

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: Linda T. Nelson, Verna Ball
302/29-002-1

Complainant

vs.

Company Name: Laclede Gas
(And who own the Gas)

Respondent

Case No.

Missouri Public
Service Commission

FILED³

JUN 16 2011

COMPLAINT

Complainant resides at on file
(address of complainant)

1. Respondent, _____
(company name)
of _____,
(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:

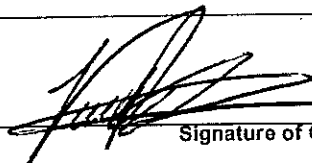
1. Year of over charge, Assume,
Guest, wonder, Charge anything -
2. Foundation has leaked since digging
up to install, Pipe from streets to
the house.
This should have, Been Done in the Summer
Spring - , My desire seal My Foundation
This Home 100 years old, No they Bully us
Did in Feb.
We had not heat fill pipe
was in, Damage My tree, Fought made them
Replace Tree, But our Foundation Damaged

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

Request Refund - From 1990, till
2011, Plus Money for Repair OUR Home
not the Gas. Co - nor Missouri Public
Service Commission.

WHEREFORE, Complainant now requests the following relief:

6-12-2011
Date


Signature of Complainant

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

LACLEDE GAS COMPANY
720 OLIVE STREET
ST. LOUIS, MISSOURI 63101

January 21, 2006

To Our Customers:

Laclede Gas, like most gas utilities across the country, must buy natural gas on the open market. We do not own natural gas wells or refineries, and we do not make money based on the price of the natural gas that we distribute to our customers. When the price of natural gas goes up or down, those costs are passed through to our customers on a dollar-for-dollar basis. Effective January 11, we lowered our natural gas rates to reflect recent actual and expected declines in wholesale natural gas prices, thereby reversing approximately 30 percent of the price increase that took effect in November.

As you can see below, a typical customer's bills consists of three major segments: gas acquisition costs, distribution costs and federal state and local taxes. Laclede Gas' shareholders' profits account for only about 3% of the bill. Therefore, on a currently representative basis, if the customer's total bill is \$100, then approximately:

- \$75 (75%) pays for the natural gas used by the customer and the cost of transporting to the St. Louis area (non-Laclede and passed through to the customer);
- \$14 (14%) pays for Laclede's distribution costs (covering nearly 2,000 employees and expenses incurred by Laclede to maintain and operate its more than 15,000 miles of pipelines and facilities);
- \$8 (8%) pays for taxes imposed by federal, state and local governments (including sales taxes and gross receipts taxes, which are usually calculated as a percentage of the total bill and based on rates approved by voters); and
- \$3 (3%) remains for Laclede's shareholders/investors.

While Laclede Gas cannot affect natural gas prices overall, we have taken some important strategic steps to help lessen the impact on our customers. While the U.S. Department of Energy during early fall predicted some areas of the country could see residential heating bills increase as much as 70 percent, as part of our hedging strategy, Laclede Gas purchased and stored large amounts of natural gas when prices were lower. Therefore, we have been able to limit the percentage by which our prices have increased to roughly 40 percent. Laclede Gas is committed to managing our fuel supply through a hedging strategy that helps to mitigate price volatility.

It is important to understand that natural gas prices are not just a Laclede Gas issue, but a challenge our nation faces, as the current national demand for natural gas exceeds the available supplies. Largely due to its environmental benefits, more people and businesses are using natural gas. Residential customers compete for gas supplies with industrial businesses

RECEIVED³

JUN 16 2011

Records
Public Service Commission

CUSTOMER, LINDA T. NELSON, VERNON BALL
ACC 302129-002-1

DEAR MISSOURI PUBLIC SERVICE COMMISSION!

MISSOURI PUBLIC SERVICE HAVE AN INVESTOR
OR ~~ARE~~ ANY BUSINESS THERE?

THIS QUESTION FOR MR. KEVIN CUNN, ROBERT M.
CLAYTON III, JEFF DAVIS, TERRY M. JARRETT,
ROBERT S. KENNEY, WESS A. HENDERSON, ROBERT
SCHALLENBERG, NATALIE, DIETRICH, STEVEN C. REED
KEVIN A. THOMPSON, SHOULD NOT SHOW ANY

FAVOR TOWARD LAKEDE GAS, NONE OF THE
ABOVE PERSON, SHOW NO FAVOR, NOT THEIR
MONEY, NOT THEIR HOME, I DON'T CARE

IF GAS COMPANY GIVES \$1,000,000,000 EVERY

WEEK! FROM GAS CO. ON 1-26-2006

WE DON'T - DO NOT OWN NATURAL GAS!

1. WHO OWNS IT? MAYBE I SHOULD CONTACT
THE OWNER, NOT THE TAKER! USER!

WE SIGN NO CONTRACT, DO US HAS YOU
PLEASE, WHO OWNS THE GAS?

I'm I WASTING My time, Maybe the
Real OWNER: will Refund our
Money Stop Dealing with the
Middle MAN!

We Paid Gas Co who don't own
the Gas, Department of Economic Development
who side you on? you All PAID
not ONE Penny so, 4 CSR 240-2.070

As A Native American, All sound Like
White Power! "Remedy" Refund

I'll say good Bye

6-2011

