | Bill Amount |
|------------------|------------------|--------------|--------------------|
| 8/20/03 | 29 | 48 | 53.36 |
| 7/22/03 | 32 | 57 | 61.38 |
| 6/20/03 | 30 | 54 | 58.72 |
| 5/21/03 | 29 | 62 | 65.82 |
| 4/22/03 | 32 | 123 | 113.36 |
| 3/21/03 | 29 | 202 | 151.46 |
| 2/20/03 | 29 | 247 | 182.80 |
| 1/22/03 | 34 | 245 | 181.41 |
| 12/19/02 | 30 | 192 | 144.49 |
| 11/19/02 | 29 | 147 | 107.84 |
| 10/21/02 | 31 | 69 | 51.60 |
| 9/20/02 | 30 | 45 | 37.40 |
| 8/21/02 | 29 | 44 | 36.81 |
| 7/23/02 | 32 | 49 | 39.77 |
| 6/21/02 | 30 | 56 | 43.91 |
| 5/22/02 | 29 | 73 | 53.97 |
| 4/23/02 | 32 | 138 | 94.65 |
| 3/22/02 | 29 | 208 | 138.51 |
| 2/21/02 | 29 | 237 | 160.06 |
| 1/23/02 | 34 | 274 | 194.72 |
| 12/20/01 | 30 | 176 | 128.93 |
| 11/20/01 | 29 | 83 | 73.19 |
| 10/22/01 | 31 | 67 | 73.18 |
| 9/21/01 | 30 | 36 | 44.31 |
| 8/22/01 | 29 | 35 | 42.83 |
| 7/24/01 | 32 | 45 | 51.32 |
| 6/22/01 | 30 | 47 | 53.16 |
| 5/23/01 | 29 | 47 | 53.49 |
| 4/24/01 | 32 | 97 | 102.80 |
| 3/23/01 | 29 | 192 | 201.99 |
| 2/22/01 | 29 | 236 | 283.55 |
| 1/24/01 | 34 | 303 | 267.14 |
| 12/21/00 | 30 | 254 | 227.73 |
| 11/21/00 | 33 | 142 | 124.70 |
| 10/19/00 | 29 | 62 | 53.59 |
| 9/20/00 | 30 | 38 | 36.57 |
| 8/21/00 | 31 | 46 | 39.87 |
| 7/21/00 | 30 | 49 | 36.54 |
| 6/21/00 | 30 | 50 | 37.09 |
| 5/22/00 | 31 | 63 | 44.22 |
| 4/21/00 | 29 | 107 | 67.07 |
| 3/23/00 | 29 | 144 | 82.20 |
| 2/23/00 | 29 | 226 | 127.02 |

| | | | |
|-------------------|----|-----|---------|
| 1/25/00 | 34 | 241 | 149.12 |
| 12/22/99 | 31 | 79 | 53.45 |
| 11/22/99 | 31 | 79 | 53.45 |
| 10/22/99 | 29 | 64 | 41.35 |
| 3/25/99 | 29 | 185 | 103.88 |
| 2/24/99 | 29 | 206 | 116.18 |
| 1/26/99 | 34 | 205 | 123.25 |
| 12/23/98 (Rebill) | 30 | 150 | 92.77 |
| 11/23/98 (Rebill) | 30 | 240 | 139.12 |
| 10/24/98 (Rebill) | 29 | 90 | 54.54 |
| 9/25/98 (Rebill) | 30 | 50 | 34.33 |
| 8/26/98 (Rebill) | 29 | 20 | 19.13 |
| 12/23/98** | 30 | 0 | 9.63 |
| 11/23/98** | 30 | 0 | 9.63 |
| 10/24/98** | 29 | 2 | 10.62 |
| 9/25/98** | 30 | 0 | 9.63 |
| 8/26/98** | 29 | 0 | 9.63 |
| 7/28/98** | 32 | 20 | 19.13 |
| 6/26/98 | 29 | 50 | 33.41 |
| 5/28/98 | 30 | 50 | 33.41 |
| 4/28/98 | 32 | 120 | 67.44 |
| 3/27/98 | 29 | 230 | 129.98/ |
| 2/26/98 | 29 | 190 | 110.37 |
| 1/28/98 | 30 | 220 | 139.47 |
| 12/29/97 | 34 | 240 | 151.27 |
| 11/25/97 | 29 | 170 | 107.63 |
| 10/27/97 | 31 | 70 | 43.98 |

** Denotes period when meter was not properly recording usage.



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
STEVE GAW
BRYAN FORBIS
ROBERT M. CLAYTON III

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

October 21, 2003

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENBERG
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

Mr. & Mrs. Jerry Mounts, Jr.
104 West 128th Street
Kansas City, MO 64145

Dear Mr. & Mrs. Mounts:

This is in response to your complaint against Missouri Gas Energy (MGE) regarding the disputed charges MGE billed for your service at your residence. It appears we are unable to resolve this dispute through the informal complaint process. This letter serves as notification of your right to file a formal complaint with the Commission.

Since your complaint involves disputed charges, the nonpayment of which could subject your service to discontinuance, this letter also serves as notification of the Commission rules, which state that if a formal complaint is not filed **within thirty (30) days of the date of this letter**, your service may become subject to discontinuance by MGE. Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance. If you and MGE cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

A formal complaint must be filed in written form including an original or duplicate original and eight (8) copies addressed to Secretary of the PSC, ATTN: Data Center, P.O. Box 360, Jefferson City MO 63102-0360. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

Mr. & Mrs. Jerry Mounts, Jr.

October 21, 2003

Page 2 of 2

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties witnesses. Further, any person as defined in 4CSR 240-2.010(11), other than an individual must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

A handwritten signature in cursive script, reading "Michelle Bocklage".

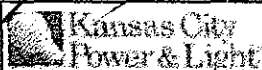
Michelle Bocklage
Consumer Services Specialist

Rules of Department of Economic Development

Division 240—Public Service Commission Chapter 2—Practice and Procedure

| | | |
|------------------------|---|----|
| 4 CSR 240-2.010 | Definitions | 3 |
| 4 CSR 240-2.015 | Waiver of Rules | 3 |
| 4 CSR 240-2.020 | Meetings and Hearings | 3 |
| 4 CSR 240-2.030 | Records of the Commission | 4 |
| 4 CSR 240-2.040 | Practice Before the Commission | 4 |
| 4 CSR 240-2.045 | Electronic Filing | 5 |
| 4 CSR 240-2.050 | Computation of Time | 5 |
| 4 CSR 240-2.060 | Applications | 5 |
| 4 CSR 240-2.065 | Tariff Filings Which Create Cases | 6 |
| 4 CSR 240-2.070 | Complaints | 6 |
| 4 CSR 240-2.075 | Intervention | 7 |
| 4 CSR 240-2.080 | Pleadings, Filing, and Service | 8 |
| 4 CSR 240-2.085 | Protective Orders | 9 |
| 4 CSR 240-2.090 | Discovery and Prehearings | 9 |
| 4 CSR 240-2.100 | Subpoenas | 10 |
| 4 CSR 240-2.110 | Hearings | 10 |
| 4 CSR 240-2.115 | Stipulations and Agreements | 11 |
| 4 CSR 240-2.116 | Dismissal | 11 |
| 4 CSR 240-2.117 | Summary Disposition | 11 |
| 4 CSR 240-2.120 | Presiding Officers | 12 |
| 4 CSR 240-2.125 | Procedures for Alternative Dispute Resolution | 12 |
| 4 CSR 240-2.130 | Evidence | 13 |
| 4 CSR 240-2.140 | Briefs and Oral Arguments | 14 |

KCPL



"Working Hard For Our Customers and Employees"

System News

Current Charges

Transaction History

Bill Comparison

Daily Usage

Payment Set Up

Pay Electric Bill

Delete Payment

Payments

View Bills

User Preferences

Help

Log Out

AccountLink Compare Electric Bills

Account Address: 104 W 128th St Rate Code: 1RS1A

Account Number: 4795034378 Connect Date: 31-Mar-95

Meter Number: 83511114

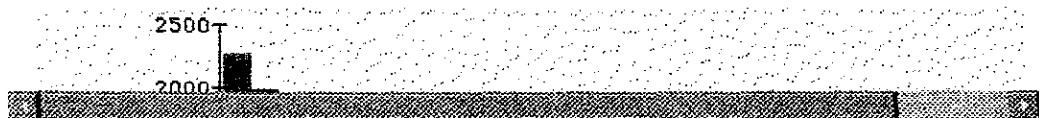
Select/Order Bill Comparison Columns

| Current Year - 2003 | | | | | | Previous Year - 2002 | | | |
|---------------------|----------|------------|--------|------|----------|----------------------|----------|------------|--------|
| Bill Date | Bill | Avg \$/day | Usage | Days | Avg Temp | Bill Date | Bill | Avg \$/day | Usage |
| 01-Aug-03 | \$184.49 | \$6.15 | 2,261 | 30 | 81° | 01-Aug-02 | \$164.40 | \$5.48 | 1,985 |
| 02-Jul-03 | \$91.84 | \$3.28 | 1,084 | 28 | 73° | 02-Jul-02 | \$110.46 | \$3.95 | 1,307 |
| 04-Jun-03 | \$47.52 | \$1.58 | 539 | 30 | 63° | 04-Jun-02 | \$70.77 | \$2.21 | 879 |
| 05-May-03 | \$49.05 | \$1.53 | 601 | 32 | 57° | 03-May-02 | \$49.77 | \$1.72 | 608 |
| 03-Apr-03 | \$44.69 | \$1.54 | 534 | 29 | 49° | 04-Apr-02 | \$53.01 | \$1.77 | 673 |
| 05-Mar-03 | \$55.29 | \$1.84 | 737 | 30 | 29° | 05-Mar-02 | \$53.48 | \$1.53 | 684 |
| 03-Feb-03 | \$54.56 | \$1.76 | 720 | 31 | 29° | 29-Jan-02 | \$47.39 | \$1.82 | 566 |
| 03-Jan-03 | \$51.35 | \$1.66 | 645 | 31 | 36° | 03-Jan-02 | \$47.10 | \$1.52 | 562 |
| 03-Dec-02 | \$50.58 | \$1.49 | 627 | 34 | 41° | 03-Dec-01 | \$54.09 | \$1.55 | 698 |
| 30-Oct-02 | \$52.12 | \$1.74 | 663 | 30 | 51° | 29-Oct-01 | \$46.09 | \$1.44 | 548 |
| 30-Sep-02 | \$88.80 | \$2.86 | 1,209 | 31 | 73° | 27-Sep-01 | \$71.74 | \$2.47 | 893 |
| 30-Aug-02 | \$126.45 | \$4.36 | 1,508 | 29 | 78° | 29-Aug-01 | \$137.52 | \$4.74 | 1,630 |
| Summary | \$896.74 | \$2.46 | 11,128 | 365 | 55° | Summary | \$905.82 | \$2.47 | 11,033 |

This data is valid as of 03-Sep-03

Change in Average Daily Usage Compared to Last Year

| | |
|-----------------------------------|--------------|
| This month's average daily usage | 75.4 kWh/day |
| 12 months ago | 66.2 kWh/day |
| Change in monthly usage | +14% |
| Average change for customer class | +0% |
| Change in average temperature | -2% |

Send comments and questions to: alinfo@kcpl.com

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MISSOURI PUBLIC SERVICE COMMISSION

INFORMAL COMPLAINT FORM

(office use only) ☐ New ☐ Existing ☐ Re-Open

Note: Complaints must be submitted by the customer, of record or a party authorized with the utility company to discuss the account.

| | | | |
|-------------------------------------|--|--|---|
| Name on Account or Business Contact | Last Name MOUNTS | First Name MILTON (JERRY) | Middle Initial J |
| Name of Business (if applicable) | | | |
| Street Address | Street Address 104 WEST 128th STREET | | |
| City/State/Zip County: | City KANSAS CITY | State MO | Zip Code 64145-1207 |
| | County JACKSON | | |
| Home Phone | Home Phone (816) 942-3687 | Work Phone 942-0487 | |
| Work Phone (include area code) | | (816) 510-2248 | ext. _____ |
| Cell Phone/Pager | Cell Phone/Pager (816) 510-2248 | E-mail Address: jmounts@kc.rr.com | |
| Fax# | Fax#: (816) 942-0487 | Preferred method of contact between 8am - 5pm: | <input type="checkbox"/> Home Phone <input checked="" type="checkbox"/> Cell/Pager <input type="checkbox"/> Work Phone <input type="checkbox"/> E-mail <input type="checkbox"/> Fax |
| Service you have a problem with | <input type="checkbox"/> Electric <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Telephone <input type="checkbox"/> Water <input type="checkbox"/> Sewer | | |
| Name of the Utility Co. Account# | Name of Utility: MGE | Account#: 7817271085 | |

Briefly describe problem: (You MUST include a COPY of your bill)! ORIGINAL BILLS WILL NOT BE RETURNED!!!

A NEW electronic meter reading device was installed on/about 07/12/98 to facilitate electronic transmission of meter readings to MGE. For the preceding 4 years 95-96-97-98 our 7.30 - 8.26 approx. timeframe gas use had AVERAGED 1.0 MCF/month. AFTER the NEW device was installed our gas use AVERAGED 4.16 MCF - A 404% increase! We have tried repeatedly to get MGE to TEST or change out the meter/electronic device. WE CONSERVATIVELY estimate that MGE has OVERCHARGED us \$3133.88 over the five (5) years since the NEW electronic device was installed.

Mail to: MO. Public Service Commission, P.O. Box 360, Jefferson City, MO. 65102 Fax to: 573-526-1500
If you need additional space, please include another sheet. Do NOT write on the back of this form!



Fifth Third Bank

M. Jerry Mounts, Jr.
Merchant Card Services
Sales Specialist

104 West 128th Street • Kansas City, MO 64145-1207
Tel 816-942-0487 • Cell 816-510-2248
jmounts@kc.rr.com • www.53.com