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Laclede Gas Company
Community Services Department
Missouri Public Service Commission

EFIS Received: 9/24/2014

EXHIBIT 4

CASD Investigator: Rita McIntosh for MPSC Representative: Pam Craig

Missouri Public
Service Commission
Customer Info:

Account ID: 7533885028

Rate: GHRES

Complaint ID: C201500522

Woodard, Candace
3824 Salida Ct
Florissant, MO 63034Exhibit No. 4
Date 12-1-15 Reporter JB
File No. GC-2015-0143**Comments/Resolution:**

Ms. Woodard contacted the MPSC regarding a bill for over a \$1,000.00 that was transferred to her active gas account. She stated that the bill is from her deceased mother's former account at 4656 Lee. Ms. Woodard claimed that she paid the bill down to zero and the house remained vacant. She stated that she contacted the Company and was advised that the service had been off since March 2013 but no one seems to be able to tell her what happened to cause the debt.

Account Details:

A review of the records for 4656 Lee revealed the following:

- The gas service was previously in the name of Bernadette Taylor from 9/29/01 - 7/19/12; final bill rendered on 7/25/12 in the amount of \$365.19.
 - **NOTE:** The St. Louis City Assessor's Office list Bernadette Taylor as the owner.
- On 8/14/12, Ms. Woodard contacted the Company and stated that her mother was deceased and stated that she would be paying off the bill.
- On 8/20/12, a payment of \$100.00 was posted to the account leaving a balance due of \$265.19; that amount remains unpaid to date.
- On 10/9/12, the gas service was turned on at 4656 Lee in the name of Candace Taylor.
- From 7/26/13 - 5/22/14, the gas bill accumulated to \$1,055.64 due to sporadic partial payments being received on the account (see attached "Bills & Payments" spreadsheet).
- In the interim, disconnection notices were mailed warning of the impending disconnection of the gas service; however, there was no response to the notices.
- On 6/16/14, a payment of \$25.00 posted to the account.
- On 6/18/14, the gas service was disconnected for non-payment.
- On 6/20/14, a bill was rendered for service from 5/23/14 - 6/18/14, \$44.07, balance due \$1,074.71.
- On 6/24/14, Ms. Woodard contacted the Customer Service Department regarding the notice left at the premise after the gas service was disconnected. During this call, she was advised of the outstanding bill at the address which led to her billing dispute for 4656 Lee, which she claimed was vacant. She also attempted to compare the usage to 4658 Lee, which is another property that she stated she owned. The Representative advised that because of the appliances, insulation, etc., the usage could not be compared; therefore, a high bill premise inspection was scheduled for 4656 Lee for 6/25/14. Also, during this call, Ms. Woodard claimed not to have received any bills from the Company so the Representative verified the mail-to-address on the account and updated the records with the current information.
- On 6/25/14, the order was cancelled due to no access to the meter and appliances.
- On 6/30/14, a letter was mailed to Ms. Woodard informing her that if an inspection was still desired to call the Customer Service Department to reschedule the order but there was no response received.
- On 8/19/14, Ms. Woodard contacted the Customer Service Department and spoke to a Supervisor regarding the bill and after reviewing the account, the Supervisor re-scheduled the high bill investigation. He noted that according to the information provided by Ms. Woodard, 4656 Lee was vacant and 4658 Lee was occupied which did not match the usage for 4656 Lee. The usage for 4658 Lee was minimal.



- On 8/20/14, Ms. Woodard contacted the Customer Service Department and spoke to a Representative concerning the investigation results. She stated that the technician advised her that the meter index had not moved since March; the Representative clarified that **the meter hadn't moved since 6/18/14 reading X308.**
- On 8/26/14, the Supervisor who originally opened the high bill investigation and erroneously noted the account that the investigation was complete and that this appeared to be a "switched meter" situation with 4658 Lee. He referred the account the Customer Service Support Department for further review and/or to rebill the account.
 - **Note:** As of the receipt of Ms. Woodard's MPSC inquiry, the account still had not been rebilled so I contacted the Supervisor of Customer Support Services to expedite the adjustment.
- On 9/29/14, the Supervisor contacted me and advised that the investigation was completed; however, their review of the records determined that this was not a "switched meter" situation based on the usage at **4656 Lee**, which was also verified with the meter reading information (**see attached AMR print out**).

Additional Details:

- The gas service at 4658 Lee is presently active in the name of William Butler and has an account balance due of \$101.16.
- The St. Louis City Assessor's office lists William Butler as the owner of the property; Candace Taylor is listed as a financially responsible party for this address.
- From 7/25/13 – 9/23/14, only 4 CCF of usage has registered on the meter.

On 9/30/14, I contacted Ms. Woodard and reviewed the above information with her. While discussing her previous comments about the property at 4658 Lee being occupied and 4656 Lee being vacant, she then stated that both properties were vacant and that because she had the thermostat turned down, her pipes at 4656 Lee froze up and burst. I advised her that the AMR readings for 4656 Lee did not support her claim because progressive usage was being transmitted daily. After Ms. Woodard continued to dispute the information, I agreed to schedule another investigation specifically to verify the meter numbers at both locations. I also advised her that I would have the meter at 4656 Lee pulled for special testing. Ms. Woodard then stated that she had just rented 4656 Lee and that the tenant would be taking over the property tomorrow. I advised her that I still needed to complete the investigation while she still has access to the premises; therefore, I would schedule the order for tomorrow, 10/1/14 and would follow-up with her when the investigation is completed.

On 10/1/14, a technician was routed to confirm the meter information for both properties. The technician confirmed that our meter records are correct and that this is not a switched meter situation. The technician also stated that there is a boiler system at the premise, approximately 3 years old, and that the gentlemen present for the inspection stated that the property had been vacant and that the thermostat had been set at 68 degrees. As instructed, the meter was changed and taken to the meter shop for special testing.

On 10/2/14, I spoke to Ms. Woodard and explained the above findings. I further advised that the only thing left to do was to test the meter for accuracy and asked her if she wanted to witness the test. She stated that she would have to see if she could have time off from work and would call me back.

On 10/6/14, I placed a follow-up call to Ms. Woodard and provided her with the address of the meter shop. I urged her to call me back because I was trying to have the meter tested by the end of the week. As of 10/8/14, Ms. Woodard still had not returned my call; she was contacted again and was advised that the meter would be tested on 10/10/14, at approximately 8:00 AM and to call me back to let me know if she wanted to witness the test. Ms. Woodard returned my call on 10/10/14, at approximately 10:40 to follow-up with me regarding the meter test. I advised her that it was possible that the meter had already been tested and informed her that I would check with the meter shop and would call her back with the results.

At approximately 3:30 PM, I telephoned Ms. Woodard and advised her that the test had been completed and the meter tested within standards; therefore, no allowances are warranted towards the bill. Ms. Woodard continued to dispute the findings and maintained that she did not use the gas. I reiterated that both the AMR readings and the meter test results indicate otherwise. I offered to set up payment arrangements on the

amount but she did not accept my offer and remained dissatisfied. I advised her that I would submit my findings to the MPSC for further review and that she would receive a follow-up call from MPSC staff.

- **Note:** Presently, Ms. Woodard's account balance at 3824 Salida Ct is \$1,182.69, which includes the transferred balance of \$1,074.71. Payment arrangements can be established with an initial payment of the undisputed amount of \$107.98 by 10/28/14; the balance of the bill \$1,074.71, can be paid in 11 installments of \$90.00 and 1 final installment of \$84.71, along with her current bills each month. CWR arrangements will also be available after 11/1/14.

UPDATE 10/21/14:

On 10/21/14, I received an e-mail from the MPSC posing the following questions:

Q. I just got off the phone with Ms. Woodard. She said that the technician who came out to read the meter told her that the meter had not moved since March; how did the tech know this?

A. She also told me and a Representative the same thing. I cannot confirm that he told her this information as he did not note this on his order (see attached). Also, the order shows what the last meter reading was, X308, and per the AMR history that was previously provided, this was the final reading as of 6/18/14, which is the date the service was turned off. The AMR module (refer to AMR Readings provided for 4656 Lee reflects progressive usage throughout March 2013 through 6/18/14.

Q. Ms. Woodard also indicated that 4656 was owned by her mother and 4658 was owned by her grandfather. Ms. Woodard stated she paid off her mother's bill, is this true?

A. The gas service was previously in the name of Bernadette Taylor from 9/29/01 - 7/19/12; a final bill was rendered on 7/25/12 in the amount of \$365.19. On 8/20/12, a payment of \$100.00 was posted to the account leaving a balance due of \$265.19; that amount remains unpaid to date. See below:

Account Financial History						
Main						
Account Info TAYLOR, BERNADETTE, Residential, \$265.19, 5011270000				Account ID 5011270000		
Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance	
07-25-2012	Conversion - Balance Forward Adjustment	\$265.19	\$265.19	\$265.19	\$265.19	

Q. Ms. Woodard stated that the service at 4656 is active and someone moved in last week and the service at 4658 Lee is vacant. So has the service at 4656 Lee been disconnected since her mother passed away?

A. No, the service at 4656 Lee was disconnected under her mother's name on 7/19/12. On 10/9/12, the gas service was turned on at 4656 Lee in the name of Candace Taylor.

THIS REPORT CONTAINS SPECIFIC CONFIDENTIAL CUSTOMER INFORMATION

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Page 3 of 3