

Before The Public Service Commission of The State of Missouri

FILED

JUL - 1 2011

George Poole
Complainant

VS

File NO. GC-2011-0405

Missouri Public
Service Commission

Cadeco Gas Company
Respondent

Complainant Answer To Commission Order

Respondent alleged Complainant owes \$342.66 this complaint arose out of a debt owe to respondent saying work was done in 2007 at 3861 Page and they claim a work order was signed by complainant (\$1,300) but when request was made to send complainant a copy of such work order and gas service it was to no avail.

Enclosed is a letter respondent sent complainant a letter and gas bill saying complainant owes from a previous address on Travis, When Complainant call respondent to question the debt, respondent stated it's a bill from when I suppose to have live on page. It bears to mention \$600.00 was pledge on a \$1,300 debt from page only for complainant to receive gas and complainant was working at H-D-C

Complainant has no real job only D.J. Jobs,
nevertheless so much time and years has pass by
on this so call debt respondent knows no one is
pledging on gas.

As Complainant has in his Complaint, he don't owe
and never owe nor live at 3851 Page.

Respectfully Submitted
~~George Poole~~
George Poole

P.O. Box 775153

St. Louis, MO 63177

This 30 day of June 2011

Laclede Gas Company

720 Olive Street
St. Louis, MO 63101
314-621-6960

May 18, 2011

George Poole
3417 Roger P Fl 2
Saint Louis, MO 63116-3723

**IMPORTANT NOTICE CONCERNING YOUR GAS ACCOUNT**

Dear George Poole,

We are writing to inform you that your next bill for gas service will include Prior Bill Charges (in the amount of \$342.55) from a previous account. Although this charge was incurred in the past, it still represents an outstanding debt owed to Laclede Gas Company.

After receiving your bill, if you have any questions, please contact us at 314-621-6960.

Sincerely,

Laclede Gas Company

Previous Account/Address	Balance Due
318284012/6273 GRAVOIS AVE APT 2A	\$58.66
318284012/6273 GRAVOIS AVE APT 2A	\$283.89

\$342.55

R-G-C-11

Statement Date: 06/02/2011
 Account Number: 551851-013-9
 Service Address: 3417 ROGER PL 2FL



AUTO**5-DIGIT 83118
 >03573 0070797 002 072049 LECSTME
 GEORGE POOLE
 3417 ROGER PL 2FL
 ST LOUIS, MO 63116

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therm
6648	6635	13	1.016	13.2
Actual Reading			Rate: Res. General	

Detail - Current Charges		Amount
Prior Bill Charge		283.89
Prior Bill Charge		58.66
Late Payment Charge Gas		1.77
Charge For Gas Svc 05-01-11 To 05-31-11		30.93
(Includes A Monthly Customer Charge Of \$19.50, A Monthly ISRS Charge Of \$31, And Usage Charges*)		
St Louis City Tax		1.29
Subtotal - Current Utility Charges		376.54
Total Current Charges		\$376.54

Detail - Account Balance		Amount
Prior Gas Balance		118.08
Current Charges		376.54
Account Balance		\$494.62

*Gas usage charge per therm is \$0.84225 for the first 30 therms and \$0.79390 for each additional therm.

Payment Summary		Amount
Previous Bill		118.08
Payment		00
Balance		118.08
Total Current Charges		376.54
Amount Due		\$494.62
Due By		06/14/11
Delinquent After		06/23/11

Gas Consumption Comparison				
Current Period		13.2		
Previous Period		15.3		
Therms				
	Use In Therms	Degree Days	Supplier Cost of Gas/Therm	Days In Billing Period
Current Period	13.2	116	.64091	30
Previous Period	15.3	199	.43987	32

Disconnect date Jun 23, 2011 - your natural gas service is scheduled to be shut off for nonpayment on or after this date. Our collectors can no longer accept payments at your home or business. In order to avoid disconnection, please make your payment on or before the "Delinquent After" date listed on this bill. We offer many convenient payment options. Please see the back of this bill for options or visit www.lacledegas.com/bill/pay.

Don't accidentally damage a gas line or other underground service while digging in your yard. Before you dig, call 1-800-DIG-RITE (1-800-344-7483) or 811 (national one-call number). Or, visit www.mo1call.com to have underground utilities located and marked free of charge.

Please retain this portion for your records.

Please detach and return this portion to Laclede Gas Company, Drawer 2, St. Louis, MO 63171 with your payment. Please do not fold, staple or paper clip payment to your bill.

See back of bill for other convenient ways to pay your bill.

DOLLAR-HELP
 CHECK A RED BOX!

Account Number: 551851-013-9
 Service Address: 3417 ROGER PL 2FL

Amount Due \$494.62
 Due By 06/14/11
 Delinquent After 06/23/11

Amount Enclosed: \$

Please do not write below.

Make check payable to:

Laclede Gas Company
 Drawer 2
 St. Louis, MO 63171

55185101390000494627

03573 0070797 003576 003576 00001/00001

Statement Date: 05/03/2011
 Account Number: 551851-013-9
 Service Address: 3417 ROGER PL 2FL



AUTO-DIGIT 63116
 >03403 0066889 001 092049 LECSTME
 GEORGE POOLE
 3417 ROGER PL 2FL
 ST LOUIS, MO 63116

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermes
6635	6620	15	1.021	15.3
Actual Reading			Rate: Res. General	

Detail - Current Charges		Amount
Late Payment Charge Gas		1.66
Charge For Gas Svc 03-30-11 To 05-01-11		39.63
(Includes A Monthly Customer Charge Of \$19.50, A Monthly JSRS Charge Of \$31, And Usage Charges**)		
St Louis City Tax		1.65
Subtotal - Current Utility Charges		42.94
Total Current Charges		\$42.94

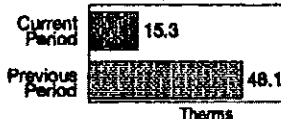
Detail - Account Balance		Amount
Prior Gas Balance		371.14
Liheap Grant		(296.00)
Current Charges		42.94
Account Balance		\$118.08

Detail - Payment Plan		Amount
CWR Arrears/Late Pay		112.16
CWR Plan Amt		110.50

**Gas usage charge per therm is \$1.29575 for the first 30 thermes and \$0.68407 for each additional therm.

Amount Due: \$222.66
 Due By: 05/13/11
 Delinquent After: 05/24/11

Gas Consumption Comparison



	Use in Thermes	Degree Days	Supplier Cost of Gas/Therm	Days in Billing Period
Current Period	15.3	199	.43987	32
Previous Period	48.1	515	.53181	29

The minimum payment due is \$222.66. To avoid late fees, make payment by the delinquent date listed on your bill.

Using your tax refund to buy a new water heater? Through Laclede's rebate program, you can save up to \$200. Learn more about how to save on high-efficiency natural gas appliances and equipment at www.lacledegas.com/efficiency/programs/.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company, Drawer 2, St. Louis, MO 63171 with your payment. Please do not fold, staple or paper clip payment to your bill.

DOLLAR-HELP
 CHECK A RED BOX!

Account Number: 551851-013-9
 Service Address: 3417 ROGER PL 2FL

Amount Due: \$222.66
 Due By: 05/13/11
 Delinquent After: 05/24/11

Amount Enclosed: \$

Please do not write below.

Make check payable to:

Laclede Gas Company
 Drawer 2
 St. Louis, MO 63171

55185101390000222660

Account Number: 551851-013-9
Service Address: 3417 ROGER PL 2FL

Disconnection Notice Detail	Amount
Amount Due	\$494.62
Disconnection Amount	\$118.08
Disconnection date on or after	06-23-11



AUTO-DIGIT 63116
>00023 0072742 001 092049 LEC96HE
GEORGE POOLE
3417 ROGER PL 2FL
ST LOUIS, MO 63116

FINAL DISCONNECTION NOTICE

We have not yet received payment of the amount due on your most recent gas bill. Your service is scheduled to be disconnected on or about the date listed above.

We can no longer accept payments at your home or business. Payment of at least the "Disconnection Amount" must be received on or before the "Disconnect Date" to avoid disconnection. Please pay using one of the following methods:

- **Pay in person:** Visit any of our authorized payment agents, such as Schnucks or Dierbergs. A full list is available at lacledegas.com/bill/pay/agents. Most agents charge a convenience fee;
- **Pay online:** Visit <https://paylacledegas.choicepay.com>. A convenience fee applies; or
- **Pay by phone:** Call ChoicePay at 1-877-839-2478 and make a payment from your bank account or with a credit card (Visa, MasterCard, Discover). A convenience fee applies.

If you are unable to pay the disconnection amount, please call us to determine if a payment arrangement can be made. Please note: if service is disconnected, payment of a reconnection fee and a deposit may be required.

Please retain this portion for your records.

Please use this portion to pay at an authorized payment agent or at the Laclede Bill Payment Depository.

DOLLAR-HELP ☒
CHECK A RED BOX!

Account Number: 551851-013-9
Service Address: 3417 ROGER PL 2FL

Amount Due	\$494.62
Disconnection Amount	\$118.08
Disconnection date on or after	06/23/11

Amount Enclosed: \$

Please do not write below.

55185101390000118080

00023 0072742 000024 000024 00001/00001