

**Carl Hepp
3126 Nebraska Ave.
St. Louis, MO 63118**

Carl Hepp v. Laclede Gas Co.

Case No. GC-2004-0240

**Missouri Public Service Commission
Attn: Michelle Bocklage
P.O. Box 360
Jefferson City, MO 65102**

April 4, 2004

Complainant Summary of Events:

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CUSTOMER SERVICES
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**Missouri Public
Service Commission**

November 26, 2002 My daughter called Laclede gas because we didn't receive a bill for November. They said they would look into it and make sure one was sent out.

December 3, 2002 Laclede Gas came out and shut off the gas. No one knocked on the door. My daughter went to a pay station thinking that we owed because the gas was turned off and since we hadn't received a bill didn't know the current balance, and she paid \$200.

Called Laclede Gas to let them know that the payment had been made and that we still do need to have a bill sent out. They said they were sorry that the gas was turned off by their mistake due to the cold weather rule and that the earliest they could get someone out was a couple of days.

December 4, 2002 The gas was turned on in the street.

December 9, 2002 Called Laclede Gas again requesting a bill.

January 2003 Still looking for a bill from Laclede Gas.

February 13, 2003 My daughter called Laclede Gas to ask if we could please have a current bill sent to us. The operator said she was pulling our account up on the computer and then said oh no something here is definitely wrong here. My daughter told her we haven't been receiving bills and she said she would note the account and have one sent right out.

March 11, April 24, May 27, June 24 and July 17, 2003 My daughter & I called once each month to ask about receiving a current bill and each time they said oh there is

something wrong with their accounting system and that they would note the account so that their problem could be addressed and that we would be receiving a bill shortly.

July 17, 2003 We called Laclede Gas and the operator said that the account was showing as inactive and my daughter said that we have been calling each month about not receiving a bill and the operator said that they would not have any record of the calls because it is listed as an inactive account.

June 26, 2003 Laclede Gas man came out and needed to read the meter and gain access to the basement and we let him in to do so. Still no bill from Laclede Gas.

August 2003 On two occasions men from Laclede Gas came out to read the meters and said they needed to check out the line. We let them in the basement to do so.

September 17, 2003 Called Laclede Gas to report that we still haven't received a bill and that we are afraid because my daughter makes sure that I have enough each month budgeted out for each of my expenses and not receiving a bill for so very long is scarring us.

September 22, 2003 A gas collector, he called himself, came out and knocked on the door. He told my daughter that he needed to gain access to the building to check out the meter and line because there was a report of a gas odor. She asked who made that report and he said I have the report right here. Becoming suspicious because of how nervous this man was acting she asked to see the report and he said he couldn't give it to her. My daughter said she didn't want the report but just wanted to see the written order he said that's it he's disconnecting the service that he is not going to stand out in the sun and talk to her any more. He took off running to his truck and drove away. My daughter called Laclede Gas and asked for them to check to see if there was a report of a spell of gas at our address and they said there was none. Ten minutes later the service was cut off. We called Laclede Gas to find out why the gas had been disconnected and to make arrangements for reconnection and they gave us the same story about how there was something wrong with their accounting system and that she would have to talk with a supervisor and call us back.

Laclede Gas said you have to pay the full amount before we can turn the gas on.

I let him know that I budget all my bills and that was unreasonable because I have only my retirement which is about \$200 a month and my daughter helps me out with the rest.

September 22-25, 2003 Pulled our resources to pay the \$200.

September 25, 2003 Paid \$200 at a pay station and still no bill showing what is due.

October 22, 2003 My daughter answered the door and a Laclede Gas guy told her that he needed to be let in and check the meter and the line. She explained to him that we are fed up of letting people in and taking the time out constantly to be opening gates and doors and dealing with Laclede Gases problems and he told her that he saw that she wasn't letting him in because of his race. She told him that she wanted his supervisor out here right now to clear this up. He called on his radio and the supervisor was working not to far away and was finishing a job and would be right over. My daughter explained the long history of problems and expressed our feelings of being fed up and not wanting to waste any more time. The meter reader said to his supervisor that she won't let me in because of and he pointed to himself like I was racist. The supervisor said to my daughter that she hated Laclede Gas and that everybody hates Laclede Gas.

My daughter agreed to open up the basement again for another time hoping this time will be the last.

November 6, 2003 Called Laclede Gas again to ask for a copy of the bill. Still no bill!

November 7, 2003 Received a bill first time in a year. Which Laclede Gas charged us for their accounting system problems a whopping \$54 reconnect charge. They did not itemize the bills for the past year that we didn't receive bills.

WHEREFORE, Complainant now requests the following relief:

I am requesting the following relief for the time period dating October 03, 2002 to November 22, 2003.

With regard to the months from October 3, 2002 to October 31, 2003 during which no billing for gas, penalties or any services had been innumerated, charged, justified or shown I ask that in all fairness they be struck off in-so-much-as they cannot be validated by regular billing or itemization. This amount of \$960.86 be denied Laclede Gas Company as unsubstanciateable and uncontestable on a month to month basis.

We ask to be compensated \$1,000 for the time and energy it took us to address the serious and annoying accusations and inappropriate personal conduct and lack of fair, honest and timely accounting for the services Laclede Gas Company owes us as customers.

In conclusion we feel that the Commission is not accurately summarizing our complaints with the Laclede Gas Company of incorrect accounting, inadequate business practices and Company employee abuse. Laclede Gas has lied about events to wash over their mistakes.

We do not except the ludicrous offer of \$150 made by the attorney of Laclede Gas Co.

We would like to have our complaint be brought to a hearing.

A handwritten signature in cursive script that reads "Carl Hepp".

Carl Hepp 4/2/04