

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Cesar M. Alba)
)
Complainants,)
)
v.) Case No: GC-2007-0445
)
Laclede Gas Company)
)
Respondent)

**COMPLAINANT RESPONSE ON LACLEDE GAS CO ANSWER & POST
HEARING REPLY BRIEF**

COMES NOW Cesar M. Alba, pursuant to the Order Regarding Post-Hearing Briefs issued on January 24, 2008, the complainant maintains the integrity of his initial complaints dated May 18, 2007. With Laclede Gas Company's Answer dated June 22, 2007, Laclede Gas Company's submission of Exhibit 2 dated December 19, 2007 and other various Laclede Gas Company Dispatcher & Service Technician Records. In of all the documents, evidence and records, Complainant states as follows:

On Paragraph 1 of Laclede Gas Company's Answer dated June 22, 2007, the Respondent has admitted that on October 12, 2006 Laclede Technician had used aerosol spray with unknown substance for leak detection. No evidence that spray bottle or liquid solution had been used nor no record that the Technician Service Report that leak detection liquid spray solution had been used nor any leaks had been detected. See Attached copy of the Technician Service Report, Work Order # 06126910 dated 12/18/06 as Exhibit 2b, stamped 12/21/06. On Paragraph 13 of the Laclede Gas Company Answer, the Respondent denies that Laclede was negligent in any way in performing its regulated duties for the Complainant.

1. On December 19, 2006, Complainant states on his original complaint dated on May 18, 2007, a Laclede Technician came to the owner's apartment at 3931 A. Minnesota Ave and performed another test for gas leaks using the same aerosol spray can and the Technician did not detect any leaks and therefore installed the new AMR. After the new AMR has been installed, the Technician left at 10:00am. As soon as the first Technician left, the Owner smelled an odor gas where the new AMR is connected. The Owner reported this immediately to Laclede Gas Co and a different Technician came after around 15 minutes to check for leaks, he did not perform any compression test nor Utube test contrary to the reports prepared by the Technician as shown on the copy of exhibit 2d, but instead the real account witnessed by the Owner, the Technician sniffed and verified the gas odor by his sense of smell. He said that it is the owner's

responsibility to fix the leaks but did not show where the leaks were coming from. He filled up an Hazardous Appliance Report without the Technician signature, See attached original Hazardous Appliance Report as Exhibit # 3. However, on Paragraph 6 of Laclede Gas Company's Answer dated June 22, 2007, the alleged sequence of events have been reversed by the Laclede Gas Co. The Respondent states that the reporting of odor of gas came first and the installation of new AMR came second. See attached copy of Laclede Gas Co of Cesar Alba Summary of Order History 12/18/06 to 12/21/06 as Exhibit # 2a. See attached copy of the Dispatcher Computer Generated Report, Dispatch Time, 12/19/06 8:50:44. Work Order # 061229888 dated 12/19/06, time starts: 9:05 completed 10:34:04 as Exhibit # 2c with special instruction that indicates, Slight odor of gas in basement, no service work make gas only. See attached copy of the Technician Service Report, by Jbash, Work Order # 061229888, dated 12/19/06 from 09:05 to 10:00, with a date stamped 12/21/06, here attached as Exhibit 2d. The Technician also made a hand written comment indicating that liquid leak detector and the used of "U-Gauge" or "U-Tube". The first service report also shows the Old Meter No. 001252645 with Index Reading: 6190 and New Meter No. 000811039 with New Meter Reading. 3222. The Dispatcher Computer Generated Report, Work Order No. 061229889, Dispatch Time, 12/19/06 8:51:58, with Special Instruction: Install AMR Meter, from 9:15:00 to 12/19/06 10:34:03, here attached copy as Exhibit 2e. The Technician Service Report dated 12/19/06, Work Order No. 061229889. Time start, 10:00 to 10:15 by Jbash. Old Meter No. 001252645, Current Meter Reading 6190. New Meter No. 000811039, New Meter Reading 3222. with Date Stamped 12/21/06. Comment: Completed. Here attached copy as Exhibit # 2f. Two different Service Technicians Work Order reports signed by the same Technician, Jbash and yet the Owner witnessed two different technicians in that same day on two different occasions, December 19, 2006 the first one when the new AMR was installed and the second one after the gas odor was reported.

2. On Paragraph 7 of the Laclede Gas Company's Answer, Laclede declined the Complainant's statements that HVAC contractor Votts Heating and Cooling who happens to be also Mr Rick Zucker's contractor but due to insufficient information. Mr. Vick Votts with my request sent a letter dated 11/04/07 with the original bill dated 12/20/06 to Missouri Public Commission and the original invoice has been received by Mr. Lewis R. Mills on 11/16/2007 and stamped filed on 11/21/07. See attached copy of Mr. Vott's letter as Exhibit 2i & a legible copy of the invoice as Exhibit 2j. The copy of invoice shows the extent of the leaks by the number of parts that Mr. Votts have replaced, a total of 14 combinations of gas cocks, nipples, unions, couplings in which the Complainant saw by his own naked eyes the enormity of those leaks. These 14 different places that Mr. Vott sprayed with my inferior liquid soap compared to your aerosol spray that you admitted in paragraph 1 of Laclede Gas Company's Answer and your Leak Detection Fluid that the Technician had allegedly used and in fact, he also added in his comment and indicated on the Service Technician Report dated December 19, 2006 as shown on Exhibit 2d. This in contrary on Complainant's eye witness report that he did not see a single bubble nor sud on that two particular instances and yet the Respondent is doing a very good job to make sure that the bases are covered the wrong and fraudulent manners

with their Service Technician handwritten reports shown on **Exhibit 2f**, Computerized Dispatcher Reports do not check and balance with time and sequence of events, findings and results in the performance of their services on October 12, 2006 and December 19, 2006. If Laclede Technicians have done a good job like Vitt & Heatings in leak detection testing even with plain liquid household soap, produced a definite signs of bubbling, sudding and leaking all over the entire gas lines followed by compression test by Vitts Heating & Cooling in manner the results should speak for itself and the result can not be more convincing than any documents that Laclede Gas Company have presented and even your Technician Service Report as shown on Exhibit 2d did not mention any bubbles or suds despite of the fact the Laclede has allegedly claimed of using a more sophisticated and superior Leak Detection Fluid that never had happened, with the leak detection liquid as shown on the copy of the Laclede plastic bottle and leak detection fluid, copy attached as **Exhibit 1a**. There is no doubt that Laclede has got the most efficient and most advance equipments and leak detection, that is your line of business, but the problem is, your technician used the aerosol spray and not the recommended spray solution shown on **Exhibit 1a**. Nobody else can be a more credible witness than the Claimant and owner of the property. You picked the wrong person to show how your fraudulent practices in performing your regulated duties to your customer. The Claimant has 25 years of Computerized Accounting and 6 years as a National Customer Service Rep with the biggest railroad in the world, Union Pacific Corporation. A customer who is also the Complainant who is also in construction for the last 9 years and who have been doing and involved in all areas of construction.

Issues

Did Laclede Gas intentionally avoided to perform their duties according to standard sound and safe procedures as approved by Laclede Gas management that resulted in 985 (Hundred of Cubic Feet) of gas for the period between October 12, 2006 to June 27, 2007? . Are the Laclede's leak detection practices inadequate or it is just the integrity of the technicians who are inadequate? Instead of spraying the approved spray bottles with leak detection liquid fluid the Complainant had witness twice that the Technicians ended up using aerosol spray with unknown substance and the Technicians did not perform a compression tests or U tube test. Without any past experience of knowing to compare a liquid soap, an aerosol spray or leak detection fluid, I can rely only on my witness account on what Laclede Technician had used to spray to detect leaks in my gas lines and what I saw for the first time what Vitts Heating & Cooling used to spray used to spray with overwhelming and successful result. This is more a question of credibility, both Laclede Technicians and Vitt Heating & Cooling assuming that Laclede Technicians know what they are doing. Mr. Vick Vitt said he knows several former employees currently employed by Laclede Gas who do not know what they are doing in most cases. What would be the motivation of Laclede Gas Service Technician to use the aerosol spray other than the company's approved leak detection liquid? Is it all about power, money or fraud?

Conclusion

How can the Complainant be so confident why Laclede Gas is not only negligent but also the evidence pointing that there is fraud. The Complainant would like to re-assure the Commission the sequence of events specifically on October 12, 2006 December 19, 2006 can be proven beyond reasonable doubts by reconstructing the time that the Dispatcher dispatch the Service Technician with a work order to the time that the Technician sprayed the aerosol sprayed and installed the AMR, to the time that Technician left, to the time that the Complainant called the Laclede Customer Service in regards to the odor of gas on December 19,2006 on or around 10:05 am, to the time the second Technician came to service the odor of gas service call at 10:15am, on December 19, 2006 and there are a total of four documents, two Dispatch Service Records with two Technician Service Records. Which work order came first in the real time sequence of events? It is a forensic skill that not only a detective should be able to solve but also a brilliant lawyer should learn to master. The first work order # 061229888 is the first order of event that morning. The time starts at 9:05:00 am, I believe is accurate as shown on Exhibit # 2e as to the time the Technician had started, but the time of completion of 10:34:04 that is shown on Dispatcher's Report on Exhibit # 2e is not accurate but the Service Technician Report of completion time of 10:00 am with the same work order shown on Exhibit # 2d is correct in which was the first order of business of installing a new AMR after an aerosol spray was performed. The owner smelled an odor of gas around 10:05 am, right after the first Technician left. The second Technician came to checked the gas leaks around 10:15 am by sniff test. No leak test, Utube nor compression test has ever performed. The second Technicians made an Hazardous Appliance Report without signature as shown on Exhibit 3. He left the premise on 10:34:04 I called the customer of Mr. Vitt by cell phone, Ian Randal who is the owner of the next building at 3931 Minnesota Ave. Mr. Randal recommended his contractor, Vitts Heating and Cooling to service the leaks on my gas lines. Time & System management should be able to determine how long the second service job was done and completed. There is an evidence that appeared in Exhibit 2d that the Work Order # 061229888 is when the Service Technician installed the new AMR. The Technician forgot to erase the New Meter No. 000811039 information with the New Meter Reading 3222 that proves beyond reasonable doubts that both the Technician and Dispatcher were altering the records therefore have been committing fraud.

In such a small apartment like this, the customers is well off using a portable electric oil radiator heat for every room. See attached copy of the Complainant Ameren UE Electric bill from 11/13/2007 to February 17, 2008, copy attached, as **Exhibit # 4**.

Background

Since 1996, The Complainant owns the four family property at 3931-33 Minnesota Ave in the city of St. Louis, Mo and moved to the second floor apartment on May 2006. This property is fully vacant for renovation since that time and he has elected to remain

vacant for renovation except for the owner. The allegation made by the Responded that this is the first time that Complainant lives in his own building is false .. Since 1995, the property at 7048-50 Dartmouth Ave a two family building with 3 bedroom one bath each, the Complainant owned this property till May 2006. Few years before May 2006, Laclede Gas installed a new AMR at 7050 Dartmouth Ave. The owner have proven that he can save considerable amount of money in heating if he turns the thermostat down to 55 degrees to 59 degrees and used a portable electric heater to heat up the apartment. Laclede Gas records show that the heating bill at second floor unit has an average bill of \$79.00 during the winter months even with the first floor apartment unit was vacant for few years before May 2006. See **Appendix B and C**, previously submitted with the initial Complaints.

. In October 2006, the owner gas was activated and the furnace and water heater were turned on. That was also the time that the owner witnessed the first spraying with an aerosol can by the Service Technician on October 12, 2006. No leaks were found. Around the end of October 2006, An incident accidentally shot off the furnace and remained off until the first week of December 2006. The owner called Laclede Gas to send a Technician to turn on the furnace but no apparent technical problem with the furnace but by merely just pushing the red button to turn on back the furnace. The Service Technician did not charge for pressing the red button to activate the furnace again and the Technician had suggested no service charge and no service report made on that service call. Although the gas is on by October 12, 2006 but technically my furnace only started to function on and around December 5, 2006. For this reason, why the owner called and complaint with the early winter bills with Laclede. The Owner has one portable oil radiator electric heat that the only source of heat from most of October 2006 to the first week of December 2006 but it was a warm spring on that period. The gas leaks that were coming out from the pipes connections and joints makes it impossible to save and reduce gas consumption as the owner have been doing it in the past years in order to save and conserve gas. The meter readings on December 18, 2006 of x6186 was still considerably very high according to the owner standard and the standard he set for himself to save money.

ARGUMENT

Laclede high gas billing from October 12, 2006 to June 27, 2007 should have been settled without any controversies.

There are circumstances, sequence of events and documentations to prove that there is more than just negligence but Laclede has been showing a pattern of practices that tantamount to fraud. The Argument made by Respondent, (pg 7 par 1&2) submitted in their Post Hearing Reply Brief of Laclede Gas Company file on March 3, 2008, the Respondent argues that the Claimant gas usage of 1075 CCF annualized usage is lower the other three units especially compared to the first floor apartment due to the heat coming from the first floor unit. (pg 7, par 1 & 2) of the Post Hearing Brief, even with the leaks in the gas lines that were fixed by Vitts

Heating & Cooling on 14 different joints and connections. (see attd copy of Exh 2i & 2j). For the record, the Complainant owner has been living in this 4 units alone since with three other units vacant since May 2006. This nullifies the statement made by the Respondent that Owner has enjoyed some benefit from the heat generated in the first floor unit below the Owner's Residence. (pg 7, par 2) of the Post Hearing Brief.

The facts and evidence shows that Laclede unsuccessful attempts to test for leaks in two circumstances, one on October 12, 2006 (see attd copy exh 2b) and another one on December 19, 2006. It was the smell of gas odor by the Owner that prompted the Owner to report this odor of gas to Laclede on December 19, 2007. The Owner in those two incidents continually insist that Laclede Technicians had used aerosol spray cans which is not approved by management of Laclede Gas Co. Any wrong doing of the Service Technicians do not absolve the Laclede gas of consequences.

Vitt Heating & Cooling using a household dish washing liquid had performed his service with convincing fashion and with exceptional skills with unquestionable and effective result followed by both leak liquid detection and compression tests showing leaks in fuel runs. A total of fourteen plumbing parts, joints, couplings, nipples, and gas cocks were those leaks were coming from have successfully been replaced. See Complainant Exhibits 2i & 2j. The Respondent states on **Post Hearing Brief** that " The Bubble test identifies where the leak is for the purpose of repairing it. (pg 9, par 2) That is what Vitt Heating did and none of that test had shown on the test made by Laclede Technicians on two occasion. Again, the Laclede Service Technician failed to do a Utub test or compression tests, (see attd copy of Exh # 2b) although it appeared in the controversial Dispatchers Reports and Service Technicians Report with sequence of events in reversed to the accounts made by the Complainant in the initial his complaint. (see attd copy of exh # 2c & 2e).

The Respondent states in the Post Hearing Reply brief (pg 4, par 3) that my two family Apartment in Dartmouth Ave in which the 2nd floor unit where the Complainant owners lived and the first floor unit had been vacant for the last 4 years prior to May 1996, has lower heating cost due to many factors, even the 1st flr unit had been vacant. It has 3 bedroom and 1 bath each, it had an average gas usage of 70 CCF with an average bill of \$79.00 per month while the Complainant owner was still living in Dartmouth, compared to a lot smaller in the 4 units with one bedroom and one bath each at 3931-33 Minnesota Ave. The Respondent has all the current records on my former apartment at 7048-7050 Dartmouth Ave but afraid to show the current usage of the two units at Dartmouth for fear that the Commission will find out the truth and it will prove that the records prior and after May 2006 with the new owner are relevant to this case. (see attd copy of Plaintiff Appendix B & C)

The Respondent states in the Post Hearing Brief that Laclede's leak detection are safe and adequate. (pg 9 par 2, pg 10, par 1). On December 19, 2006, after the first Technician sprayed the fuel lines with aerosol spray and no leaks found and therefore installed the new AMR Compression test nor U tube was not performed, it was the Owner who smelled the gas and reported this to Laclede as soon as the first Technician left the premise at approximately 10:00 am on December 19, 2006 and not on 8:42am of that same day as stated by the

Respondent in Post-Hearing Reply Brief (p 4 par 3), but the Dispatcher reported on his Dispatch Report Work Order # 061229888 that that was the first order of business after they responded made by the service call made by the Claimant around 10:05 am, but Laclede reported a reversed sequence of event in the Dispatcher's Work Order Report and Service Technician Report (see attd exh 2c & 2d)

Conclusion

The documents and evidence that came from Dispatcher Reports and Service Technicians Reports are all here attached as exhibits showing evidences of more than just negligence but a clear pattern of deception and fraud. When the Dispatcher and the Service Technicians reversed the sequence of events to show that gas odor work order reported by the Dispatcher & Service Technician that the order of gas work order came first and the installation of the new AMR came second, Laclede Gas has crossed the line from negligence to fraud. The Service Technician Work Order Report made a huge mistake of showing on his report in the attached Exhibit 2d that shows that the New Meter No. 000811039 with New Meter Index Reading 3222 to prove to you beyond reasonable doubt that both the Dispatcher and the Service Technicians had tried to changed the order and sequence of events unsuccessfully as such it violates not only the regulated procedure set by the Commission Rules but also violate the Missouri State & Federal Statute of fraud. The Commission should fine with stiff penalties against Laclede Gas & Co and also discipline the Dispatchers and Service Technicians who altered and changed the sequence and order of events relating to the Service and Dispatch Work Order reports.

WHEREFORE, Laclede respectfully request that the Commission should grand reimbursements for the overcharge with stiff penalty and fines. The Commission should also discipline the employees who altered the documents and sequence of events an issue a citation against Laclede for attempting to defraud the customers of the City of St. Louis.

Respectfully submitted,



Cesar M. Alba
P.O. Box 300548
St. Louis, Mo. 63130

March 14, 2008

EXHIBIT # 3

Laclede Gas Company

Hazardous Appliance Report

(Please Print)

Four Digit Work Code 4246

Date 12/19/06 Address 3931 Minnesota

Floor 2nd R Grid 12483

Party Notified X Cesar Alba

Is the party notified the owner of the property Yes No

Manufacturer and Type of appliance Customer's fuel run

This Appliance Must Not Be Used Until The Hazardous Condition Has Been Eliminated

Continued Use Of This Appliance May Result In Serious Personal Health Problems

Appliance Left: Shut off, valve sealed, and tagged Disconnected, tagged, and fuel run capped Tagged and meter locked Other (please specify)

Comments

- 7000 Other (Please explain in the comments section)
- 7101 Fuel run will not hold pressure
- 7102 Excessive pressure drop
- 7103 Use of an uncoated brass or button type connector
- 7104 Aluminum fuel run in contact with unapproved materials
- 7105 Aluminum fuel run outdoors or underground
- 7106 Fuel run across a doorway or walkway
- 7107 Improper use of plastic fuel run piping
- 7201 Spilling products of combustion at the diverter
- 7202 Appliance vent connector is reduced
- 7203 Vent connector not sealed at entrance to chimney
- 7204 Vent pipe installed through circulating air duct
- 7205 Side wall vent termination too close to a door or a window
- 7206 Vent connector too close to combustible materials
- 7207 Single wall vent pipe routed through a floor, wall or ceiling
- 7208 Improper installation of the draft diverter (draft hood)
- 7209 Two or more draft diverters installed on an appliance
- 7210 The entire vent connector is not accessible for inspection
- 7211 Vent connector is under sized
- 7212 Gas appliance connected to chimney with a solid fuel burning appliance
- 7213 Appliance that is designed to be vented is not vented
- 7214 Excessive corrosion or rust holes in vent pipe
- 7215 Manual vent damper installed in the vent connector
- 7216 Natural draft appliance connected to a positive pressure system
- 7217 The space around the flue liner is being used to vent another appliance
- 7218 Vent damper for vented gas logs not locked in the open position
- 7219 Dryer not exhausted to the outdoors
- 7220 Dryer exhausted into an active flue or masonry chimney

- 7221 Side wall vent termination less than 15 inches above grade
- 7222 Side wall vent termination too close to a forced air intake
- 7223 Unapproved materials used to vent an appliance
- 7224 Screws in dryer exhaust
- 7301 Flame disturbance or crack in the combustion chamber
- 7302 Improper appliance clearance from combustible materials
- 7303 Clean-out doors on converted boiler or furnace not sealed
- 7304 No relief valve installed on a water heating appliance where required
- 7305 Relief valve or piping on water heating appliance is capped or plugged
- 7306 Ventless heater does not have an Oxygen Depletion Sensor
- 7307 Ventless appliance used as primary source of heat
- 7308 Dryer exhausted into active flue or masonry chimney
- 7309 No door on the blower compartment of furnace
- 7310 Flame rollout at combustion chamber
- 7311 Floor furnace inspection cap is missing or broken
- 7312 Glass missing from front of combustion chamber on room heater
- 7313 Low or no water in boiler/water heater
- 7314 Gasoline or combustible material stored too close to gas fired equipment
- 7315 Gas refrigeration unit leaking ammonia
- 7316 Water leaking onto a burner or into the combustion chamber
- 7317 Inoperative or bypassed safety control or device
- 7318 Incomplete combustion that cannot be corrected
- 7319 Burner clogged with debris or rusted through
- 7320 Gas appliance without a pilot safety
- 7321 Ventless appliance in the bathroom exceeds 6,000 Btu's
- 7322 Ventless appliance in the bedroom exceeds 10,000 Btu's
- 7323 Ventless gas logs carbonizing or creating CO due to impingement
- 7324 Excessive lint accumulation near burner
- 7325 Appliance under water/has been under water

Customer Signature X Cesar M. Alba

Employee Number _____

Foreman Signature _____

Please excuse the temporary inconvenience caused by the loss of use of your gas appliance. Gas companies have certain duties under the Missouri Public Service Commission Pipeline Safety Regulations. These duties must be carried out even though it results in an inconvenience to its customers.

Laclede Gas/Missouri Natural Gas is required to discontinue service to any customer whose fuel lines or gas utilization equipment are determined to be unsafe. Laclede Gas/Missouri Natural Gas, however, may continue to provide service to the customer if the unsafe conditions are removed or effectively eliminated. The mere fact that an improper installation has existed for a long time without harm resulting to anyone does not change the duty of the gas company.

The Missouri Public Service Commission and Laclede/ Missouri Natural are interested only in your safety!
We are confident that you will remedy this condition promptly so that you can again enjoy your natural gas appliances in the near future.

Your signature on this form releases Laclede/Missouri Natural of any and all responsibilities if the appliance is put back into service without necessary corrections or repairs being made. Laclede Gas /Missouri Natural Gas is not responsible for any damages that may result from an appliance that has not been properly repaired.

EXHIBIT # 2a

Cesar Alba

Summary of Order History 12/18/06 to 12/21/06

Date	Time	Service	Employee	Order No.	Result
12/18/06	10:32 AM	Meter Read Only	5286	06121 6910	x6185; No alarm on leak detector ✓
12/19/06	8:42 AM call				
	9:05 AM - 10:00 AM	Respond to slight odor of gas in basement	6993 J. Basch	06122 9888	x6190; U-tube wont hold pressure - but 0% Gas in Air reading (means leak is small). Left meter off and locked.
12/19/06	10:00 AM - 10:15 AM	Meter change	6993 J. Basch	06122 9889	x6190 Left new meter off and locked at x3222. Gas in Air reading= 0%
12/21/06	10:15 AM - 11:05 AM	No Gas (Order to turn gas on after repairs made.)	7655 D. Frigerio	06123 4813	x3222. Used U-gauge to check for leaks; no leaks, Pressure ok. Range capped. Turned on meter. Lit Water Heater and Furnace.

EXHIBIT 2b

EXHIBIT 2c

EXHIBIT 2d

EXHIBIT 2e

EXHIBIT 2f

EXHIBIT 2g

EXHIBIT 2h

REVIEW ORDER REASON

574751-011 (F)ield (R)outed R (D)ispatched: Grid No. H12483D Date Scheduled 12/18/06 AM X PM AL	Office Located LACLEDE Order No. 061216910 Dist. C Area 02 Account No. 574751-011 Meter No. 001252645 Meter Size 250AM Loc. INSIDE
--	--

SERVICE INFORMATION: Tee 13 SNBL Main 03 WECL Curb Box 01 WWCL Riser 00 Service 13 SNBL Material PLASTIC Branch Service N	Leak Information NO MATCH FOUND Leak # _____ Class _____ Location DID DETECTOR Detected Gas: _____ Source of Gas: ALARM? YES / NO
REQUIRED INSPECTIONS:	

Name ALBA, CESAR Service Address 3931 MINNESOTA AVE 2FL Township ST LOUIS, MO 63118 Special Inst: METER READ HERE; 12/18; AM; TO ADJUST CURRENT BILL/EST BILL Special Inst: KNK FRONT DOOR/RING BELL FOR ACCESS	Cust Phone 314-771-2155 Owner/Tenant OWNER Y
--	---

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** TAKEN 04/18/91 BASEMENT METER READ ONLY MTR STAT ACTIVE	LAST COMPLETED ORDER TURN ON 10/12/06 00088 TENANT=011 COMMENT () X5846 Ordered By CESAR ALBA
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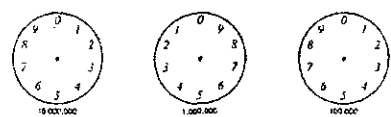
OFFICE USE ONLY: Date Taken 12/12/06 Time Taken 11.03.11 Operator 00565 DAVIS, BRADLEY Mailing Address _____ City _____ ST _____ ZIP _____ Meter Sets: _____ Town Code 001-ST LOUIS Route 2583 Rate 2RL Revenue Class 001 Norm .8333 Add .4413 Tax Code T SVC Press LOW Geographic Location _____

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

Main Meter **001252645** COMPLETION INFORMATION

Old Meter No. 001252645 Device Number _____ No. of Dials: 4 Location: INSIDE Size: 250AM	New Meter No. _____ Device Number _____ No. of Dials: _____ MTR-TEE: _____ Location: _____ Size: _____
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D.R. METER REPORT Meter Found DR _____ Not DR _____ Device Found DR _____ Not DR _____

CURRENT METER READING:  READINGS ==> 6234E LAST READ DATE 11/29/06	NEW METER READING:  INDEX READING 6785 Mult INDEX READING
Top/Front/Meter _____ Bot/Rear/Device _____ Veeder _____ HIGH/LOW READINGS FROM SYSTEM: Low 6333 High 6400 Verified _____	

ORDER STATUS EMPLOYEE NUMBER DATE COMPLETED TIME START TIME COMPLETE Service Person Signature Comment

EXHIBIT # 2c

2

9/5/2007 11:34:12 AM

DISPATCH TIME 12/19/2006 8:50:44

Grid H12483D Dispatcher 08697

Date Scheduled 12/19/2006 Initials DW

Time Pref AM

Office Located LACLEDE

Order No. 061229888 Dist. C Area 2

Account No. 574751-011

Meter No. 001252645

Meter Size 250AM Dev/Loc. I

SERVICE INFORMATION: Tee 13 SNBL Main 03 WECL

Curb Box 01 WWCL Riser 00 Service 13 SNBL

Material PLASTIC LB FR Branch Service N

Leak Information

Leak # NO PRIOR Class

Location

Detected

Source

REQUIRED INSPECTIONS

Name ALBA, CESAR Cust Phone 314-771-2155

Service Address 3931 MINNESOTA AVE 2FL Owner / Tenant OWNER

Township ST LOUIS, MO 63118 Review

Special Inst: SLIGHT ODOR OF GAS IN BASEMENT

Special Inst: NO SERVICE WORK MAKE GAS ONLY

Follow Up

JOB DESCR. TBLG 42 MTR STAT ACTIVE

Order Description 3 Location - BASEMENT

ODOR CLASS - 3 LOCATION - BASEMENT

Special Leak Control Number Ordered By CESAR

Remarks / ORDH 04/18/91 BASEMENT

//

//

//

OFFICE USE ONLY: Date Taken 12/19/2006 Time Taken 08:42:11 Operator 00102 WOOTEN, LISA

Town Code 001

Rate 2RL

SVC Press LOW

ORDER STATUS C **EMPLOYEE NUMBER** 6993 **COMPLETED** 12/19/2006 10:34:04 **TIME START** 12/19/2006 9:05:00

NUMBER BASCH J.

Comment meter is off and locked 627 on fuel runs

Cleared By 08697 Initials DW

REVIEW ORDER REASON

(F)ield (R)outed (D)ispatched: DW
 Grid No. 12483
 Date Scheduled
 AM PM AL

Office Located
 Order No. 061229888 Dist. Area
 Account No. 579751-011
 Meter No. 1252645
 Meter Size 250 Am Loc. 1

SERVICE INFORMATION: Tee 135 NBL Main 3W ECL
 Curb Box 1W WCL Riser Service 135 NBL
 Material PL Branch Service

Leak Information
 Leak # Class
 Location
 Detected Gas:
 Source of Gas:

REQUIRED INSPECTIONS:
SET

Name Cesar Alba Soc. Sec. No. 885
 Service Address 3931 Minnesota Ave 2A Cust Phone
 Township
 Special Inst:
 Special Inst: old house NO SERVICE WORK Make Safe Only Owner/Tenant

JOB DESCR. TG 64246
 Ordered By _____

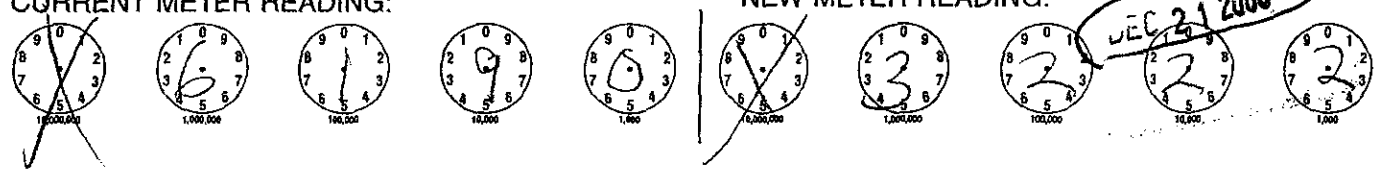
OFFICE USE ONLY: Date Taken _____ Time Taken _____ Operator _____
 Mailing Address _____ City _____ ST _____ ZIP _____
 Meter Sets: Town Code _____ Route _____ ZIP _____
 Rate _____ Revenue Class _____ Norm _____ Add _____ Tax Code _____
 SVC Press _____ Geographic Location _____
 MTR Press _____ DEL Press _____ Demand _____ Branch Service _____

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION.

Main Meter COMPLETION INFORMATION

Old Meter No. 001252645 New Meter No. 000811039
 Device Number _____ Device Number _____
 No. of Dials: 4 No. of Dials: 4
 Location: 1 Size: 250 Am Location: 1 Size: 200 RW

D.R. METER REPORT Meter Found DR _____ Not DR _____
 Device Found DR _____ Not DR _____

CURRENT METER READING: NEW METER READING:

DEC 21 2006

INDEX READING Mult INDEX READING Mult
 Top/Front/Meter 6190 / _____ 3222 / _____
 Bot/Rear/Device _____ / _____
 Veeder _____ / _____
 HIGH/LOW READINGS FROM SYSTEM: Low _____ High _____ Verified _____

ORDER STATUS C EMPLOYEE NUMBER 6993 DATE COMPLETED 12-19-06 TIME START 0905 TIME COMPLETE 1000
 Service Person-Signature [Signature]
 Comment Completed check get service set - rigger and liquid leak detector
utube was held available to CIO at work E686 - E627

9/5/2007 11:34:36 AM

DISPATCH TIME 12/19/2006 8:51:58

Grid H12483D Dispatcher 08697

Date Scheduled 12/19/2006 Initials DW

Time Pref AM

Office Located LACLEDE

Order No. 061229889 Dist. C Area 2

Account No. 574751-011

Meter No. 001252645

Meter Size 250AM Dev/Loc. I

SERVICE INFORMATION: Tee 13 SNBL Main 03 WECL

Curb Box 01 WWCL Riser 00 Service 13 SNBL

Material PLASTIC LB FR Branch Service N

Leak Information

Leak # NO PRIOR Class

Location

Detected

Source

REQUIRED INSPECTIONS

Name ALBA,CESAR Cust Phone --

Service Address 3931 MINNESOTA AVE 2FL Owner / Tenant OWNER

Township ST LOUIS,MO 63118 Review

Special Inst:

Special Inst: INSTALL AMR METER

Follow Up

JOB DESCR.

MTRS 04 MTR STAT ACTIVE

Order Description METER CHANGE Location --

METER CHANGE

Special Leak Control Number Ordered By SYSTEMATIC

Remarks / ORDH 04/18/91 BASEMENT

//

//

//

OFFICE USE ONLY: Date Taken 12/19/2006 Time Taken 08:42:11 Operator 88888

Town Code 001

Rate 2RL

SVC Press LOW

ORDER STATUS C **EMPLOYEE NUMBER** 6993 BASCH J. **COMPLETED** 12/19/2006 10:34:03 **TIME START** 12/19/2006 9:15:00

Comment new meter installed

Cleared By 08697 Initials DW

REVIEW ORDER REASON

(F)ield (R)outed (D)ispatched: Grid No. 12483 Date Scheduled AM PM AL	Office Located Order No. 661225880 Dist. Area Account No. 574751-011 Meter No. 1252645 Meter Size 250 Am Loc. 1
--	---

SERVICE INFORMATION: Tee Main Curb Box Riser Service Material PL Branch Service	Leak Information Leak # Class Location Detected Gas: Source of Gas:
---	---

REQUIRED INSPECTIONS: SET

Name Alca Service Address 3931 Minnesota 2FL Township Special Inst: Special Inst:	Soc. Sec. No. Cust Phone Owner/Tenant
---	---

JOB DESCR: MTAS 0407

Ordered By _____

OFFICE USE ONLY: Date Taken _____ Time Taken _____ Operator _____

Mailing Address _____ City _____ ST _____ ZIP _____

Meter Sets: Town Code _____ Route _____ ZIP _____

Rate _____ Revenue Class _____ Norm _____ Add _____ Tax Code _____

SVC Press _____ Geographic Location _____

MTR Press _____ DEL Press _____ Demand _____ Branch Service _____

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION.

Main Meter COMPLETION INFORMATION

Old Meter No. 001252645	New Meter No. 000811039
Device Number _____	Device Number _____
No. of Dials: 4	No. of Dials: 4
Location: 1 Size: 250 Am	Location: 1 Size: 200 Am

D.R. METER REPORT Meter Found DR _____ Not DR _____
 Device Found DR _____ Not DR _____

CURRENT METER READING:				NEW METER READING:			
INDEX READING 6190				INDEX READING 3222			
Top/Front/Meter _____ / _____				Bot/Rear/Device _____ / _____			
Veeder _____ / _____				Verified _____ / _____			
HIGH/LOW READINGS FROM SYSTEM: Low _____ High _____				Verified _____			

ORDER STATUS C	EMPLOYEE NUMBER 6993	DATE COMPLETED 12-19-06	TIME START 1000	TIME COMPLETE 1015
Service Person Signature <u>Resch</u>				
Comment <u>Completed</u>				

VITT

EXHIBIT 2;

FILE COPY

*Heating and Air Conditioning Co. Inc.
4719 Morganford Rd.
St. Louis, Mo. 63116
Phone (314) 351-5580 Fax (314) 832-6407*

11/14/07

Mr. Lewis R. Mills Jr.
P O Box 2230
200 Madison St Suite 650
Jefferson City, Mo 65102

FILED

NOV 21 2007

Inclosed find bill from 12/20/06 - for Mr. Cesar Alba
3931a Minnesota St. Louis, Mo 63118

Missouri Public
Service Commission

Case GC-2007 0445

Thank you



NOV 16 2007

Vitt Heating & Air Conditioning

4719 MORGANFORD ROAD
ST. LOUIS, MO 63116
351-5580



752 F06
DATE 12/20/06

CHECK LIST	QUANTITY	ITEM OR PART DESCRIPTION	PRICE	AMOUNT
<input checked="" type="checkbox"/> COMPRESSOR	1-	1/2" GAS COCK		7.74
<input type="checkbox"/> SUCTION PSI				
<input type="checkbox"/> HEAD				
<input type="checkbox"/> VOLTS	1-	1/2" GAS COCK W/TP 1/8"		34.60
<input type="checkbox"/> ELECTRICAL CONNECTIONS				
<input type="checkbox"/> CONTACTS TIGHT & CLEAN	3-	3/4" 90° FLS C 2.60 =		7.80
<input type="checkbox"/> OIL LEVEL & CONDITION				
<input type="checkbox"/> CONDENSER COIL	1-	1/2" x 1 1/2" NIPPLE		1.54
<input type="checkbox"/> CLEAN COIL & CHECK FIN COND.				
<input type="checkbox"/> ENT F LVG	1-	3/4" UNION		10.90
<input checked="" type="checkbox"/> REFRIGERANT	1-	3/4" 26" NIPPLE		3.20
<input type="checkbox"/> LEAK				
<input type="checkbox"/> CHARGE	1-	1/4" COUPLING		2.52
<input checked="" type="checkbox"/> FAN AND MOTOR	1-	3/4" x 2" NIPPLE		1.98
<input type="checkbox"/> VOLTS				
<input type="checkbox"/> ELECTRICAL CONNECTIONS	1-	3/4" x 1 1/2" NIPPLE		1.56
<input type="checkbox"/> CONTACTS TIGHT & CLEAN				
<input type="checkbox"/> FAN PULLEYS (ADJUST BELT)	1-	3/4" x 2" NIPPLE		1.98
<input type="checkbox"/> CHECK LUB BEARINGS & MOTOR				
<input type="checkbox"/> CFM	1-	3/4" x 1 1/2" NIPPLE		1.56
<input type="checkbox"/> EVAPORATOR COIL				
<input type="checkbox"/> CLEAN COIL & CHECK FIN				
<input type="checkbox"/> ENT DB F LVG DB	1-	3/4" x 1 1/2" NIPPLE		1.56
<input type="checkbox"/> ENT WB F LVG WB				
<input type="checkbox"/> CONDENSATE AREAS	1-	1/2" COUPLING		2.34
<input type="checkbox"/> INSPECT & CLEAN DRAIN PAN				
<input type="checkbox"/> INSPECT & CLEAN DRAIN				
<input type="checkbox"/> AIR FILTERS				
<input type="checkbox"/> CLEANED				
<input type="checkbox"/> REPLACED				
<input type="checkbox"/> FILTER SIZE				
<input type="checkbox"/> HEATING ASSY				
<input type="checkbox"/> BURNER & HEAT EXCHANGER				
<input type="checkbox"/> FUEL SUPPLY & PRESSURE				
<input type="checkbox"/> PILOT ASSEMBLY				
<input type="checkbox"/> FLAME ADJUSTMENT				
<input type="checkbox"/> PRIMARY RELAY & FLUE				
<input type="checkbox"/> FAN & LIMIT SWITCH OPER				
<input type="checkbox"/> BLOWER ASSEMBLY				
<input type="checkbox"/> RV VALVE				
<input type="checkbox"/> STRIP HEAT				
<input type="checkbox"/> DEFROST CYCLE				
<input checked="" type="checkbox"/> ELECTRICAL COMP'TS.				
<input type="checkbox"/> RELAYS				
<input type="checkbox"/> CONTACTORS				
<input type="checkbox"/> OVERLOAD				
<input type="checkbox"/> PRESS. SWITCH				
<input checked="" type="checkbox"/> THERMOSTAT				
<input type="checkbox"/> O.K.				
<input type="checkbox"/> REPLACE				
<input type="checkbox"/> RELOCATE				

NAME CESAR ALBA

STREET 3931 A MINNESOTA

CITY _____ STATE 63118 ZIP _____

PHONE 771-2155

WK PHONE _____

MAKE _____ MODEL _____ SERIAL NUMBER _____

JOB LOCATION SAME

DESCRIPTION OF WORK

ORIGINAL COMPLAINT FULL RUNS LEAK

PRESSURE TEST FOUND

LEAKS IN FUEL RUNS.

REPAIRED AS NEEDED.

RETEST OK.

1st HALF HOUR TRAVEL CALL 60.00

7 3/4 Hour 60.00 Hour 465.00

CHARGES FROM BELOW	WRITE OR CODE	AMOUNT
PARTS WARRANTY		\$
LABOR GUARANTY		
REFER. MACH. USAGE		
TOTAL OTHER CHARGES		<u>81.58</u>

TECH #1	HRS. @	/HR. =	REGULAR	OVERTIME	HRS. @	/HR. =	REGULAR	OVERTIME	CERT. #	TOTAL OTHER CHARGES

TRAVEL TIME

TIME ARRIVED _____

TIME DEPARTED _____

TRAVEL TIME _____

MILEAGE

ENDING _____

START - _____

TOTAL MILES _____

HR. = _____

MI. = _____

TRIP CHARGE \$ _____

ENVIRONMENT	CHRG. CODE	TYPE	SYSTEM	QTY.	RECOVERED?	RECYCLED?	RECLAIMED?	RETURNED TO THIS SYSTEM?	DISPOSAL	NON USEABLE	DISPOSAL												
REFRIG.	1	RECOVERED?	YES	NO	QTY.	RECYCLED?	YES	NO	QTY.	RECLAIMED?	YES	NO	QTY.	RETURNED TO THIS SYSTEM?	YES	NO	QTY.	DISPOSAL	NON USEABLE	YES	NO	QTY.	DISPOSAL

TERMS: DUE UPON COMPLETION

I HAVE THE AUTHORITY TO ORDER THE ABOVE WORK AND DO SO ORDER AS OUTLINED ABOVE. IT IS AGREED THAT THE SELLER WILL RETAIN TITLE TO ANY EQUIPMENT OR MATERIAL FURNISHED UNTIL FINAL & COMPLETE PAYMENT IS MADE, AND IF SETTLEMENT IS NOT MADE AS AGREED, THE SELLER SHALL HAVE THE RIGHT TO REMOVE SAME AND THE SELLER WILL BE HELD HARMLESS FOR ANY DAMAGES RESULTING FROM THE REMOVAL THEREOF.

AUTHORIZED SIGNATURE _____

OWNER'S INITIALS _____

ACCEPTED _____ DECLINED _____

ABOVE ORDERED WORK HAS BEEN COMPLETED AND I ACKNOWLEDGE RECEIPT OF MY COPY.

DATE 12/20/06

TOTAL AMOUNT DUE 612.79

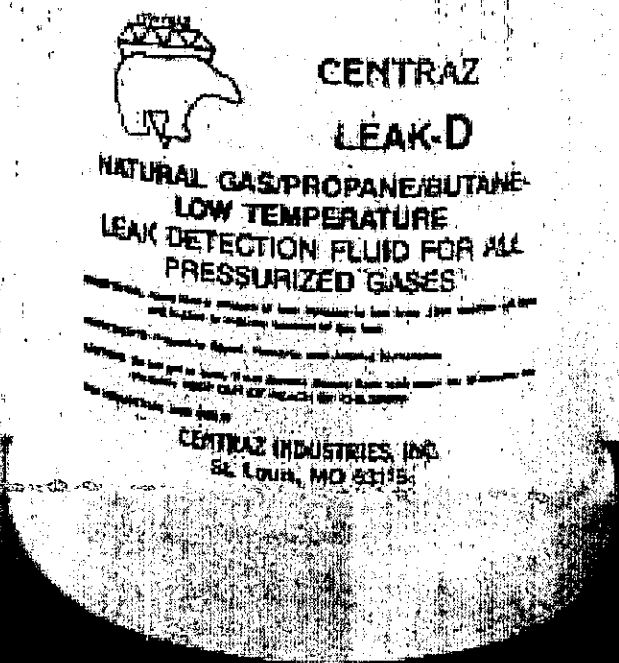
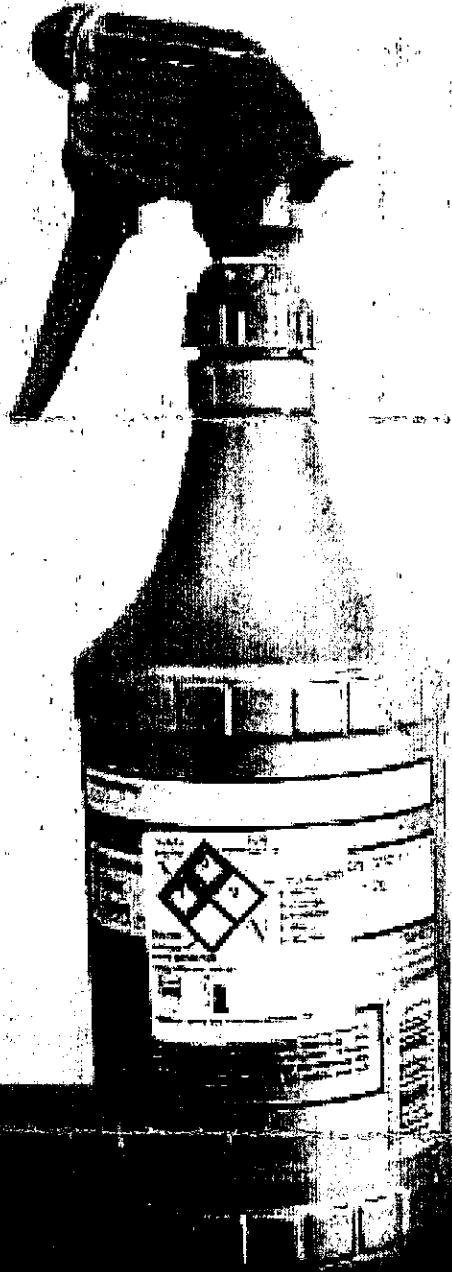
TAX 6.21

SUB-TOTAL 606.58

TRIP CHARGE _____

01743 11

EXHIBIT 1A



CENTRAZ

LEAK-D

NATURAL GAS/PROPANE/BUTANE
LOW TEMPERATURE
LEAK DETECTION FLUID FOR ALL
PRESSURIZED GASES

CENTRAZ INDUSTRIES, INC.
ST. LOUIS, MO 63115

Service at: 3931 MINNESOTA AVE UNIT 2F
Service from 11/13 to 12/13/07 Days 30
Last Payment 11/27/07 \$45.25
Acct. No. 69167-01334 Bill Date 12/17/2007

* 12077
1/4/08

EXHIBIT # 4

RETURN THIS STUB WITH PAYMENT TO:
AmerenUE
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

ADDRESS SERVICE REQUESTED

Amt Due \$93.24
Due By 12/31
Delinquent After 01/10

*****AUTO**5-DIGIT 63130
CESAR ALBA
PO BOX 300548
SAINT LOUIS MO 63130-0609

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES	RDG	PREV	RDG	USE	READING	RATE	AMOUNT
12954	10463	2491	ACTUAL	1M			115.21
St. Louis City Muni Chg							4.80
AMOUNT DUE ON 01/31							\$120.01

* 12087
2/3/08

99 B-000016292
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
AMEREN

Service at: 3931 MINNESOTA AVE UNIT 2F
Service from 12/13 to 01/16/08 Days 34
Last Payment 01/07/08 \$93.24
Acct. No. 69167-01334 Bill Date 01/18/2008

RETURN THIS STUB WITH PAYMENT TO:
AmerenUE
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

Acct. No. 69167-01334

Amt Due \$120.01
Due By 01/31
Delinquent After 02/11

*****AUTO**5-DIGIT 63130
CESAR ALBA
PO BOX 300548
SAINT LOUIS MO 63130-0609

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES	RDG	PREV	RDG	USE	READING	RATE	AMOUNT
15701	12954	2747	ACTUAL	1M			124.89
St. Louis City Muni Chg							5.20
AMOUNT DUE ON 02/29							\$130.09

= 12025
3/9/05

99 B-000014625
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
AMEREN

Service at: 3931 MINNESOTA AVE UNIT 2F
Service from 01/16 to 02/17/08 Days 32
Last Payment 02/05/08 \$120.01
Acct. No. 69167-01334 Bill Date 02/19/2008

RETURN THIS STUB WITH PAYMENT TO:
AmerenUE
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

Acct. No. 69167-01334

Amt Due \$130.09
Due By 02/29
Delinquent After 03/11

*****AUTO**5-DIGIT 63130
CESAR ALBA
PO BOX 300548
SAINT LOUIS MO 63130-0609