

Thank you in advance for reviewing this case regarding the meter mix ups and ongoing overcharging of the gas bill for 3421 NW 67th St, Kansas City, MO. Your attention to details and a thorough investigation is greatly appreciated.

My name is Linda Light and I moved to 3421 NW 67th Street, Kansas City, MO June 4th, 2005. My home is the middle home of three attached units. Therefore, my home has the least external exposure; garage and small wall on the front, and the back of the home which faces southwest. My neighbors adjoining homes on both sides have front, side and rear exposure to the outside. My gas meter is located on the front of my home and the meter number is R636630. The meter on my neighbors units are located on the sides of their homes. The meter number for 3423 NW 67th St. is 7549201. The meter number for 3419 NW 67th St. is 5613831. All three homes were built in late 2000 by the same builder, in a very similar fashion regarding building materials, insulation, furnaces, etc.

I travel extensively and am at home less than half the time (please see attached travel dates). When I am gone, I turn my thermostat to 55 degrees in the winter and have the furnace off whenever possible. When I am home, I do not have the thermostat higher than 70 degrees in the winter. The only other gas usage is for the water heater and fireplace (which I rarely use – but it does have a pilot light). Since I am gone so much, the number of showers taken, loads of clothes washed and dishes done are very minimal. I live alone, as does my neighbor at 3419 NW 67th St. Two adults live at 3423 NW 67th, one whom stays home all day. Neither of my neighbors travel on a regular basis or are gone for extended periods of time (except a few trips per year). We all work hard to keep our utility costs low, so their thermostats are set in the high 60's (67, 68, 69 degrees) during the winter. Therefore, when my neighbor at 3419 NW 67th St. asked me about my gas bills in late 2005 and early 2006, it was baffling to us that her bills were substantially lower than mine.

That is when I decided to contact Missouri Gas Energy (MGE). When I asked them to help me understand the differences in my bill and my neighbors, given the circumstances of how our houses were attached, they refused to answer me for confidentiality reasons and ignored my complaints.

My neighbor and I continued to discuss our bills over the next months (years) which meant we were voluntarily sharing information, so there was no confidentiality issue between us. When the pattern remained the same, that her bill was so substantially lower than mine, I continued to be concerned. I finally contacted an energy consultant in September 2006 and explained my dilemma. He suggested that the meter lines needed to be examined to ensure they were hooked up to the proper units. He said the builder could have installed them incorrectly from the beginning and that the bills might have been wrong since the beginning. He suggested I contact MGE to check into it.

When I asked MGE how one would verify if the gas lines were hooked up correctly and that the meters were correct, they said they did not do that and I would have to hire a plumber. At that time (November 2006) they also told me the meter number I was being charged for was #5613831. After several more weeks of travel and further investigation,

I was able to hire a plumber who came to my home on 12-20-06. Within minutes he verified that the meter number on the front of my house was #R636630 and that the meter number I was being charged for was on 3419 NW 67th St, #5613831. There did not seem to be a need to check the lines, since the mix up was in the meter numbers. We called MGE immediately, when the plumber was still there, to report it and verify if he needed to check anything else to help rectify the problem. MGE made note of the call and said they would look into the situation. Feedback received months later from MGE also stated that it is not a mix up in the lines, but in the meter numbers. They never explained how they determined this.

After numerous follow up calls with no responses, four months later in April 2007 I finally received information stating that I would receive a \$105.47 credit due to being billed for meter #5613831 instead of #R636630. It also listed the correct billing after adjustments for 2007, as far as MGE was concerned. Please see the attached information. There was not any letter included or any explanation regarding the incorrect billing.

I hoped the problem was resolved. To me it was clear. The usage and bills for 3421 NW 67th St and 3419 NW 67th St. were reversed. The bills were wrong from 2001 when the original owners moved in. My neighbor at 3419 NW 67th was still there, but I moved in mid 2005 and the usage pattern and bills for 3419 NW 67th became much less because I was gone so much and used less gas than the previous owners. This should have been the bill for 3421 NW 67th St. (see usage spreadsheet). So, I checked some of the numbers with my neighbor at 3421 NW 67th St. but they did not match with MGE's corrections. So I drove to MGE and insisted on talking with someone in person to get this resolved. I finally talked with Shirley Bolden, Supervisor of Commission Complaints. She agreed to credit my account for the \$49 plumber fee that had previously been promised me by MGE and an additional \$25 for undo hardship regarding this, but she did not explain details of the mix up. I was still under the impression that MGE agreed that my meter was reversed with my neighbor (3419 NW 67th St.). Again, she did not give me any details, but she hinted that this was a big mess regarding all three attached units, commercial rates, etc. So, I told her I would go home and double check my numbers with my neighbor (3419 NW 67th St.) and if the numbers agreed with the information I received from MGE, I would accept the correction and pay my bill. However, when I checked the numbers with the bills shared by my neighbor at 3419 NW 67th St. nothing matched. Based on the numbers I had, I should have received a credit of well over \$200 (more than double what MGE was saying). When I contacted Ms. Bolden about this, she said that although I paid the bill for 3419 NW 67th St, MGE said my bill was charged to 3423 NW 67th St. and that account was what I was being credited for. I asked her what justification MGE had for this 3 way switch, because none of my evidence supported that action. She said she would have to get back with me, but I have not heard from MGE since, other than to receive bills.

Shortly after this I contacted the Missouri Utility Commission to file a complaint. After a year of trying to work with MGE I still was not getting any positive resolution based on the evidence at hand and the situation was becoming more and more convoluted. I did not pay my bill at that time because I was still in disagreement with MGE over previous

bills. Now, with further investigation, I also disagree with my current bills. I only decided to pay my bill after talking with Tracey Leonberger at the Missouri Utility Commission in late July when she told me MGE was ready to send my bills to collection as quickly as they were able. I decided to pay and continue my formal complaint, rather than taking the chance that MGE would mess with my credit whether they had justifiable cause or not. However, I am still disputing my entire MGE bill from the time I moved into 3421 NW 67th St in June of 2005.

In addition, I was very disappointed and dissatisfied with the informal complaint. The original Customer Service Representative did a great job of listening to me make my complaint over the phone and told me he would pass it on for further investigation. I made this phone call the last part of May 2007. I received a letter stating my complaint had been received and that it might take up to 30 days to be investigated. I thought an investigator would contact me to get more detailed information. When I had not heard anything in over six weeks, I called on July 16th to find out why. Even then the investigator did not ask me for additional information or explain that I needed to send information to justify my case. I did fax the investigator the same information MGE had provided me regarding the \$105.47 credit. I also said I disagreed with MGE's explanation of the three way meter mix up. I also questioned my current bill. About one week later I received a reply from the investigator basically rubber stamping what action MGE had taken. There was no explanation or details given regarding MGE's justification for the meter mix ups. So, the basic conclusion is that "this is what MGE says, so this is how it is". When I called the investigator to question this, she informed me of the formal complaint process and said if I was not satisfied with results of the informal process that was the next step I needed to take. So, now I want to make sure the Utility Commission has whatever information you need to thoroughly investigate this case.

Evidence clearly shows that what I should have been billed from June 2005 through December 2006 was what was billed to 3419 NW 67th St. Since January 2007, my bill remains incorrect because now it is being mixed up with 3423 NW 67th St. The only way to get a true picture of this is to look at usage patterns/bills and to make comparisons among the three houses involved in this dispute. MGE refuses to look at the whole or discuss it, yet they have access to all this information. There is no confidentiality issue from the home owners perspective because all three home owners have voluntarily shared copies of all bills since 2001 and information from MGE. So even though we all recognize that privacy laws exist, the law becomes a mute point when the information has been voluntarily shared. All home owners agree that with our homes attached the way they are and how much I am gone, that I SHOULD have the lowest gas bill. So even though the other home owners have been credited over \$400 each on their bills, which is to their benefit, they have openly shared the information they have with me because what MGE is stating about a three way mix up does not make sense. The only three way mix up is that from 2000 – 2006 my bill at 3421 NW 67th St. was being mixed up with 3419 NW 67th St. Since January 2007 (after MGE supposedly fixed the problem), my bill at 3421 NW 67th St. is being mixed up with 3423 NW 67th St. If that is not the case, then

MGE needs to provide detailed explanations that make reasonable sense and not continue to keep this case isolated into thirds.

To get a true picture of the usage, please refer to the usage spreadsheet. It has already been acknowledged by MGE that the bills I received from June 2005 through December 2006 were supposed to be billed to 3419 NW 67th St. So then the question becomes who does the bill 3419 NW 67th St. received really belong to? When you examine the usage pattern, there is a distinctly lower usage in late 2005 and early 2006 that would be consistent with my moving in mid 2005. This reinforces that 3419's bill is the accurate bill for 3421 NW 67th St. In addition the usage from 2001 to 2005 is consistent with a home that is the middle unit of the three attached homes that has the least external exposure and would expect it to have a lower rate than the outside units. The usage is also more consistent with the other home owners until 2006 – the first winter that I lived here. My moving in and traveling extensively supports the lower usage and justifies this bill for 3421 NW 67th St. When you examine the usage pattern for 3423 NW 67th St. there is no significantly lower usage until January 2007. The pattern remains consistent for the first six years reinforcing that this is the correct bill for 3423 NW 67th St. However, in January 2007 (when MGE had supposedly fixed the problem), then 3423 NW 67th St. begins to show a significantly lower usage rate. The rate at 3421 NW 67th St. is twice as high as the 3423 NW 67th St. usage even though I was gone three weeks in December 2006, three weeks in January 2007 and three weeks in February 2007. What possible justification can MGE give for the usage rate at 3421 NW 67th St. to be double that of 3423 NW 67th St. when none of our living situations have changed? Also, other than a mixed up bill, what justification can be given for the dramatic decrease in the bills for 3423 NW 67th St. in 2007 after a very consistent pattern of usage from 2001 – 2006? Therefore the only reasonable conclusion that can be made is that from 2001 – 2006 the bills were mixed up between 3421 NW 67th St. and 3419 NW 67th St. Then, starting in January 2007 the bills have been mixed up between 3421 NW 67th St. and 3423 NW 67th St.

Given this conclusion, there are a host of errors connected to the credit given and not yet given to 3421 NW 67th St. I was not given the \$200+ credit that was due. In addition, this credit should be much greater, due to the commercial rate that was mistakenly charged (admitted by MGE) to 3419 NW 67th St. (which was really my bill). That would mean my bills were actually supposed to be much lower, justifying a much larger credit again. There is also the ongoing problem of the current mix up with 3423 NW 67th St. which means I am continuing to over pay MGE. It is impossible for me to determine the actual credit that I should receive because I do not have access to the commercial vs. residential rate or other information. However, I believe it is in the hundreds of dollars, not \$105.47.

Therefore, I am pleading with the Utility Commission to review this case in the detail necessary to completely rectify this problem. Please put yourselves in my shoes and ask “What would you do if this was your billing situation with MGE?” I am very willing to pay my gas bill in a timely fashion, as long as I know the bill is correct. However, I have never received any information from MGE that answers my original complaint. What

reasonable justification does MGE have that explains why my gas bills have and continue to be substantially higher than one and then the other of my neighbors, given our attached home situation and living conditions? I believe I have provided an accurate, rational explanation.

The relief I request for this is that accurate credit be given to my account based on the explanation provided in this complaint showing my usage and bills being the lowest of the three attached homes (as indicated on the spreadsheets). I would like a detailed explanation from MGE verifying this. In addition, once the situation is corrected, I would ask for at least three years of ongoing monitoring by someone at the Utility Commission to review the bills and usage patterns for 3421 NW 67th St., 3423 NW 67th St., and 3419 NW 67th St. to see that the problem remains corrected. This request could expire sooner if I move from 3421 NW 67th St.

Again, thank you in advance for your attention to this matter.

Sincerely,

Linda Light
3421 NW 67th St.
Kansas City, MO 64151
816.210.4152