

FILED²

MAR 31 2006

Missouri Public
Service Commission

VS.

~~Case No.~~

COMPLAINT

Webster Groves, Mo 63119

of St. Louis, Mo 63171, is a public utility under the
(location of company)

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

See in closed Papers + Documents.

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

Laclede gas

March 23, 2006

To Whom It May Concern:

My name is Shane Earley and I'm writing in regards to my Laclede Gas bill. All the discrepancy began with my November 2005 bill. After receiving the bill I immediately called Laclede Gas to resolve the matter. I was told it would be taken care of.

When my December 2005 bill came, it was not taken care of. I immediately called once again and was told it would be taken care of.

When my January 2006 bill came, it still had not been taken care of. After several discussions with customer service and upper management I was told that my bill was correct and I was to pay it or they would shut my gas off. At this point, I felt that Laclede Gas was completely unresponsive and uncaring about this situation. I decided to seek help elsewhere to resolve this matter.

I have since filed an informal complaint with the Public Service Commission, Attorney General's Office for the State of Missouri and also the Department of Revenue, Auditor's Office. I even had my attorney contact Laclede Gas but they still refuse to acknowledge their error and a possible solution to the matter.

Receipt of this letter is acknowledgement of my formal complaint with your commission in order to resolve this matter.

Below outlines the matter in question.

1. All bills are current and paid up to and including my October 2005 bill.
2. November 2005 a incorrect reading of meter occurred.
3. December 2005 Laclede Gas credits my account at the following rates (item 2 page 1) 10/26/04 through 11/28/05.

.71796 per therm
795 usage (ccf)
1.029 BTUS factor
818.1 therms
4610 degree days

4. The rate credited was LESS than ANY rate charged during the 2005 period (page 6).
5. Total credits from 10/26/04 through 10/26/05 for charges up to the meter reading 6011 therms used equals 2050.3 (item 5 page 3).

\$2064.02 gas
155.34 tax....total credit \$2,219.36

6. December 2005 a Laclede Gas employee read meter at 6056 therms, 45 therms higher than October 2005 reading.
7. January 2005 Laclede Gas once again credits and rebills at another rate from 11/28/05 through 12/29/05, one month (item 3 page 2).

1.26962 per therm
1239 usage (ccf)
1.036 BTUS factor
1283.6 therms
1031 degree days

laclede gas

8. February 2005 Laclede Gas sends another credited and adjusted bill at even another rate 10/26/04 through 12/29/05 (item 4 page 2).

.88117 per therm = .1632 more than credited

2034 usage (ccf) = 1235 more than credited

1.030 BTUS factor = .001 more than credited

2095 therms = 45 more than credited

(item 5 page 3)

.5641 degree days = 1031 more than credited

9. According to Laclede's documents:

October 2004 to October 2005 credited \$2064.02 for 2050.3 therms of gas

October 2004 to December 2005 recharged \$2282.81 for 2095 therms of gas

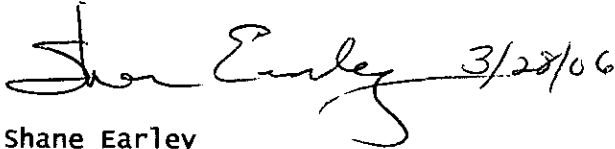
A difference of 45 therms!

10. According to Laclede's method of accounting, I owe \$218.79 for the 45 therms of gas used from October 2005 through December 2005. There is no fair way to justify their methods of accounting. They are manipulating the matter and this is the basis of my formal complaint.

The solution is simple. Credit my account back to the October 2005 paid bill. Then, charge me correctly for the 45 therms used through December 2005.

Thank you for your time and consideration in this simple but obviously complicated situation.

Sincerely,

 3/28/06

Shane Earley

SERVICE AT: 604 LEE AVE
ACCT NO: 5224540035
DEPOSIT: 0.00 RATE: RG
AVERAGE GAS COST PER THERM: 78906 DEGREE DAYS: 192

PRESENT READING 6011
PREVIOUS READING 5910
USAGE (GCF) 101
BTU FACTOR 1.023
THERMS 103.3

ESTIMATED AMOUNT: 119.86
CURRENT CHARGES AMOUNT: 119.86
AMOUNT DUE \$119.86
PAYMENT DUE BY: 11-09-05 DELINQUENT AFTER: 11-18-05

BILL DETAIL
PRIOR GAS BALANCE 37.74
PAYMENT THANK YOU 37.74
CHARGE FOR GAS SVC 09-27-05 TO 10-26-05 111.47
WEBSTER GROVE TAX 8.39
ACCOUNT BALANCE 119.86

HELP SOMEONE IN NEED: GIVE TO DOLLAR HELP CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.
FALL IS THE TIME TO HAVE YOUR FURNACE CLEANED! CALL US FOR EXPERT SERVICE OR CONTACT A QUALIFIED HVAC DEALER.

MISSOURI PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735

Page 1

Item 1

Laclede Gas Company
DRAWER 2, ST. LOUIS, MO 63171
SERVICE AT: 604 LEE AVE
ACCT NO: 5224540035
DEPOSIT: 0.00 RATE: RG
AVERAGE GAS COST PER THERM: 78906 DEGREE DAYS: 192

PRESENT READING 6011
PREVIOUS READING 5910
USAGE (GCF) 101
BTU FACTOR 1.023
THERMS 103.3

CREDIT BALANCE AMOUNT: 71.47
****DO NOT PAY****

AMOUNT PAID 119.86
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

CREDIT BALANCE
****DO NOT PAY****
Dollar Help - Check One!
☐ \$1 ☐ \$2 ☐ \$5

52245400350001203013



SHANE A. EARLEY
604 LEE AVE
ST LOUIS, MO 63119

MISSOURI PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735



Item 2

2219.36

Michael

Laclede Gas Company SERVICE AT: 604 LEE AVE ACCT NO: 52245400350000591432 AVERAGE GAS COST PER THERM: 26.62 DEGREE DAYS: 2005		 FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 PRESORTED	
PRESENT READING: 6056 PREVIOUS READING: 5011 USAGE: 1045 BTL FACTOR: 1.00 THERMS: 1263.67		BILL DETAIL PRIOR GAS BALANCE: 1203.01 CHARGE FOR GAS SVC 11-26-05 TO 12-23-05: 1668.03 WEBSTER GROVE TAX: 125.61 ACCOUNT BALANCE: 591.43	
ACTUAL READING GAS CREDIT: 1203.01 CURRENT CHARGES: 1794.44 AMOUNT DUE: \$591.43 PAYMENT DUE BY 01-13-06 DELINQUENT AFTER 01-24-06		WE APPRECIATE YOUR 2005 PROMPT PAYMENT RECORD HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL. WANT TO PAY BY INTERNET, BY PHONE, BY CREDIT CARD? SEE THE BACK OF THIS BILL FOR MORE INFORMATION.	
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171			
AMOUNT DUE \$591.43 PAYMENT DUE BY 01-13-06 DELINQUENT AFTER 01-24-06 Dollar Help - Check One!		 SHANE A EARLEY 604 LEE AVE ST LOUIS, MO 63119	
52245400350000591432			

Item 3

Laclede Gas Company SERVICE AT: 604 LEE AVE ACCT NO: 52245400350000591432 AVERAGE GAS COST PER THERM: 26.62 DEGREE DAYS: 2005		 FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 PRESORTED	
PRESENT READING: 6056 PREVIOUS READING: 5011 USAGE: 1045 BTL FACTOR: 1.00 THERMS: 1263.67		BILL DETAIL PRIOR GAS BALANCE: 1203.01 BILL ADJUSTMENT: 100.00 CHARGE FOR GAS SVC 10-23-04 TO 12-23-05: 1668.03 WEBSTER GROVE TAX: 125.61 ACCOUNT BALANCE: 235.27	
ACTUAL READING GAS CREDIT: 2219.36 CURRENT CHARGES: 2454.63 AMOUNT DUE: \$235.27 PAYMENT DUE BY 02-06-06 DELINQUENT AFTER 02-15-06		WE APPRECIATE YOUR 2005 PROMPT PAYMENT RECORD HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.	
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171			
AMOUNT DUE \$235.27 PAYMENT DUE BY 02-06-06 DELINQUENT AFTER 02-15-06 Dollar Help - Check One!		 SHANE A EARLEY 604 LEE AVE ST LOUIS, MO 63119	

Item 4

Page 3

Shane Earley
604 Lee Ave.
St. Louis, MO 63119
Account #522454-003

Item 5

Service Dates		Bill	Tax	Total
From	To			
10/26/04	11/26/04	\$181.85	\$13.69	\$195.54
11/26/04	12/29/04	\$442.08	\$33.27	\$475.35
12/29/04	01/28/05	\$391.85	\$29.49	\$421.34
01/28/05	03/01/05	\$340.85	\$25.65	\$372.82
03/01/05	03/31/05	\$276.40	\$20.80	\$297.20
03/31/05	04/29/05	\$117.23	\$8.82	\$126.05
04/29/05	05/31/05	\$72.93	\$5.49	\$78.42
05/31/05	06/29/05	\$32.82	\$2.47	\$35.29
06/29/05	07/29/05	\$31.19	\$2.35	\$33.54
07/29/05	08/26/05	\$30.25	\$2.28	\$32.53
08/26/05	09/27/05	\$35.10	\$2.64	\$37.74
09/27/05	10/26/05	\$111.47	\$8.39	\$119.86
Total		\$2,064.02	\$155.34	\$2,219.36

*Gas usage
change*

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JANUARY 27, 2006

EARLEY, SHANE A
604 LEE AVE
ST LOUIS, MO 63119

PAGE 0001

SERVICE ADDRESS: 604 LEE AVE
ACCT. NO: 522454-003

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF	02-03-04					0.00
02-03-04	BILL	12/31-01/30	3086R	545.0	485.30	485.30
02-23-04	PAYMENT-GAS SERVICE				485.30-	0.00
03-04-04	BILL	01/30-03/02	3479E	416.6	390.20	390.20
03-22-04	PAYMENT-GAS SERVICE				390.20-	0.00
04-02-04	BILL	03/02-03/31	3691E	218.6	204.06	204.06
04-19-04	PAYMENT-GAS SERVICE				204.06-	0.00
05-04-04	BILL	03/31-04/30	3904S	219.4	200.43	200.43
05-17-04	PAYMENT-GAS SERVICE				200.43-	0.00
06-03-04	BILL	04/30-06/01	3944S	41.0	47.78	47.78
06-18-04	PAYMENT-GAS SERVICE				47.78-	0.00
07-02-04	BILL	06/01-06/30	3960S	16.3	27.98	27.98
07-19-04	PAYMENT-GAS SERVICE				27.98-	0.00
08-03-04	BILL	06/30-07/30	3976R	16.3	28.84	28.84
08-20-04	PAYMENT-GAS SERVICE				28.84-	0.00
08-31-04	BILL	07/30-08/27	3996E	20.4	32.72	32.72
09-20-04	PAYMENT-GAS SERVICE				32.72-	0.00
09-30-04	BILL	08/27-09/28	4019E	23.4	35.56	35.56
10-20-04	PAYMENT-GAS SERVICE				35.56-	0.00
10-28-04	BILL	09/28-10/26	4022S	3.1	16.33	16.33
11-10-04	PAYMENT-GAS SERVICE				16.33-	0.00
11-30-04	REBILL	10/26-11/26	4200E	182.6	195.54	195.54
12-20-04	PAYMENT-GAS SERVICE				195.54-	0.00
01-03-05	REBILL	11/26-12/29	4620E	433.0	475.35	475.35
01-21-05	PAYMENT-GAS SERVICE				475.35-	0.00
02-01-05	REBILL	12/29-01/28	5014E	406.6	421.34	421.34
02-24-05	LATE PAY CHRG-GAS SERVICE				6.32	427.66
02-25-05	PAYMENT-GAS SERVICE				421.34-	6.32
03-03-05	REBILL	01/28-03/01	5378E	375.6	366.50	372.82
03-15-05	LATE PAY CREDIT-GAS SERVICE				6.32-	366.50
03-21-05	PAYMENT-GAS SERVICE				366.50-	0.00
04-04-05	REBILL	03/01-03/31	5659E	289.4	297.20	297.20
04-18-05	PAYMENT-GAS SERVICE				297.20-	0.00
05-03-05	REBILL	03/31-04/29	5766E	109.7	126.05	126.05
05-16-05	PAYMENT-GAS SERVICE				126.05-	0.00
06-02-05	REBILL	04/29-05/31	5829E	64.3	78.42	78.42
06-13-05	PAYMENT-GAS SERVICE				78.42-	0.00
07-01-05	REBILL	05/31-06/29	5850E	21.4	35.29	35.29
07-21-05	PAYMENT-GAS SERVICE				35.29-	0.00

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DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JANUARY 27, 2006

EARLEY, SHANE A
604 LEE AVE
ST LOUIS, MO 63119

Item 6

PAGE 0002

SERVICE ADDRESS: 604 LEE AVE
ACCT. NO: 522454-003

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
08-02-05	REBILL	06/29-07/29	5869E	19.4	33.54	33.54
08-08-05	PAYMENT-GAS SERVICE				33.54-	0.00
08-30-05	REBILL	07/29-08/26	5887E	18.4	32.53	32.53
09-12-05	PAYMENT-GAS SERVICE				32.53-	0.00
09-29-05	REBILL	08/26-09/27	5910E	23.5	37.74	37.74
10-14-05	PAYMENT-GAS SERVICE				37.74-	0.00
10-28-05	REBILL	09/27-10/26	6011E	103.3	119.86	119.86
11-14-05	PAYMENT-GAS SERVICE				119.86-	0.00
12-22-05	BILL ADJUSTMENT CREDIT				2,219.36-	2,219.36-
12-22-05	REBILL	10/26-11/28	4817S	818.1	1,016.35	1,203.01-
01-25-06	BILL ADJUSTMENT CREDIT				1,016.35-	2,219.36-
01-25-06	REBILL	10/26-12/29	6056R	2095.0	2,454.63	235.27
TOTAL ACCOUNT BALANCE			\$235.27			

2050.3 Therms

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

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
4620	4200	420	1.031	433.0

ESTIMATED CURRENT CHARGES: 475.35

AMOUNT DUE: \$475.35

PAYMENT DUE BY: 01-13-05 DELINQUENT AFTER 01-24-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5014	4620	394	1.032	406.6

ESTIMATED CURRENT CHARGES: 421.34

AMOUNT DUE: \$421.34

PAYMENT DUE BY: 02-11-05 DELINQUENT AFTER 02-22-05

Missing meter should be close to Feb & April pentherm cost

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5659	5200	459	1.030	469.4

ESTIMATED CURRENT CHARGES: 297.20

AMOUNT DUE: \$297.20

PAYMENT DUE BY: 04-14-05 DELINQUENT AFTER 04-25-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5766	5659	107	1.025	109.7

ESTIMATED CURRENT CHARGES: 126.05

AMOUNT DUE: \$126.05

PAYMENT DUE BY: 05-13-05 DELINQUENT AFTER 05-24-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5829	5766	63	1.021	64.3

ESTIMATED CURRENT CHARGES: 78.42

AMOUNT DUE: \$78.42

PAYMENT DUE BY: 06-14-05 DELINQUENT AFTER 06-23-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
6050	5829	221	1.020	221.4

ESTIMATED CURRENT CHARGES: 235.29

AMOUNT DUE: \$235.29

PAYMENT DUE BY: 07-14-05 DELINQUENT AFTER 07-22-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5869	5850	19	1.020	19.4

ESTIMATED CURRENT CHARGES: 33.54

AMOUNT DUE: \$33.54

PAYMENT DUE BY: 08-12-05 DELINQUENT AFTER 08-23-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5907	5869	38	1.021	38.4

ESTIMATED CURRENT CHARGES: 32.53

AMOUNT DUE: \$32.53

PAYMENT DUE BY: 09-12-05 DELINQUENT AFTER 09-20-05

Laclede Gas Company DRAWER 2 ST. LOUIS, MO. 63171

SERVICE AT: 604 LEE AVE
 CT NO. 522454-00345 DEPOSIT: 0.00 RATE: RG
 AVERAGE GAS COST PER THERM: 2.3349 DEGREE DAYS: 996

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5910	5907	3	1.021	3.0

ESTIMATED CURRENT CHARGES: 37.74

AMOUNT DUE: \$37.74

PAYMENT DUE BY: 10-11-05 DELINQUENT AFTER 10-20-05