

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
February 22, 2008
Data Center
Missouri Public
Service Commission

Name: Jacqueline Spenson
Complainant

vs.

Company Name: Laclede Gas
Respondent

Case No.

COMPLAINT

Complainant resides at 10245 Lockaway
(address of complainant)
St Louis mo 63137

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:

Company is Estimating Gas Charges based on what was Used in the previous year. The Company Was Notified by Complainant several times that bill was for zero usage & that Complainant did not want to pay for Estimates or Guesses. The Estimated bill was received one month & the next month a representative came to disconnect service. Complainant advised Rep that no Public Service Comm was being contacted. He stated that "Since you're calling no Public Serv you'll have to pay \$1,000 right now or I'll turn your Gas Off. He was given a \$1,000 check. The office was called & Mr Link said he would tear the Thousand dollar check up. The Respondent has given a Credit of 20% but since it is their responsibility to monitor & maintain the meter

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

The most fair percentage should be
50% if not 100%

WHEREFORE, Complainant now requests the following relief:

Complainant is Asking that the Estimates
based on Promises May be Cancelled & that
the Company Accept the responsibility of
maintaining & monitoring the meter to provide
accurate & actual bills. Complainant is Asking that the
Company Not Shift the burden on to the Complainant
to provide Proof of usage or No usage.

2/18/2008
Date

Jacqueline Jacobs
Signature of Complainant

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