

July 4, 2006

GC-2006-0376

Dear Sir:

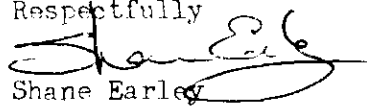
I am responding to the recommendation an report the staff the commission has made.

Case no. GC-2006-0376 Shane Earley Complaint vs. Laclede Gas Company Respondent.

I disagree with the findings and the solution recommended.

I would prefer to appear in person before the Honorable Judge Kennard L. Jones and the Staff of the Missouri Public Service Commission to have a hearing on this matter.

Respectfully

  
Shane Earley

**FILED<sup>2</sup>**

JUL 07 2006

Missouri Public  
Service Commission

laclede gas

March 23, 2006

To Whom It May Concern:

My name is Shane Earley and I'm writing in regards to my Laclede Gas bill. All the discrepancy began with my November 2005 bill. After receiving the bill I immediately called Laclede Gas to resolve the matter. I was told it would be taken care of.

When my December 2005 bill came, it was not taken care of. I immediately called once again and was told it would be taken care of.

When my January 2006 bill came, it still had not been taken care of. After several discussions with customer service and upper management I was told that my bill was correct and I was to pay it or they would shut my gas off. At this point, I felt that Laclede Gas was completely unresponsive and uncaring about this situation. I decided to seek help elsewhere to resolve this matter.

I have since filed an informal complaint with the Public Service Commission, Attorney General's Office for the State of Missouri and also the Department of Revenue, Auditor's Office. I even had my attorney contact Laclede Gas but they still refuse to acknowledge their error and a possible solution to the matter.

Receipt of this letter is acknowledgement of my formal complaint with your commission in order to resolve this matter.

Below outlines the matter in question.

1. All bills are current and paid up to and including my October 2005 bill.
2. November 2005 a incorrect reading of meter occurred.
3. December 2005 Laclede Gas credits my account at the following rates  
(item 2 page 1) 10/26/04 through 11/28/05.
  - .71796 per therm
  - 795 usage (ccf)
  - 1.029 BTUS factor
  - 818.1 therms
  - 4610 degree days
4. The rate credited was LESS than ANY rate charged during the 2005 period (page 6).
5. Total credits from 10/26/04 through 10/26/05 for charges up to the meter reading 6011 therms used equals 2050.3 (item 5 page 3).
  - \$2064.02 gas
  - 155.34 tax....total credit \$2,219.36
6. December 2005 a Lacede Gas employee read meter at 6056 therms, 45 therms higher than October 2005 reading.
7. January 2005 Laclede Gas once again credits and rebills at another rate from 11/28/05 through 12/29/05, one month (item 3 page 2).
  - 1.26962 per therm
  - 1239 usage (ccf)
  - 1.036 BTUS factor
  - 1283.6 therms
  - 1031 degree days

- Laclede gas
8. February 2005 Laclede Gas sends another credited and adjusted bill at even another rate 10/26/04 through 12/29/05 (item 4 page 2).

.88117 per therm = .1632 more than credited  
2034 usage (ccf) = 1235 more than credited  
1.030 BTUS factor = .001 more than credited  
2095 therms = 45 more than credited  
(item 5 page 3)  
5641 degree days = 1031 more than credited

9. According to Laclede's documents:

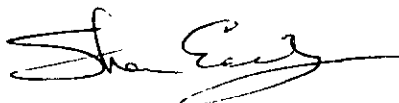
October 2004 to October 2005 credited \$2064.02 for 2050.3 therms of gas  
October 2004 to December 2005 recharged \$2282.81 for 2095 therms of gas  
A difference of 45 therms!

10. According to Laclede's method of accounting, I owe \$218.79 for the 45 therms of gas used from October 2005 through December 2005. There is no fair way to justify their methods of accounting. They are manipulating the matter and this is the basis of my formal complaint.

The solution is simple. Credit my account back to the October 2005 paid bill. Then, charge me correctly for the 45 therms used through December 2005.

Thank you for your time and consideration in this simple but obviously complicated situation.

Sincerely,

 3/28/06

Shane Earley

**Laclede Gas Company** DRAWER 2  
ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE  
ACCT NO. 522454-003-5 DEPOSIT 0.00 RATE RG  
AVERAGE GAS COST PER THERM 78906 DEGREE DAYS 192

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
6011	5910	101	1.023	103.3

ESTIMATED AMOUNT  
CURRENT CHARGES 119.86

**AMOUNT DUE \$119.86**

PAYMENT DUE BY 11-09-05 DELINQUENT AFTER 11-18-05



PRESORTED

FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
POST CARD RATE  
PERMIT NO. 735

BILL DETAIL

PRIOR GAS BALANCE	37.74
PAYMENT THANK YOU	37.74
CHARGE FOR GAS SVC 09-27-05 TO 10-26-05	111.47
WEBSTER GROVE TAX	8.39
ACCOUNT BALANCE	119.86

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

FALL IS THE TIME TO HAVE YOUR FURNACE CLEANED! CALL US FOR EXPERT SERVICE OR CONTACT A QUALIFIED HVAC DEALER.

Item 1

**Laclede Gas Company** DRAWER 2  
ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE  
ACCT NO. 522454-003-5 DEPOSIT 0.00 RATE RG  
AVERAGE GAS COST PER THERM 71796 DEGREE DAYS 4610

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
4817	4022	795	1.029	818.1

CUSTOMER READ AMOUNT

**CREDIT BALANCE**  
**\*\*DO NOT PAY\*\***



PRESORTED

FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
POST CARD RATE  
PERMIT NO. 735

BILL DETAIL

PRIOR GAS BALANCE	119.86
PAYMENT THANK YOU	119.86
BILL ADJUSTMENT	2219.36
CHARGE FOR GAS SVC 10-26-04 TO 11-28-05	945.21
WEBSTER GROVE TAX	71.14
ACCOUNT BALANCE	1203.01

CORRECTED BILL

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

Item 2

**CREDIT BALANCE**

**AMOUNT PAID**

**\*\*DO NOT PAY\*\***

Dollar Help - Check One!


☐ \$1 ☐ \$2 ☐ \$5




SHANE A EARLEY  
604 LEE AVE  
ST LOUIS, MO 63119

52245400350001203013

Michael

<b>Laclede Gas Company</b>		DRAWER 2 ST. LOUIS, MO 63171		 <div> <input type="checkbox"/> FIRST-CLASS MAIL  <input type="checkbox"/> U.S. POSTAGE PAID  <input type="checkbox"/> POST CARD RATE  <input type="checkbox"/> PERMIT NO. 735         </div>	
SERVICE AT: 604 LEE AVE		ACCT NO. 522454-003-5			
DEPOSIT 0.00 RATE RG		AVERAGE GAS COST PER THERM: 1.26962 DEGREE DAYS 1031		PRESORTED	
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS	<b>BILL DETAIL</b> PRIOR GAS BALANCE 1203.01- CHARGE FOR GAS SVC 11-28-05 TO 12-29-05 1668.83 WEBSTER GROVE TAX 125.61 ACCOUNT BALANCE 591.43
6056	6011	1239	1.036	1283.6	
ACTUAL READING AMOUNT					WE APPRECIATE YOUR 2005 PROMPT PAYMENT RECORD  HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.  WANT TO PAY BY INTERNET? BY PHONE? BY CREDIT CARD? SEE THE BACK OF THIS BILL FOR MORE INFORMATION.
GAS CREDIT 1203.01					
CURRENT CHARGES 1794.44					
AMOUNT DUE \$591.43					
PAYMENT DUE BY 01-13-06 DELINQUENT AFTER 01-24-06					
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171					
AMOUNT DUE \$591.43		AMOUNT PAID			
PAYMENT DUE BY 01-13-06 DELINQUENT AFTER 01-24-06					
Dollar Help - Check One!					
<input type="checkbox"/> \$1	<input type="checkbox"/> \$2	<input type="checkbox"/> \$5			
SHANE A EARLEY 604 LEE AVE ST LOUIS, MO 63119					
52245400350000591432					

Item 3

<b>Laclede Gas Company</b>		DRAWER 2 ST. LOUIS, MO 63171		 <div> <input type="checkbox"/> FIRST-CLASS MAIL  <input type="checkbox"/> U.S. POSTAGE PAID  <input type="checkbox"/> POST CARD RATE  <input type="checkbox"/> PERMIT NO. 735         </div>	
SERVICE AT: 604 LEE AVE		ACCT NO. 522454-003-5			
DEPOSIT 0.00 RATE RG		AVERAGE GAS COST PER THERM: 1.88117 DEGREE DAYS 5641		PRESORTED	
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS	<b>BILL DETAIL</b> PRIOR GAS BALANCE 1203.01- BILL ADJUSTMENT 1016.35- CHARGE FOR GAS SVC 10-26-04 TO 12-29-05 2282.81 WEBSTER GROVE TAX 171.82 ACCOUNT BALANCE 235.27
6056	6022	2034	1.030	2095.0	
ACTUAL READING AMOUNT					CORRECTED BILL  WE APPRECIATE YOUR 2006 PROMPT PAYMENT RECORD  HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.
GAS CREDIT 2219.36					
CURRENT CHARGES 2454.63					
AMOUNT DUE \$235.27					
PAYMENT DUE BY 02-06-06 DELINQUENT AFTER 02-15-06					
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171					
AMOUNT DUE \$235.27		AMOUNT PAID			
PAYMENT DUE BY 02-06-06 DELINQUENT AFTER 02-15-06					
Dollar Help - Check One!					
<input type="checkbox"/> \$1	<input type="checkbox"/> \$2	<input type="checkbox"/> \$5			
SHANE A EARLEY 604 LEE AVE ST LOUIS, MO 63119					

Item 4

Shane Earley  
604 Lee Ave.  
St. Louis, MO 63119  
Account #522454-003

Items

Service Dates From	To	Bill	Tax	Total
10/26/04	11/26/04	\$181.85	\$13.69	\$195.54
11/26/04	12/29/04	\$442.08	\$33.27	\$475.35
12/29/04	01/28/05	\$391.85	\$29.49	\$421.34
01/28/05	03/01/05	\$340.85	\$25.65	\$372.82
03/01/05	03/31/05	\$276.40	\$20.80	\$297.20
03/31/05	04/29/05	\$117.23	\$8.82	\$126.05
04/29/05	05/31/05	\$72.93	\$5.49	\$78.42
05/31/05	06/29/05	\$32.82	\$2.47	\$35.29
06/29/05	07/29/05	\$31.19	\$2.35	\$33.54
07/29/05	08/26/05	\$30.25	\$2.28	\$32.53
08/26/05	09/27/05	\$35.10	\$2.64	\$37.74
09/27/05	10/26/05	\$111.47	\$8.39	\$119.86

Total \$2,064.02 \$155.34 \$2,219.36

*Car usage  
charge*

DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
JANUARY 27, 2006

EARLEY, SHANE A  
604 LEE AVE  
ST LOUIS, MO 63119

PAGE 0001

SERVICE ADDRESS: 604 LEE AVE  
ACCT. NO: 522454-003

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF	02-03-04					0.00
02-03-04	BILL	12/31-01/30	3086R	545.0	485.30	485.30
02-23-04	PAYMENT-GAS SERVICE				485.30-	0.00
03-04-04	BILL	01/30-03/02	3479E	416.6	390.20	390.20
03-22-04	PAYMENT-GAS SERVICE				390.20-	0.00
04-02-04	BILL	03/02-03/31	3691E	218.6	204.06	204.06
04-19-04	PAYMENT-GAS SERVICE				204.06-	0.00
05-04-04	BILL	03/31-04/30	3904S	219.4	200.43	200.43
05-17-04	PAYMENT-GAS SERVICE				200.43-	0.00
06-03-04	BILL	04/30-06/01	3944S	41.0	47.78	47.78
06-18-04	PAYMENT-GAS SERVICE				47.78-	0.00
07-02-04	BILL	06/01-06/30	3960S	16.3	27.98	27.98
07-19-04	PAYMENT-GAS SERVICE				27.98-	0.00
08-03-04	BILL	06/30-07/30	3976R	16.3	28.84	28.84
08-20-04	PAYMENT-GAS SERVICE				28.84-	0.00
08-31-04	BILL	07/30-08/27	3996E	20.4	32.72	32.72
09-20-04	PAYMENT-GAS SERVICE				32.72-	0.00
09-30-04	BILL	08/27-09/28	4019E	23.4	35.56	35.56
10-20-04	PAYMENT-GAS SERVICE				35.56-	0.00
10-28-04	BILL	09/28-10/26	4022S	3.1	16.33	16.33
11-10-04	PAYMENT-GAS SERVICE				16.33-	0.00
11-30-04	REBILL	10/26-11/26	4200E	182.6	195.54	195.54
12-20-04	PAYMENT-GAS SERVICE				195.54-	0.00
01-03-05	REBILL	11/26-12/29	4620E	433.0	475.35	475.35
01-21-05	PAYMENT-GAS SERVICE				475.35-	0.00
02-01-05	REBILL	12/29-01/28	5014E	406.6	421.34	421.34
02-24-05	LATE PAY CHRG-GAS SERVICE				6.32	427.66
02-25-05	PAYMENT-GAS SERVICE				421.34-	6.32
03-03-05	REBILL	01/28-03/01	5378E	375.6	366.50	372.82
03-15-05	LATE PAY CREDIT-GAS SERVICE				6.32-	366.50
03-21-05	PAYMENT-GAS SERVICE				366.50-	0.00
04-04-05	REBILL	03/01-03/31	5659E	289.4	297.20	297.20
04-18-05	PAYMENT-GAS SERVICE				297.20-	0.00
05-03-05	REBILL	03/31-04/29	5766E	109.7	126.05	126.05
05-16-05	PAYMENT-GAS SERVICE				126.05-	0.00
06-02-05	REBILL	04/29-05/31	5829E	64.3	78.42	78.42
06-13-05	PAYMENT-GAS SERVICE				78.42-	0.00
07-01-05	REBILL	05/31-06/29	5850E	21.4	35.29	35.29
07-21-05	PAYMENT-GAS SERVICE				35.29-	0.00

DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
JANUARY 27, 2006

EARLEY, SHANE A  
604 LEE AVE  
ST LOUIS, MO 63119

PAGE 0002

SERVICE ADDRESS: 604 LEE AVE  
ACCT. NO: 522454-003

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
08-02-05	REBILL	06/29-07/29	5869E	19.4	33.54	33.54
08-08-05	PAYMENT-GAS SERVICE				33.54-	0.00
08-30-05	REBILL	07/29-08/26	5887E	18.4	32.53	32.53
09-12-05	PAYMENT-GAS SERVICE				32.53-	0.00
09-29-05	REBILL	08/26-09/27	5910E	23.5	37.74	37.74
10-14-05	PAYMENT-GAS SERVICE				37.74-	0.00
10-28-05	REBILL	09/27-10/26	6011E	103.3	119.86	119.86
11-14-05	PAYMENT-GAS SERVICE				119.86-	0.00
12-22-05	BILL ADJUSTMENT CREDIT				2,219.36-	2,219.36-
12-22-05	REBILL	10/26-11/28	4817S	818.1	1,016.35	1,203.01-
01-25-06	BILL ADJUSTMENT CREDIT				1,016.35-	2,219.36-
01-25-06	REBILL	10/26-12/29	6056R	2095.0	2,454.63	235.27

TOTAL ACCOUNT BALANCE \$235.27

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT  
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY  
HAVE MADE. REFER TO YOUR LAST BILL FOR  
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

- R - REGULAR READING
- S - CUSTOMER READING
- E - ESTIMATE



**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.349 DEGREE DAYS 946

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
4620	4200	420	1.031	433.0

ESTIMATED CURRENT CHARGES AMOUNT 475.35

*PL 121.05*

AMOUNT DUE \$475.35

PAYMENT DUE BY 01-13-05 DELINQUENT AFTER 01-24-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.387 DEGREE DAYS 388.2

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5014	4620	394	1.032	406.6

ESTIMATED CURRENT CHARGES AMOUNT 421.34

*PL 218.05*

AMOUNT DUE \$421.34

PAYMENT DUE BY 02-11-05 DELINQUENT AFTER 02-22-05

MISSING MARCH should be close to Feb & April per therm cost

BILL PAY CHAR (INC) WEBS ACCO HELP THE \$40 SAME DAY OR NEXT DAY SERVICE

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.360 DEGREE DAYS 613

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5659	5248	411	1.030	289.4

ESTIMATED CURRENT CHARGES AMOUNT 297.20

*PL 16.05*

AMOUNT DUE \$297.20

PAYMENT DUE BY 04-14-05 DELINQUENT AFTER 04-25-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.217 DEGREE DAYS 209

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5766	5659	107	1.025	109.7

ESTIMATED CURRENT CHARGES AMOUNT 126.05

*PL 153.05*

AMOUNT DUE \$126.05

PAYMENT DUE BY 05-13-05 DELINQUENT AFTER 05-24-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.263 DEGREE DAYS 94

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5829	5766	63	1.021	64.3

ESTIMATED CURRENT CHARGES AMOUNT 78.42

*PL 618.05*

AMOUNT DUE \$78.42

PAYMENT DUE BY 06-14-05 DELINQUENT AFTER 06-23-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.789 DEGREE DAYS 21.20

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5850	5829	21	1.020	21.4

ESTIMATED CURRENT CHARGES AMOUNT 35.29

*PL 715.05*

AMOUNT DUE \$35.29

PAYMENT DUE BY 07-14-05 DELINQUENT AFTER 07-22-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.785 DEGREE DAYS 0

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5869	5850	19	1.020	19.4

ESTIMATED CURRENT CHARGES AMOUNT 33.54

*PL 85.05*

AMOUNT DUE \$33.54

PAYMENT DUE BY 08-12-05 DELINQUENT AFTER 08-23-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.847 DEGREE DAYS 2.0

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5887	5869	18	1.021	18.4

ESTIMATED CURRENT CHARGES AMOUNT 32.53

*PL 99.05*

AMOUNT DUE \$32.53

PAYMENT DUE BY 09-12-05 DELINQUENT AFTER 09-20-05

**Laclede Gas Company** DRAWER 2 ST. LOUIS, MO 63171

SERVICE AT: 604 LEE AVE

ACCT. NO. 522454-003-5 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 1.846 DEGREE DAYS 1

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS
5910	5887	23	1.021	23.5

ESTIMATED CURRENT CHARGES AMOUNT 37.74

*PL 101.05*

AMOUNT DUE \$37.74

PAYMENT DUE BY 10-11-05 DELINQUENT AFTER 10-20-05