

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

JAN 31 2005

Name: DONALD & GLENDA ROSE
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: LACLEDE GAS
Respondent

COMPLAINT

Complainant resides at 2729 CHALET HILL
(address of complainant)

ST. LOUIS, MO. 63129

1. Respondent, LACLEDE GAS
(company name)

of ST. LOUIS, MO.
(location of company), is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Our family moved into the home at 2729 Chalet Hill the 1st week of October 2004. We received a bill from Laclede Gas that had a prior bill charge of \$206.28. When my wife called Laclede she was told that this amount was for a bill that I had not paid in March, 1990. When I called Laclede I was told that their computer showed this past due account. When I asked why this had just come up after 14 years, I was told that 3 different reminder notices had been sent to me at 7245 Cranston Ave. during 1995. This could not have happened. My wife and I did not live on Cranston in 1995. We moved there at the end of September 1996. I spoke with Rita McIntosh who identified herself as a supervisor at Laclede. I told her that I wanted proof that I owed this money. She said it would be sent to me but that has not happened. We then received a 2nd bill for October stating that we owed \$238.58 for the final bill on Cranston. The \$206.28 was not on that bill.

(See 2nd page)

3. The Complainant has taken the following steps to present this complaint to the Respondent:

As you can see from the enclosed photo-copies, both bills had "other balance" charges of \$73.00. This charge was for the pre sale inspection for the home we sold on Cranston. I called the Public Service Commission and spoke with Marilyn. I'm sorry but I did not get her last name. We paid all the charges but the \$206.28. We then recieved a November bill for \$238.58. On the detail, the bill reads prior charges of \$73.00 and \$124.55. When I questioned this bill I was told that the "other" charges were being applied to the \$206.28 that was already being disputed. I contacted Marilyn At the PSC and she advised me to pay the current charges listed while the past due was investigated.

During this entire time I have been trying to settle this, the customer service at Laclede has been poor at best, and rude at worst. When the person answering the phone would hear what the bill was about, the attitude was one of don't bother me just pay it. When I would question why a bill this old was never brought to my attention before or placed on my credit report I was told that they did not have to report it, and that there was no statute of limitations on utilities. I was told on more than one occasion that the information on the past due billed would be sent, but I have still not recieved it. The only thing we do receive are bills with charges that can not be explained, and disconnect notices that according to PSC they cannot do. It's a sad situation when a utility company thinks that because they have a monopoly on a particular service they can do what they want, when they want, & how they want with no regard for the public they serve.

Don Rose

2729 Chalet Hill

St. Louis, Mo. 63129

Home 314-846-8801

Work 314-516-2774

We have called and spoken with Customer Service at Laclede on several occasions, and have spoken with the Public Service Commission. We have requested Laclede to show us proof of this bill but have recieved nothing other than threats of Service disconnection if we do not pay.

WHEREFORE, Complainant now requests the following relief:

We request that either Laclede Gas shows us proof that this 14 year old bill is still owed, and explain why it took so long to bring it to our attention. If they can't satisfactorily do that we request this amount be dropped from the account. We donot believe we should have to pay over \$200.00 just because some one said we owed it

12/28/04
Date

Donald Rose
Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: 7245 CRANSTON DR					DEPOSIT: 0.00 RATE: RG		PRESORTED			
ACCT NO. 564413-00034					AVERAGE GAS COST PER THERM: 7.1707		DEGREE DAYS: 25			
PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS	BILL DETAIL			AMOUNT		
6555	6551	4	1.016	4.1	PRIOR GAS BALANCE			118.99		
					PRIOR OTHER BALANCE			73.00		
					CHARGE FOR GAS SVC 09-30-04 TO 10-04-04 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45)			5.28		
					ST. LOUIS CNTY TAX			.28		
					ACCOUNT BALANCE			197.55		
ACTUAL READING					AMOUNT					
GAS ARREARS					118.99					
OTHER CHARGES					73.00					
CURRENT CHARGES					5.56					
AMOUNT DUE					\$197.55					
PAYMENT DUE BY 10-18-04					DELINQUENT AFTER 10-27-04					
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171										
AMOUNT DUE \$197.55					AMOUNT PAID					
PAYMENT DUE BY 10-18-04					DELINQUENT AFTER 10-27-04					
☒					☒					
					GLENDA L ROSE 2729 CHALET HILL DR ST LOUIS, MO 63129					
56441300340000197553										

Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: 7245 CRANSTON DR					DEPOSIT: 0.00 RATE: RG		PRESORTED			
ACCT NO. 564413-00034					AVERAGE GAS COST PER THERM: 7.1618		DEGREE DAYS: 9			
PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS	BILL DETAIL			AMOUNT		
6551	6531	20	1.018	20.4	PRIOR GAS BALANCE			64.56		
					PRIOR OTHER BALANCE			100.00		
					PRIOR BILL CHRG			206.28		
					PAYMENT THANK YOU			283.88		
					HOME SALE INSP			73.00		
					CHARGE FOR GAS SVC 08-31-04 TO 09-30-04 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45)			30.43		
					ST. LOUIS CNTY TAX			1.60		
					ACCOUNT BALANCE			191.99		
ACTUAL READING					AMOUNT					
GAS CREDIT					119.32					
OTHER CHARGES					73.00					
CURRENT CHARGES					238.31					
AMOUNT DUE					\$191.99					
PAYMENT DUE BY 10-14-04					DELINQUENT AFTER 10-25-04					
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171										
AMOUNT DUE \$191.99					AMOUNT PAID					
PAYMENT DUE BY 10-14-04					DELINQUENT AFTER 10-25-04					
DOLLAR HELP ☒					☒					
					ROSE245 631233206 1A04 02 10/09/04 NOTIFY SENDER OF NEW ADDRESS ROSE 2729 CHALET HILL DR SAINT LOUIS MO 63129-4203					
56441300340000										

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



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

SERVICE AT: 2729 CHALET HILL DR

ACCT NO: 612441-00418 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM 7.1618 DEGREE DAYS 141

PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR=	THERMS
1453	1433	20	1.018	20.4

ACTUAL READING	AMOUNT
OTHER CHARGES	73.00
CURRENT CHARGES	165.58

AMOUNT DUE \$238.58

PAYMENT DUE BY 11-16-04 DELINQUENT AFTER 11-24-04

AMOUNT DUE \$238.58

PAYMENT DUE BY 11-16-04
DELINQUENT AFTER 11-24-04

DOLLAR
HELP



GLENDAL ROSE
2729 CHALET HILL DR
ST LOUIS, MO 63129

61244100480000238586

18640

PRESORTED

BILL DETAIL	AMOUNT
PRIOR BILL CHRG	73.00
PRIOR BILL CHRG	124.55
SERVICE INITIATION	9.00
CHARGE FOR GAS SVC 10-05-04 TO 11-01-04 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45)	30.43
ST LOUIS CNTY TAX	1.60
ACCOUNT BALANCE	238.58

HELP SOMEONE IN NEED. GIVE TO DOLLAR-HELP. CHECK
THE RED BOX BELOW TO ADD \$1 TO EACH MONTH'S GAS BILL.