
Subject: FW: Laclede Gas Company St. Louis, Mo-Case #GC-208-0176 Submit copy to Judge Cherlyn Voss

From: Renee Anderson [mailto:randerson6033@att.net]

Sent: Thursday, April 24, 2008 10:35 AM

To: Dale, Cully

Subject: Laclede Gas Company St. Louis, Mo-Case #GC-208-0176 Submit copy to Judge Cherlyn Voss

Because the nature of my complaint has been taken totally out of context by Laclede Gas Company, allow me to give you a brief scenario of what I've experienced with Laclede Gas Company-St. Louis, Mo.

Laclede Gas opened an account for the customer of record without verifying employment. He had no means of paying them.

Laclede Gas provided the benefit of service for two years 2005-2007 without receiving any payments from the customer of record.

Laclede Gas never disconnected the service for a two-year period and the customer finally told Laclede he couldn't pay.

I called Laclede to issue a turn-off because the bill was accruing to an amount I couldn't afford to pay for.

Laclede Gas refused to issue a turn-off because I was not the customer of record, but I was the primary lease holder.

The mother of the customer, who was the landlord would not issue a turn-off.

The customer of record received energy assistance, but he still continued not to pay the bill, no interruption of the service occurred in compliance with the Cold Weather Rule after March 31, 2007.

I moved from the premises on 08/15/2007 and the service continued.

When I applied for gas, I brought all requested documents to Laclede. Copy of current lease, identification, schedule F of a previous balance with Laclede of 2004 that was discharged under bankruptcy, a letter showing the address of the property I was moving from, and employment information.

Laclede verified and confirmed the discharged balance on that day, then charged me an \$828.00 deposit.

Laclede would not allow me to make installments on the deposit, but I did not dispute the deposit amount.

Laclede denied my daughter to get the gas on in her name because they said I would benefit from the service.

Laclede transferred the customer of records account in my name while the customer still resided at the property- and transferred the service in the landlord's name providing the customer again with the service. Laclede was informed of it by me.

Laclede transferred the balance of \$3838.00 plus the deposit of \$828.00 in my name without any means of making arrangements.

Laclede did not service me with gas from September 15, 2007 until January 2, 2008 unless I pay the customer's account.

Energy Assistance denied paying the account.

Laclede sent the account in my name to Berlin Wheeler while the account was still in dispute with the commission

Laclede charged me an initial payment of \$782.00 then dropped it down to \$732.00 under the Cold Weather Rule.

The legal attorney for Laclede claimed he got a pledge from Ameren for \$682.00 which was to be deducted from the initial balance.

I paid \$50.00 to get the gas on, but no pledge of \$682.00 was reflected on the balance of \$3838.00.

I called Ameren to inquire of their program and for a statement showing the pledge made, and they had no such program.

Laclede switched the customer of record's account number back to him, and gave me a different account number after I filed a complaint with the commission.

The actual balance of the bill was \$4416.00, but Laclede credited \$580.00 without showing the reason for the credit.

Laclede refused to hook-up my stove unless I paid them \$100.00 up front and we had a terrible gas leak when I had to find someone to do it for me who was unexperienced. I was able to get the problem solved by another person in the neighborhood.

Since then, Laclede has been sending me messed up bills, and late bills over a month trying to make me fall behind in my payments. No amount of the bill has been issued to the customer of record to pay.

Although Laclede claims they located the customer of record living with his mother, he is receiving the benefit of service under his mother's name, but my daughter could not have the gas turned on in her name because I would benefit from the service.

4/25/2008

The customer of record never disputed the bill wasn't his to the commission, but I'm held responsible to pay it. Rick Zucker, the legal attorney for Laclede, and Timothy Steinborn, the Credit & Collections Manager has falsified information to the commission, violated the benefit of service rules in efforts to cover-up their sworn statements to the commission which I can prove all to be fabricated. In every statement I have submitted to you, I can support it with bills, changed account numbers, collection letters, unknown credits, receipts, and lies. Laclede did in fact depict my character to the commission as being dishonest, irresponsible, manipulative and deceitful.

Although Laclede didn't receive an initial payment from me, or a pledge from any other energy assistance program, they allowed me to get the gas on for a measly \$50 bucks. I cannot dismiss how my family was treated and how we suffered in the cold just to wind up paying \$50.00 in the end, but no amount of an agreement could be reached in the beginning for \$4,666.00. How can Laclede Gas claim that they demanded payment for two years while still providing the service, and hold me responsible for it?

I am honored, that Judge Cherlyn Voss denied Laclede's motion to hear me out and to present evidence of proof. We suffered, emotionally, physically, and now financially because of this, and \$50.00 is not enough to appease me and my family for what we went through. I will seek justice for what cannot be justified I guarantee you.

If you receive this letter, please send me an e-mail to confirm randerson6033@att.net