

Donald Rose, Complainant

vs.

Laclede Gas Company, Respondent

Case No. GC-2005-0249

FILED

APR 26 2005

Missouri Public
Service Commission

To whom it may concern:

On Jan. 31st, 2005 I filed the above mentioned complaint. I have received and read the staff recommendation from your office, and I still have issues that I would like to bring to your attention. I have never denied that I lived at the address mentioned. I have only stated that before I agree to pay this, I wanted to see the original bill. I have yet to see it. I have been sent an "account history" but not the original bill. I have severe reservations with this computer generated history. Before I spoke with the PSC I tried to deal directly with Laclede's customer service department, and was told that on three different occasions I was sent notice of this account to 7245 Cranston, Affton, Mo. 63123 in 1995. This could not have been possible, because I did not own or live in this house until October of 1996. When I tried to explain this to the service agent, they steadfastly insisted that their computer read that they sent these notices to me at this address. When I spoke with Rick Zucker, who identified himself as being with Laclede's legal dept. he admitted that there must have been an error made. When I asked Mr. Zuker why this had never appeared on my credit history, he told me Laclede did not report it because they did not feel it was cost conscious for them to do so. But in the staff recommendation Amendment A it reads that this account was turned over to Minute Service Bureau, a collection agency on September 26, 1990. Again I see another mistake with either their computer program or what I was told by Mr. Zuker. Between these two obvious cases of mis-information, I cannot accept the computerized history as proof. I still request a hearing before the commissioner's to finally put this matter to rest.


Don Rose