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LINWARD "LIN" APPLING

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>

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General Counsel

March 22, 2007

Stanley Lewis
5739 Hamilton
St. Louis, MO 63136

RE: Case No. GC-2007-0267

Dear Mr. Lewis:

As you know, the Public Service Commission has your complaint. This letter is being sent to you to explain the PSC's procedures and get more information from you about your complaint. Your complaint has been given Case Number GC-2007-0267. Please use this number when you send any documents to the PSC or when you contact the PSC about your complaint.

Attached to this letter is a list of statements made by the company and the PSC staff who investigated your complaint. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true. **You must return the attached form to the PSC by no later than April 11, 2007.**

About Cases at the PSC:

You must respond: If you do not respond to orders that require you to send information, you will lose your case. If you need more time, or do not understand, you must contact the judge assigned to your case and ask for more time or ask about the part you do not understand.

Your assigned Judge:

Name: Benjamin H. Lane

E-mail: benjamin.lane@psc.mo.gov

Phone: 573-751-7485 **Fax:** 573-526-6010

Mailing Address: Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

If you have e-mail: You can request a copy of this letter, the attached list and any of the other papers in this case to be sent to you by e-mail and you can respond to anything by e-mail. Just send an e-mail to the judge on this case asking for e-mail service.

If you have Internet access: You can check on your case by going to the PSC homepage at www.psc.mo.gov and following the directions included with this letter about the PSC's Electronic Filing Information System, or EFIS. Some of the information in your case may not be available unless you identify yourself, because we keep some of your personal information closed (not available to the general public).

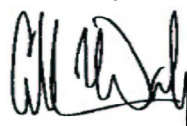
You must participate: You must attend all meetings, conferences and hearings in your case and you must be on time. If you do not come, your case could be dismissed and you will have to start over in another case. If you fail to come more than once, your case could be dismissed "with prejudice," which means you lose the case and cannot bring another one about the same complaint.

If you cannot come: You must contact the judge in your case. The judge can arrange for you to participate by phone or by video conference in Kansas City or St. Louis (where the PSC has offices). If you do not make special arrangements with the judge, you must come to the PSC offices in Jefferson City.

Do not be late: If you are more than 10 minutes late, the judge will let the court reporter and the other people in the hearing or conference leave and your case will be treated as though you did not come at all. You will then receive an order asking you to give a reason why your case should not be dismissed (this is called a "show cause" order). If you could not come to the hearing or conference for some reason, you should contact the judge and explain what kept you from attending. If you do not respond to a show cause order, your case will be dismissed.

Communicating with the judge: The judge on your case cannot discuss the facts of your actual complaint with you, except in a scheduled conference or hearing. This is so that both sides can be present when the facts are stated so that any wrong information can be corrected. It is the only way for the judge to be fair. You can discuss procedural matters, such as the time and location of meetings, but please do not talk about, send letters, or e-mail specific information about the facts of your case to the judge.

Sincerely,

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', with a stylized, cursive script.

Colleen M. Dale
Secretary

CMD/crk
Enclosures

Complaint Case Response Form

In the Matter of: Stanley Lewis v. Laclede Gas Company
Case No: GC-2007-0267

Listed below are several statements about your case. These statements come from the answer the utility company gave to your complaint and from the investigation done by the PSC staff. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true.

Laclede Gas Company's Statements

1. Mr. Lewis complains that his bills have been, and continue to be, too high, especially given the size of the home he lives in. He would like some of his money back.

☐ This whole statement is true.

This statement is not true because _____

2. In response, Laclede states that Mr. Lewis has owned and received gas service at his current residence, 5739 Hamilton in Jennings, Missouri, since August 2000. Mr. Lewis is on a cold weather rule payment plan, and his account is paid current. Laclede's meter is on the outside of Mr. Lewis' home, and Laclede has received regular and consistent meter readings. Laclede has at all times issued bills to Mr. Lewis based on Commission-approved tariff rates.

☐ This whole statement is true.

This statement is not true because _____

3. According to St. Louis County real estate records, Mr. Lewis lives in a 760 square foot ranch style home with a full basement, built in 1959. His usage has been somewhat higher than average for this size home, but home size is only one factor in evaluating usage. The age, condition and efficiency of the furnace, along with the weatherization quality of the home are also important factors.

☐ This whole statement is true.

This statement is not true because _____

4. Nevertheless, a review of Mr. Lewis' usage over the past three years indicates significant improvement. His usage has gone from 1297 CCF in 2004 to 1239 CCF in 2005, and then to only 975 CCF in 2006. While these figures are not adjusted for weather, the past three years have shown a general downward trend in usage. It should be noted that gas bills are materially affected by both usage and gas costs, so even if usage is unchanged, higher gas costs will cause bills to be higher.

☐ This whole statement is true.

This statement is not true because _____

5. In summary, Mr. Lewis has not offered any facts that indicate that Laclede has violated its tariffs or Commission rules. Laclede sympathizes with customers struggling to pay higher costs for many items, including energy. Laclede believes that assistance for Mr. Lewis will come not from the complaint process, but from Laclede's pursuit of rate design, conservation and energy efficiency measures that both align and further the interests of the Company and its customers in reducing energy usage and customer bills.

☐ This whole statement is true.

This statement is not true because _____

Missouri Public Service Commission Staff's Statements

1. On December 8, 2006, Mr. Lewis filed an informal complaint with the Consumer Services Department by phone. Mr. Lewis stated that his service was still on, but it is due for disconnection and he was not sure when. Mr. Lewis also stated that his account balance was \$1,100+ and he feels Laclede is overcharging him at current and previous addresses. Mr. Lewis stated he believes bills were estimated, even though some bills state actual gas usage. However, he does not believe them.

☐ This whole statement is true.

This statement is not true because _____

2. On December 14, 2006, Laclede responded to the Commission's informal complaint by reporting that Mr. Lewis's current account balance was \$907.48 per the billing mailed on 11/16/06. The total amount due was \$1,199.42, which included \$555.42 CWR Budget amount due. Also included in the \$1,199.42 is a \$644.00 deposit which was assessed June 20, 2006 due to his five or more late payments for the prior twelve (12) consecutive billing periods. Total arrears/minimum amount required to avoid disconnection was \$430.42 with a due date of 11/29/06. Laclede scheduled the delinquency disconnect date for 12/07/06. The 96-Hour notice was mailed and the automated telephone response system call was completed on 12/05/06. In addition, Laclede stated that its Customer Relations explained all the account details to Mr. Lewis on 12/8/06, the same date that Mr. Lewis filed his informal complaint with the Commission. During this telephone conversation with the Company, Mr. Lewis told them they might as well turn off the gas service since he couldn't pay his bill. A turn-off order was then scheduled by Laclede for 12/12/06.

☐ This whole statement is true.

This statement is not true because _____

3. On 12/8/06, following the Company's receipt of Mr. Lewis's informal complaint case, a Company representative called Mr. Lewis and advised him that the Company was holding collection activity due to the receipt of the MPSC complaint. The Company also advised Mr. Lewis that the Company would cancel the billed deposit as a customer relations gesture. The Company asked Mr. Lewis if he still wanted to have the service turned off on

12/12/06. Mr. Lewis told the Company to do whatever the Company wanted to do and then disconnected the call. As a result of its conversation with Mr. Lewis, the Company representative cancelled the turn-off order.

☐ This whole statement is true.

This statement is not true because _____

4. On 12/14/06, the Company further advised Mr. Lewis that his current account balance was \$19.94 and that the CWR budget amount due from him was zero. AMR installation was completed by the Company on or about 5/25/06 with a reading index of x4452.

☐ This whole statement is true.

This statement is not true because _____

5. A review of Mr. Lewis's current residence of 5739 Hamilton for the past year's gas usage appears to be in-line with his previous his years' usage at this residence:

- 11/03 to 11/04, 1294 CCfs
- 11/04 to 11/05, 1207 CCfs
- 11/05 to 11/06, 1083 CCfs

☐ This whole statement is true.

This statement is not true because _____

6. Laclede also provided a statement of bills and payments for service from December 14, 2004 through November 14, 2006 showing that Mr. Lewis's monthly billings were based on actual meter readings except for the August 2005 billing.

☐ This whole statement is true.

This statement is not true because _____

7. On December 15, 2006, as a result of the informal complaint process, the Missouri Public Service Commission, Consumer Services Department sent a letter to Mr. Lewis, which provided him with an up-to-date breakdown of his account and included a copy of the Statement of Bills and Payments.

☐ This whole statement is true.

This statement is not true because _____

8. On December 18, 2006, Mr. Lewis requested from the Missouri Public Service Commission, Consumer Services Department a formal complaint packet for failure to resolve his informal complaint.

☐ This whole statement is true.

This statement is not true because _____

9. February 2007, as a result of Staff's additional investigation of Mr. Lewis's formal complaint, there does not appear to be any new information or documentation submitted by Mr. Lewis that was not previously considered. In addition, Laclede's account records do not reflect any changes to Mr. Lewis's account that would change Staff's previous findings.

☐ This whole statement is true.

This statement is not true because _____

Thank you for responding to these statements. Please return this form to the PSC by no later than April 11, 2007, so that we can continue to work on your complaint. If you do not return this form, we will assume that you do not want to continue with your complaint and it should be dismissed.