

MISSOURI PUBLIC SERVICE COMMISSION

JAMES DUDLEY

Case No. GC-2004-0216 and 0222

VS

MISSOURI GAS ENERGY

**FILED<sup>2</sup>**  
DEC 22 2003  
Missouri Public  
Service Commission

**MR. DUDLEY'S ANSWER TO MGE'S ANSWER**

3. The bill was in Sara Chappelow's name not James Dudley  
Mr. Dudley resided at 4231 Tracy with his family not 4024 Prospect.
4. Mr. Dudley had 5 properties with gas service in his name  
This problem happened or started in September of 2000. I notified  
MGE in July of 2002 when Mr. Dudley received a bill for \$2,510.00,  
two years later.

Ms. Chappelow's mother signed the lease agreement but they (MGE)  
never showed any payment receipts for gas, lights or water bills from  
that address.

In July Mr. Dudley never received a bill for \$2,510.00. So how can  
Mr. Dudley be delinquent for \$305.00 if he never received a bill for  
that amount?

Moulton, Bales or Indiana was not an issue in this case.

5. Section 3.02 does not apply in this case. Mr. Dudley never asked  
MGE to transfer or move gas service from anywhere.
6. Section 3.07 does not apply in this case. Because how can MGE  
transfer Ms. Chappelow's bill to Mr. Dudley's account.

MISSOURI PUBLIC SERVICE COMMISSION

R-21 MGE did not follow because Mr. Dudley notified MGE of the dispute for \$2,510.00 on the 15 of July and according to their records on July 24.

Service was disconnected on July 30, not 21 days.

7. 3.07 do not apply in this case –any other unpaid balance to any other residential service account of customer.  
4024 Prospect was Ms. Chappelow's bill not Mr. Dudley's, if MGE wanted to transfer a bill it should have been for the \$104.00 that Mr. Dudley owed.

Mr. Dudley did not receive substantial benefit; Ms. Chappelow received benefit from MGE's service.

Mr. Dudley could have used his as he has done on all his other properties, if Ms. Chappelow was not using the gas service there.

8. MGE never notified Mr. Dudley of a balance transfer to the Tracy account.  
Remember June of 2002 was the time the \$2,510.00 was transferred and added to the \$305.00. Mr. Dudley would not have known what the amount would have been in June, because the June bill comes out in July.

Mr. Dudley as a landlord or person whom rents property can't be responsible for renters who do not pay their bill.

As Mr. Dudley stated before he has always used his name for gas service whether it's winter or summer. The person who lived at 4024 Prospect received the benefit of gas service not Mr. Dudley. Mr. Dudley feels that benefit claim is way to far to reach.

MGE had other ways to handle this problem:

1. Since it was 2 years ago couldn't they have wrote it off?
2. They could of made Ms. Chappelow pay the bill since she filed a police report 8 months later and knowing that her mother wrote the lease agreement

MISSOURI PUBLIC SERVICE COMMISSION

Mr. Dudley should not be responsible for someone else's bill. 704.4

What responsibility would MGE have to make sure who they give gas service to; it shouldn't be the landlord's responsibility to be responsible for the gas company's business.

MGE does not take responsibility for landlords rent payments when tenants move without paying there rent.

**JAMES DUDLEY  
4247 AGNES  
KANSAS CITY, MISSOURI 64130  
816 682-1689**

**MISSOURI GAS ENERGY  
3420 BROADWAY  
KANSAS CITY, MISSOURI 64110  
816 756-5252**

FAX

Page 1- Ms. Chappelow's mother called MGE to inform them that Sara Chappelow did not live at 4024 Prospect.

Second- 8 months after Sara Chappelow's purse was stolen, she filed a police report at the suggestion of one of MGE employees.

Page 5- The lease agreement that Sara Chappelow provided was signed by her mother (Judith Thomas).

\*\*\* FAX \*\*\* FAX \*\*\* FAX \*\*\*

Call # 8 913-461-6911

TO: Debbie (cust. service) FAX: 816-360-5630DATE: 5/10/01 DOB: 6-25-81FROM: Sarah E. Chappelow FAX: 913-764-8198PAGES INCLUDING THIS SHEET: 8COMMENTS Thank you for looking into  
this matter.SarahWanda

Hope you don't mind but I refer  
this party to you. Purse stolen out of  
car at Gas station 9:00 however just  
liked price report. Didn't think would need  
to only had DL, license and about \$15.00  
or so in it.

Debbie SimpsonJudith  
Maiden ThomasMom-

MRS Bussell

INDEPENDENCE MISSOURI POLICE  
CASE REPORT

Date: 05/08/2001

Page: 1

Case Number: 2001-00037265

Case Description:  
Larceny From Auto

Primary Victim: CHAPPELOW, SARAH, E,

Date/Time Reported: 04/26/01 11:16 Hrs.

Dispatch Incident Type:

Date/Time Occurred: 09/15/00 15:00 Hrs.

LarcFrmAut

Date/Time Between: 09/15/01 15:00 Hrs.

Location Occurred: 12003 E 40 HY

Cross Street:

Area: South Section: Sector 58

Grid: GRID 1808

Reporting Officer: 793 KINCAID, GLENDA, J,  
Primary Unit Assigned to Investigate:

Scene Processed by:

Assigned Investigators:

Case Status: Inactive Disposition:

Disp. Date:

No. of Offenses: 1

No. of Offenders:

No. of Victims: 1

Offense Number: 1

Crime Code: 0023F LARCENY-THEFT FROM MOTOR VEHICLE

Statute: LARCENY FROM AUTO

Attempted/Committed: Committed

Stat Desc: LARCENY THEFT FROM AUTO

Location Type: Convenience

Occupancy Code:

Type of Weapon:

# Adults Present:

Entry Method:

Exit Method:

Alcohol Related: Unknown

Domestic Crime: No

Computer Theft:

Hom/Ag Aslt Circumst:

Offense Code:

Counterfeit/Forgery:

Statute ORI/Group:

MO0480600

Criminal Activity #2:

Weapon Code #2:

Weapon Code #3:

Counts:

NCIC Code:

Offense Date:

Victim Alch/Related:

Abandoned Structure: NO

Tool Used:

UCR Return A:

Gang Related:

001

UNK

Criminal Activity:

No. Premises Entered:

Weapon Feature:

# Juveniles Present:

Entry Point:

Exit Point:

Drug Related:

Unknown

Hate Crime:

Just. Homicide Code:

Just. Circumstances:

Count./Forg. Amount:

Agg Aslt/Homc Circumst:

Criminal Activity #3:

Weapon Feature #2:

Weapon Feature #3:

Larceny/Theft Offense:

Scene/Location Type2:

Victim Drug Related:

Victim Comp Related:

Property Damage:

Counterfeit Type:

UCR Stolen Property:

Additional Subcode:

## SUBJECTS:

Victim: Present Information

Primary: CHAPPELOW, SARAH, E,

3901 S GRAND

INDEP

Phone: 461-5979

MO 64055

Race: White

Sex: Female

D.O.B: 06/25/1981 Age: 19

Hgt:

Wgt:

Hair:

Eyes:

Build:

Complexion:

Ethnicity:

Dr Lic #: K00564328

St: KS Soc Sec #: 513-86-2694

Business:

Phone: 913-461-6911

Residence Type:

Extent of Injury:

Injury Type:

Hospital/Clinic:

Statement Type:

Residence Status:

Medical Treatment:

Injury Type:

Transported by:

Related Offenses:

Property: CHAPPELOW, SARAH, E,

Item Number: 1

Subject #: 1 Subject Type: Victim

Evidence #:

Property Code: Stolen

Property Type: General

Property Class: CreditCard

INDEPENDENCE MISSOURI POLICE  
CASE REPORT

GORDON ENERGY

PAGE 83

Case Description:  
Larceny From Auto  
Date Received: 04/26/01  
Date Recovered:  
Recovery Loc:  
RFOJ? : N  
Bin Loc : Notify Owner Date:

Date: 05/08/2001  
Page: 2001-0003726

Initial Value: 1.00  
Recovered Value: 1.00  
Recovery Code: 1.00  
Disposition: CREDIT CARD/JONES STORE  
Model: EA  
Color: EA  
State: EA  
Notify Owner Date: 04/26/01  
Subject #: 1  
Subject Type: Victim  
Property Type: General  
Initial Value: 1.00  
Recovered Value: 1.00  
Recovery Code: 1.00  
Disposition: Notified How?:

Property: CHAPPELOW, SARAH, E  
Item Number: 2  
Evidence #: 2  
Property Code: Stolen  
Date Received: 04/26/01  
Date Recovered: Other  
Recovery Loc: RFOJ? : N  
Bin Loc : Notify Owner Date: 04/26/01  
Subject #: 1  
Subject Type: Victim  
Property Type: General  
Initial Value: 1.00  
Recovered Value: 1.00  
Recovery Code: 1.00  
Disposition: Notified How?:

Property: CHAPPELOW, SARAH, E  
Item Number: 3  
Evidence #: 3  
Property Code: Stolen  
Date Received: 04/26/01  
Date Recovered: Other  
Recovery Loc: RFOJ? : N  
Bin Loc : Notify Owner Date: 04/26/01  
Subject #: 1  
Subject Type: Victim  
Property Type: General  
Initial Value: 7.50  
Recovered Value: 7.50  
Recovery Code: 7.50  
Disposition: Notified How?:

Property: CHAPPELOW, SARAH, E  
Item Number: 4  
Evidence #: 4  
Property Code: Stolen  
Date Received: 04/26/01  
Date Recovered: Money  
Recovery Loc: RFOJ? : N  
Bin Loc : Notify Owner Date: 04/26/01  
Subject #: 1  
Subject Type: Victim  
Property Type: General  
Initial Value: 15.00  
Recovered Value: 15.00  
Recovery Code: 15.00  
Disposition: Notified How?:

Description: \$15.00 US CURRENCY  
Model: OR  
Color: OR  
State: OR  
Notify Owner Date: 04/26/01  
Subject #: 1  
Subject Type: Victim  
Property Type: General  
Initial Value: 15.00  
Recovered Value: 15.00  
Recovery Code: 15.00  
Disposition: Notified How?:

INDEPENDENCE, MISSOURI POLICE DEPARTMENT  
Case Narrative

Case Narrative  
Report # 2001-37265  
Date: 04/26/01  
Narrative:

INDEPENDENCE MISSOURI POLICE  
CASE REPORT

Date: 05/08/2001

Page: 1

Case Number: 2001-00037265

Case Description:  
Larceny From Auto

On 04/26/01 at 1116 hours I was contacted by the victim at the front desk in reference a larceny from auto:  
Sarah E. Chappelow  
3901 S. Grand  
Independence, MO 64055  
Phone: 913 461 6911

Ms. Chappelow wanted to report that on 09/15/00 the following items were taken from her day planner that was in the front seat of her vehicle that was parked in the parking lot at 12003 E. 40 Hwy.:  
Jones Store Credit Card  
Drivers License  
Social Security Card  
\$15.00 U.S. Currency

Ms. Chappelow described the vehicle as a:  
Red  
1989, Jeep,

She advised of no witness or suspect information. I gave her the report number and told her a report was on file.

Reporting Officer: G Kincaid P.I.D.: 793

PACE Operator: G Kincaid P.I.D.: 793

Supervisor Approval: C. Mayeaux P.I.D.: 872

Respectfully Submitted By:

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## RESIDENTIAL LEASE/RENTAL AGREEMENT

3901

This agreement made this 15 day of May, 2000, is between 3901 Second St. (hereinafter called Resident) and judith (hereinafter called Management) and 3901 Second St. (hereinafter called premises), under the following conditions:

TERM: 1. The initial term of this lease shall be 12 mo beginning (month) May (yr) 2000 and ending May (yr) 2001.

## POSSESSION:

2. If there is a delay in delivery of possession by Management, rent shall be abated on a daily basis until possession is granted. If possession is not granted within seven (7) days after the beginning day of initial term, then Resident may void this agreement and have full refund of any deposit. Management shall not be liable for damages for delay in possession.

## RENT:

3. Rent is payable monthly, in advance, at a rate of \$1,000.00 dollars (900.00), per month, during the term of this agreement on the first day of each month at the office of Management or at such other place Management may designate. Tenant agrees to pay \$20 for each dishonored check.

## RENT DISCOUNT:

4. Time is of the essence of this agreement. If the rent is accepted before the close of the business day, on the 4th of each month the rate will be \$1,000.00 dollars (900.00), any returned check will be considered as unpaid rent and not subject to discount.

## EVICTION:

5. If the rent called for in paragraph 3 hereof has not been paid by the 15th of the month, then Management shall automatically and immediately have the right to take out a Dispossessory Warrant and have Resident, his/her family and possessions evicted from the premises.

## INDEMNIFICATION DEPOSIT:

6. Management acknowledges receipt of 300 dollars (300.00), as a deposit to indemnify owner against damage to the property and for Resident's fulfillment of the conditions of this agreement. Deposit will be returned to Resident less a \$50 carpet cleaning charge, thirty (30) days after the residence is vacated it:

(a) Lease term has expired or agreement has been terminated by both parties; and

(b) All monies due Management by Resident have been paid; and

(c) Residence is not damaged and is left in its original condition, normal wear and tear excepted, and

(d) Management is in receipt of copy of paid final bills on all utilities (includes gas, electric, water, garbage, and telephone).

(e) Deposit will not be returned if Resident leaves before lease term is completed. Deposit may be applied by

Management to satisfy all or part of Resident's obligations and such act shall not prevent Management from claiming damages in excess of the deposit. Resident may not apply the deposit to any of the rent payment.

## RENEWAL TERM:

7. It is the intent of both parties that this lease is for a period of 12 months and that the last month's rent will apply only to the last month of the lease period. Should this lease be terminated by the Resident, both the last month's rent and the indemnification deposit shall be forfeited as liquidated damages and the Resident will owe rent through the last day of occupancy.

## SUBLET:

8. Resident may not sublet residence or assign this lease without written consent of Management.

## CREDIT APPLICATION:

9. Management having received and reviewed a credit application filed out by Resident, and Management having relied upon the representations and statements made therein as being true and correct, has agreed to enter into this rental agreement with Resident. Resident and Management agree the credit application the Resident filled out when making application to rent said residence is hereby incorporated by reference and made a part of this rental agreement. Resident further agrees if he/she has falsified any statement on said application, Management has the right to terminate rental agreement immediately, and further agrees Management shall be entitled to keep any security deposit and any prepaid rent as liquidated damages. Resident further agrees, in event Management exercises its option to terminate rental agreement, Resident will remove him or herself, his/her family, and possessions from the premises within 24 hours of notification from Management of the termination of his lease. Resident further agrees to indemnify Management for any damages to property of Management including, but limited to, the cost of making residence suitable for letting to another Resident, and waives any right of set off for the security deposit and prepaid rent which was forfeited as liquidated damages.

## FIRE AND CASUALTY:

10. If residence becomes uninhabitable by reason of fire, explosion, or by other casualty, Management may, at its option, terminate rental agreement or repair damages within 30 days. If Management does not do repairs within this time or if building is fully destroyed, the rental agreement hereby created is terminated. If Management elects to repair damage, rent shall be abated and prorated from the date of the fire, explosion, or other casualty to the date of reoccupancy, providing during repairs, Resident has vacated and removed Resident's possessions as required by Management. The date of reoccupancy shall be the date of notice that residence is ready for reoccupancy.

## HOLD OVER:

11. Resident shall deliver possession of residence in good order and repair to Management upon termination or expiration of this agreement.

## RIGHT OF ACCESS:

12. Management shall have the right of access to residence for inspection and repair or maintenance during reasonable hours. In case of emergency, Management may enter at any time to protect life and prevent damage to the property.

## USE:

13. Residence shall be used for residential purposes only and shall be occupied only by the persons named in Resident's application to lease. The presence of an individual residing on the premises who is not a signatory on the rental agreement will be sufficient grounds for termination of this agreement. Residence shall be used so as to comply with state, county and municipal laws and ordinances. Resident shall not use residence or permit it to be used for any disorderly or unlawful purpose or in any manner so as to interfere with other Resident's quiet enjoyment of their residence.

## PROPERTY LOSS:

14. Management shall not be liable for damage to Resident's property for any type for any reason or cause whatsoever, except where such is due to Management's gross negligence. Resident acknowledges that he/she is aware that he/she is responsible for obtaining any desired insurance for fire, theft, liability, etc. on personal possessions, family, and guests.

## PETS:

15. Animals, birds, or pets of any kind shall not be permitted inside the residential unit at any time unless the prior written approval of Management has been obtained.

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- INDEMNIFICATION:** 18. Resident releases Management from liability for and agrees to indemnify Management against losses, incurred by Management as a result of (a) Resident's failure to fulfill any condition of this agreement; (b) any damage or injury happening in or about residence or premises to Resident's invitees or licensees or such person's property; (c) Resident's failure to comply with any requirements imposed by any governmental authority; and (d) any judgement, lien, or other encumbrance filed against residence as a result of Resident's action.
- FAILURE OF MANAGEMENT TO ACT:** 19. Failure of Management to insist upon compliance with the terms of this agreement shall not constitute a waiver of any violation.
- REMEDIES CUMULATIVE:** 18. All remedies under this agreement or by law or equity shall be cumulative. If a suit for any breach of this agreement establishes a breach by Resident shall pay to Management all expenses incurred in connection therewith.
- NOTICES:** 19. Any notice required by this agreement shall be in writing and shall be delivered personally or mailed by registered or certified mail.
- REPAIRS:** 20. Management will make necessary repairs to the exterior with reasonable promptness after receipt of written notice from Resident. Resident shall make all necessary repairs to interior and keep premises in a safe, clean, and sanitary condition. Resident shall make contact with all repair or service people and will be responsible for paying the first \$25 of any charge. Resident may not remodel or paint or structurally change, nor remove any fixture therefrom without written permission from Management.
- ABANDONMENT:** 21. If Resident removes or attempts to remove property from the premises other than in the usual course of continuing occupancy, without having first paid Management all monies due, residence may be considered abandoned, and Management shall have the right without notice, to store or dispose of any property remaining on the premises by Resident. Management shall also have the right to store or dispose of any of Resident's property remaining on the premises after the termination of this agreement. Any such property shall be considered Management's property and the title thereto shall vest in Management.
- MORTGAGEE'S RIGHTS:** 22. Resident's rights under this lease shall at all times be automatically junior and subject to any deed to secure debt which is now or shall hereafter be placed on premises of which residence is part; if requested, Resident shall execute promptly any certificate that Management may request to specifically implement the subordination of this paragraph.
- RULES AND REGULATIONS:** 23. (a) Signs: Resident shall not display any signs, exterior lights, or markings. No awnings or other projections shall be attached to the outside of the building.  
 (b) Locks: Resident is prohibited from adding locks to, changing, or in any way altering locks installed on the doors. All keys must be returned to Management of the premises upon termination of the occupancy.  
 (c) Entrances, walks, lawns, and driveways shall not be obstructed or used for any purpose other than ingress and egress.  
 (d) Radio or television aerials shall not be placed or erected on the roof or exterior.  
 (e) Parking: Non-operative vehicles are not permitted on premises. Any such non-operative vehicle may be removed by Management at the expense of Resident owning same, for storage or public or private sale, at Management's option, and Resident owning same shall have no right of recourse against Management therefor.  
 (f) Storage: No goods or materials of any kind or description which are combustible or would increase fire risk or shall in any way increase the fire insurance rate with respect to the premises or any law or regulation, may be taken or placed in a storage area or the residence itself. Storage in all such areas shall be at Resident's risk and Management shall not be responsible for any loss or damage.  
 (g) Walls: no nails, screws, or adhesive hangers except standard picture hooks, shade brackets, and curtain rod brackets may be placed in walls, woodwork, or any part of residence.  
 (h) Guest: Resident shall be responsible and liable for the conduct of his/her guests. Act of guests in violation of this agreement or Management's rules and regulation may be deemed by Management to be a breach by Resident. No guest may stay longer than 10 days without permission of Management; otherwise a \$10 per day guest charge will be due Management.  
 (i) Noise: All radios, television sets, phonographs, etc. must be turned down to a level of sound that does not annoy or interfere with neighbors.  
 (j) Resident shall maintain his/her own yard and shrubbery and furnish his/her own garbage can.  
 (k) Resident's Guide: Management reserves the right at any time to prescribe such additional rules and make such changes to the rules and regulations set forth and referred to above, as Management shall, in its judgement, determine to be necessary for the safety, care, and cleanliness of the premises, for the preservation of good order or for the comfort or benefit of Residents generally.
- ENTIRE AGREEMENT:** 24. This agreement and any attached addendum constitute the entire agreement between the parties and no oral statements shall be binding. It is the intention of the parties herein that if any part of this rental agreement is invalid, for any reason, such invalidity shall not void the remainder of the rental agreement.

IN WITNESS WHEREOF, the parties have caused these presents to be signed in person the day and year first above written.

Justin Chappelow

MANAGEMENT

Sarah E. Chappelow

Sharon Mitchell  
K. B. Chappelow

RESIDENT(S)

NUMBER OF RESIDENTS LIVING WITHIN THE PREMISES: 3

5/10/01

To whom it may concern:

There is a report currently on file with the fraud and forgery department of the Kansas City, Missouri Police. They have assured me that the case will be assigned to a detective and pursued. This process, however is a rather lengthy one. This matter will be pursued in a court of law, but I am trying to protect my credit rating at the present time. I would appreciate any help you can provide in this matter. I do have suspect information including a name and telephone number if you would like to follow up on your end. I have included in this fax transmission a copy of my social security card, lease agreement from May 2000 to May 2001, and a copy of the report that was filed at the Independence Police Department concerning the theft of the identification in question last September. If you require any further proof of residence or identity or general information, please feel free to contact me at:

(913) 461 - 6911 cell phone

(913) 884 - 0101 home phone

(816) 760 - 4020 pager

Thank you and sincere regards-

*Sarah E. Chappelow*

Sarah E. Chappelow

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NAME	SS#	ADDRESS INVOLVED	REFERRED FROM	MONEY INVOLVED
Donah F. Chappelow	513-86-2694	4041 Prospect St 9/26/00		\$426-01
James E. Buckley		Quinn 497-64-0341	7-16-01 4-17-02	
Karl		Samah 10-10-00 3-13-01		
		Mr. Geo. J. Buckley As trustee for the		
		for the on 11/01/00 Mr. Buckley on 11/01/00 Mr.		
		payment on acct after he graduated of course		
		also in his name		
		1944 Stenographer in #4		

Whelan, Jr 630-260-2027  
 City  
 Moore 1-888-642-6748  
 Co Ed 1-800-334-7661  
 8  
 Mark

## **MOTION FOR SUMMARY JUDGMENT**

Look at **page 4 #1,2,3&4** they admit that Sara Chappelow lived at 4024 Prospect or they are lying. Because now they are saying she never lived there.

If you look at **page 6** on July 30, 2002 you never hear anything about the \$305.00 being the total amount due from Prospect and Tracy when the service was turned off.

### **ACCOUNT ANALYSIS**

Ms. Ashley lived at 4024 Prospect from 1997 but here is her billing from 1999-May 04, 2000.

Ms. Chappelow could not have lived at 4024 Prospect at the same time Ms. Ashley did. Ms. Ashley final bill was May 4, 2000.

If you look at Summary Judgment **page 4 # 2 & 3** where they said Ms. Chappelow lived there until May of 2000, not true, Ms. Ashley was there from 1997 until May of 2000.

IN THE CIRCUIT COURT OF JACKSON COUNTY, MISSOURI

JAMES DUDLEY,

Plaintiff,

vs.

SOUTHERN UNION COMPANY,  
MISSOURI GAS ENERGY, Division

Defendant.

Case No. 02 CV 222965  
Division 25

**SUGGESTIONS IN OPPOSITION TO PLAINTIFF'S  
MOTION FOR SUMMARY JUDGMENT**

COMES NOW the Defendant, Southern Union Company, Missouri Gas Energy, a division ("MGE"), by and through its attorneys of record, and respectfully submits the following Suggestions in Opposition to Plaintiff's Motion for Summary Judgment.

**INTRODUCTION**

Plaintiff is an individual proceeding *pro se*. Apparently, Plaintiff is complaining about a delinquent gas bill on a rental property owned by him located at 4024 Prospect. After the previous tenant provided proof that she had not lived at 4024 Prospect during the time in question, MGE requested Mr. Dudley provide the name of the person residing at 4024 Prospect because somebody was obviously using gas service. After Mr. Dudley failed to provide the name or proof that anyone other than he or his family was living at 4024 Prospect, pursuant to its tariff, MGE discontinued service at 4024 Prospect. Also pursuant to its tariff, MGE transferred the 4024 Prospect balance to Mr. Dudley's admitted residence at 4231 Tracy, and when the delinquency was not paid, service was terminated at 4231 Tracy. After Mr. Dudley made some payments toward the delinquency, MGE restored gas service to the Tracy address.

As was shown in MGE's Motion for Summary Judgment filed November 6, 2002, MGE acted in accord with its tariff at all times. Not only is Plaintiff not entitled to summary judgment in its favor, the uncontroverted facts clearly show that MGE is entitled to judgment as a matter of law against Plaintiff.

### **STANDARDS FOR SUMMARY JUDGMENT**

Summary Judgment is appropriate where the pleadings, depositions, answers to interrogatories, and admissions on file, together with the affidavits, if any, show that there is no genuine issue as to any material fact and that the moving party is entitled to judgment as a matter of law. *Daffron v. McDonnell Douglas Corp.*, 874 S.W.2d 482, 483 (Mo. App. 1994). Rule 74.04, Missouri Rules of Civil Procedure. Once the moving party has established a right to judgment as a matter of law, "the nonmoving party's only recourse is to show that there is a genuine dispute of material fact by offering affidavits, deposition, answers to interrogatories, or admissions." *Garrett v. Impac Hotels 1, L.L.C.*, 87 S.W.3d 870, 872 (Mo.App.E.D. 2002). Parties may not avoid summary judgment by introducing their own statements of conclusory allegations to create a genuine issue of material fact. *Id.*

In the instant case, Mr. Dudley has failed to show that he is entitled to judgment as a matter of law or that there is any genuine issue of material fact as to MGE's Motion for Summary Judgment. His conclusory allegations do not create any genuine issues of material fact.

### **MGE'S RESPONSE TO PLAINTIFF'S STATEMENT OF CONTROVERTED FACTS.**

1. Admit. Paragraph 1 repeats verbatim MGE's statement in its Motion for Summary Judgment.
2. Admit. Paragraph 2 repeats verbatim MGE's statement in its Motion for

Summary Judgment.

3. Admit. MGE admits that Mr. Dudley disputed the bill at 4024 Prospect.

4. Admit. Paragraph 4 repeats verbatim paragraph 3 of MGE's statement of Uncontroverted Facts.

5-8. Plaintiff appears to be admitting something in MGE's Statement of Uncontroverted Facts. We think that Plaintiff is admitting the delinquent accounts at 4231 Tracy, 3514 Bales, and 3312 Moulton.

9-13. Admit. Paragraphs 9 - 13 repeat paragraphs 9 - 13 of MGE's Uncontroverted facts.

14. Deny. Plaintiff appears to be stating that the delinquent balances did not become an issue until after September 29, 2002. MGE asserts that these delinquencies were being addressed with Plaintiff well before September 29, 2002.

15. Admit. Plaintiff repeats paragraph 15 of MGE's facts.

16. Admit. Plaintiff repeats paragraph 16 of MGE's facts.

17. Deny. Plaintiff asserts that he filed a written complaint with the Missouri Public Service Commission, but has not provided a copy of or proof of said written complaint.

18. Admit. MGE admits that Plaintiff received a letter from the Public Service Commission.

19. Deny. Plaintiff was able to read the statutes well enough to call the Public Service Commission, and is able to read the statutes enough to cite them in his various motions filed in this case. The administrative requirement for a hearing before the Public Service Commission is clearly detailed in the statute, 4 CSR 240-2.070, as well as the administrative requirement of a request for rehearing as set forth in sections 386.90 - 386.500, RSMo.



20. Admit.

21. Admit.

22. Deny. Plaintiff asserts that he followed the dispute policy for the Missouri Public Service Commission, but admits in paragraphs 20 and 21 that he did not request or have a hearing or request a rehearing.

23. Unable to admit or deny. MGE does not know who lives at 4024 Prospect, but the property is owned by Plaintiff.

24. See response to paragraph 23.

25. See response to paragraph 23.

26. See response to paragraph 23.

27. Admit that Plaintiff had gas service in his name at 4024 Prospect from Sept. 2001 through April 2002.

28. Deny. Plaintiff had gas service in his name in September, 2001 at 4024 Prospect.

29. MGE admits that Plaintiff disputed the bill to MGE but denies that he followed any of the proper administrative procedures before the Public Service Commission.

30. Unable to admit or deny. MGE is not sure what the listing of three statutes means. Plaintiff has a section entitled Missouri Gas Energy Uncontroverted Facts. MGE will now attempt to respond to Plaintiff's "facts".

1. Deny. Mr. Dudley had a delinquent bill for gas service at 4024 Prospect.

2. MGE admits that gas service was in Ms. Chappelow's name until May, 2000.

3. MGE admits that Ms. Chappelow lived at 4024 Prospect until May 2000.

4. Deny. Attached to MGE's Motion for Summary Judgment is the affidavit of an MGE employee verifying that Ms. Chappelow provided proof to MGE that she no longer resided

at 4024 Prospect.

5. Deny. MGE asserts that because the property at 4024 Prospect is owned by Mr. Dudley, the burden is upon him to provide proof that someone other than he was residing at the location. Plaintiff has wholly failed to provide any documentation that anyone other than himself or his family resided at 4024 Prospect during the time in question.

6. See response to paragraph No. 5.

7-11 Unable to respond or deny. MGE is unsure to what Plaintiff is referring.

12. Admit.

13. Admit.

Plaintiff references Suggestions in support of his Motion, but MGE did not receive a copy of these suggestions, if there are any.

### ARGUMENT

Plaintiff has completely failed to show that he is entitled to judgment as a matter of law. Instead he has admitted the essential elements of MGE's Motion for Summary Judgment, that he owns various properties, that each of those properties had a delinquent balance, that MGE's tariff allows the transfer of delinquent balances and termination of service for delinquent balances. Further, Plaintiff admits that he did not request a hearing before the Missouri Public Service Commission or a rehearing, which is a requirement in order to file suit against MGE, a public entity.

As stated in MGE's Motion for Summary Judgment, MGE's operations are governed by a tariff on file with the Missouri Public Service Commission. That tariff allows MGE to refuse to supply gas service to a customer if said customer is indebted to the gas company for service at that or another address. Additionally, the same tariff allows MGE to discontinue gas service when

a customer fails to pay a delinquent charge. Finally, the tariff explicitly states that MGE may transfer any unpaid balance to another residential service account and terminate service for nonpayment of the combined bill.

Simply put, MGE acted at all times in accordance with its tariff. It terminated service to the 4024 Prospect property on April 17, 2002. In April, 2002, Mr. Dudley's account with MGE was delinquent at the 4231 Tracy property in the amount of \$300.27. After Mr. Dudley refused to pay the balance due on the 4024 Prospect account, that balance then was transferred to the 4231 Tracy account on June 25, 2002. When Mr. Dudley refused to pay the total balance due on the 4231 Tracy account, gas service to that location was terminated on July 30, 2002. *Id.*

On July 30, 2002, Mr. Dudley's original balance due on the 4231 Tracy account was more than three months past due and the transferred balance was delinquent more than 21 days after the transfer. When Mr. Dudley made a payment toward the past due balance on the 4231 Tracy account, MGE restored service to that residence the next day.

Additionally, Plaintiff admits that he has not requested a hearing in writing from the Public Service Commission. Because he has failed to exhaust his administrative remedies, this Court is without jurisdiction to hear his complaint.

WHEREFORE, for the foregoing reasons, Defendant MGE prays for judgment in its favor and against plaintiff, that plaintiff's Petition be dismissed, for its costs herein incurred, and for such other and further relief as this Court deems just.

SHELIA J ASHLEY  
4024 PROSPECT AVE  
KANSAS CITY MO 64130  
F04WKB CING ANLS

WK  
HM 816 523-2251 G E  
ACCOUNT ANALYSIS

0401  
08 09057  
F RES 8477384328  
04/29/03 10:23

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	01/06/03	01/03	REGULAR PAYMENT	-153.00	0.00
	01/03/03	01/03	CHARGE TRANSFER - TO	153.00	153.00
	01/03/03	01/03	DIRECT TRANSFER - FROM	-1,506.94	0.00
	01/03/03	01/03	BAD DEBT TO FINAL TRSF	0.00	1,506.94
	06/13/00	06/00	CHARGE OFF TO BAD DEBT	0.00	1,506.94
	05/04/00	05/00	FINAL BILL	22.33	1,506.94
	04/10/00	04/00	ACTUAL(OR ESTIMATED) BILL	18.82	1,484.61
	03/10/00	03/00	ACTUAL(OR ESTIMATED) BILL	132.59	1,465.79
	02/10/00	02/00	ACTUAL(OR ESTIMATED) BILL	310.42	1,333.20
	01/12/00	01/00	ACTUAL(OR ESTIMATED) BILL	304.29	1,022.78
	12/10/99	12/99	ACTUAL(OR ESTIMATED) BILL	118.45	718.49

NON-FINANCIAL ANALYSIS (Y/N): N

TOP OF LIST

MORE PAGES

13-ACCT DATA 14-CURR SERV 15-CURR MDSE 16-BILL HIST 17-PYMT HIST  
18-ACCT BAL 19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO

NEXT FUNCTION:

DATA:

0235

SHELIA J ASHLEY  
4024 PROSPECT AVE  
KANSAS CITY MO 64130  
F04WKB CCON CCPD

WK 816 923-5800  
HM 816 896-0763 G E  
MEMO SCRATCH PAD INQUIRY

0401  
08 09057  
F RES 8477384328  
04/22/03 11:19

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/03/00	OT	F04SMW	DO NOT TURN ON

REMARKS: SHUT OFF AT METER-NPSO METER 06035936  
OWNER JAMES DUDLEY TO PROVIDE PROOF OF OWNERSHIP FOR TONN  
HERE

NEXT FUNCTION:

DATA:

0335

SHELIA J ASHLEY  
4024 PROSPECT AVE  
KANSAS CITY MO 64130  
F04WKB CCON CCPD

WK  
HM 816 523-2251 G E  
MEMO SCRATCH PAD INQUIRY

0401  
08 09057  
F RES 8477384328  
04/29/03 10:22

DATE	TYPE	USER ID	CONTACT DESCRIPTION
01/03/03	AR	F04NLC	BAD DEBT TO FINAL BILL TRANSFER

REMARKS: TRANSFER TO ACTIVE

NEXT FUNCTION:

DATA:

0235

UTILITY RECOVERY SERVICES  
A DIVISION OF MGE

AUGUST 19, 2002

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY, MO 64110

ACCOUNT NUMBER 4827397879

THIS LETTER CONCERNS THE SERIOUS MATTER OF YOUR OVERDUE BILL  
WITH:

MISSOURI GAS ENERGY  
AMOUNT OWED: \$2,546.42  
SERVICE ADDRESS: 4231 TRACY AVE

YOUR ACCOUNT HAS BEEN FORWARDED TO US FOR COLLECTION OF THE  
OVERDUE BILL.

FAILURE TO PAY THIS BILL IN FULL OR MAKE SATISFACTORY  
ARRANGEMENTS WITH OUR CLIENT MAY RESULT IN:

1. THE UNPAID BILL BEING REPORTED TO A NATIONAL CREDIT  
REPORTING BUREAU.
2. A LAWSUIT BEING FILED.

TO KEEP THIS OFF YOUR CREDIT HISTORY, PLEASE PAY IN FULL OR MAKE  
OTHER ARRANGEMENTS BY CONTACTING:

MISSOURI GAS ENERGY  
(816) 756-5252  
BEFORE: AUGUST 31, 2002

PLEASE RETURN THIS LETTER WITH YOUR PAYMENT.

ACCOUNT NUMBER 4827397879

PAYABLE TO:

UTILITY RECOVERY SERVICES  
PO BOX 219255  
KANSAS CITY, MO 64121-9255



**MISSOURI GAS ENERGY**  
a division of  
Southern Union Company

QUESTIONS? CALL:  
(816)-756-5252  
P.O. BOX 219255  
KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:  
4231 TRACY AVE  
KANSAS CITY, MO 64110-1243

07/SYS

STATEMENT DATE  
NOV 6, 2002

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY, MO 64110-1243

DEPOSIT: NONE  
ACCOUNT NBR: 4827397879

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	10-03-02	10-31-02	28	09705			179.59	.44191	79.36
GAS	11-01-02	11-01-02	1		09891		6.41	.54044	3.46
GAS	TOTAL		29				186.00		82.82

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	10.13	21.25	82.82	7.29	.00	.00	.00	121.49
SERVICE CHARGES								35.00

PREVIOUS BALANCE	2,546.42
PAYMENTS RECEIVED ** THANK YOU	480.00CR
OTHER TRANSACTIONS	574.35
BALANCE FORWARD WAS DUE BY AUG 21, 2002	2,640.77
TOTAL CURRENT CHARGES DUE BY DEC 2, 2002	156.49

If BALANCE FORWARD has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE
PERIOD	DAYS			CCF	CCF/DAY	\$ 2,797.26
CURRENT	29			186	6.414	AMOUNT DUE
LAST YEAR	29			0	.000	WITH LATE CHARGE \$ 2,799.20

\*\*\* PLEASE RETURN THIS PORTION WITH YOUR PAYMENT \*\* THANK YOU! \*\*\*

STATEMENT DATE: NOV 6, 2002

08 / 09057 / 07  
ACCOUNT NBR:  
4827397879

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY, MO 64110-1243

MAIL PAYMENT TO: MISSOURI GAS ENERGY  
PO BOX 219255  
KANSAS CITY, MO 64121-9255

48273978790000156490002797260002799202

AMOUNT DUE
\$ 2,797.26
AMOUNT DUE WITH LATE CHARGE
\$ 2,799.20
AMOUNT ENCLOSED
\$ _____



## **PAYMENT HISTORY**

If you look at **page 8-9** you will see that Mr. Dudley's bill was for \$104.00 from September 1, 2001 thru April 17, 2002. The transferred bill came in June for \$2,502.00.

If you look at **Page 12 & 13** you will see that on June 10, 2002 the bill was for \$305.00, which Mr. Dudley had not received yet. The bill for June is to be paid in July.

If you look at June 25, 2002 they added the \$2,204.59 to the \$305.00. Which at this time I would not have known the amount.

If you look at June 25, 2002 thru February 19, 2003 the total amount always went up.

Not one time does it show \$2,204.00 was removed from Mr. Dudley's billing account. But it does show that on July 10, 2002 the bill was for \$2,510.00 not \$305.00.

You never see \$305.00 anymore.

On July 30, 2002 the final bill on page 7 was for \$2,546.00 not for \$305.00. So it's not true that Mr. Dudley was delinquent for \$305.00 but for \$2,546.00 according to MGE's records.

If you look you will see there is no notice of discontinuance for \$305.00.

Look at **page 20**; they (MGE) said on July 24, 2002 that Mr. Dudley said he did not know who lived in his property. But no lived there at the time and if they were talking about 2000, that was to years ago.

Mr. Dudley filed a complaint on July 18, 2002.

JAMES E DUDLEY

4231 TRACY AVE

KANSAS CITY

F04WKB CINC PMTH

MO 64110 MLG

WK

HM 816 682-1689

PAYMENT HISTORY

EA DB

0401

08 09057

F RES 4827397879

04/23/03 08:31

SEL	DATE	PAYMENT SOURCE	AMOUNT	SOURCE OFFICE	BATCH NUMBER	SEQUENCE NUMBER
	01/22/03	5008 - <i>Agency Paid</i>	592.00	52	50001	00007
	10/02/02	5000	190.00	82	06960	00100
	10/01/02	5000	290.00	82	06815	00062
	05/06/02	5000	100.00	82	07636	00073
	02/27/02	5000	120.00	60	00171	00041
	01/02/02	5000	60.81	07	02902	00043
	07/17/01	5004	37.00	07	02602	00032
	07/17/01	5000	463.00	07	02602	00031
	04/24/01	5000	200.00	07	02902	00063

BOTTOM OF LIST

13-ACCT DATA

14-CURR SERV

16-BILL HIST

17-ACCT BAL

18-ANALYSIS

19-MISC CHARGE 20-DEGREE DAY

21-CUST CONTC

22-ACCT INFO

NEXT FUNCTION:

DATA:

0244

SERVICE ADDRESS: 4231 TRACY AVE  
CUSTOMER NAME : DUDLEY,JAMES.E

SERVICE ORDER TYPE: SOTN  
BILL ACCOUNT: 4827397879

APPLIANCE CODE:

LOCATION:

WORK PERFORMED:

CAUTION TAG NO:

REMARKS: LOOK S O RD TG W H, RUSTED FLUE PIPE, FURN FLUE NOT SEALED, NO R  
ANGE AT THIS TIME.

13-PREM SO ACT 14-SO COMP HST

NEXT FUNCTION: DATA:

0235

F04WKB SOPL SORK

SERVICE ORDER REMARKS

04/29/03 11:03

SERVICE ADDRESS: 4231 TRACY AVE  
CUSTOMER NAME : DUDLEY,JAMES.E

SERVICE ORDER TYPE: SOTN  
BILL ACCOUNT: 4827397879

DELIVERED HANDBOOK (Y/N): N

SHUT-IN TEST: 0.00 CU FT/HR

METER SHUT OFF AND STOP LOCKED: N BLIND SEALED: N PLUGGED:

REMARKS:

13-PREM SO ACT 14-SO COMP HST

NEXT FUNCTION: DATA:

0235

SERVICE ADDRESS: 4231 TRACY AVE  
CUSTOMER NAME : DUDLEY,JAMES.E  
REQUESTED BY : JAMES  
FIELD ORDER NO : 020799021

WORK DIST: 0710

SERVICE ORDER TYPE: SOTN  
BILL ACCOUNT: 4827397879  
COMPLETED BY: 03476  
ACTION TAKEN:

TIMES: DISPTCH: 05:49 ACKDG:  
COMPLETED: 10/03/02

ENRTE:

ARRVD: 12:06 LEFT: 12:31

SVC	METER NUMBER	MTR MFG	MTR LOC	SO ACT	STAT FND	STAT LEFT	INDEX	REMOVE REASON
G	00920479	03	M7	TN	I	A	9705	

ISSUE RMKS: &lt;TN&gt;

FIELD RMKS: LOOK S O RD TG W H, RUSTED FLUE PIPE, FURN FLUE NOT SEALED, NO R

TOP OF LIST

NEXT FUNCTION: DATA:

0235

F04WKB SOPL SOOH SERVICE ORDER COMPLETION HISTORY 04/29/03 11:01

SERVICE ADDRESS: 4231 TRACY AVE  
CUSTOMER NAME : DUDLEY,JAMES.E  
REQUESTED BY : JAMES  
FIELD ORDER NO : 016704534  
WORK DIST: 0710  
SERVICE ORDER TYPE: SOIS  
BILL ACCOUNT: 4827397879  
COMPLETED BY: 08049  
ACTION TAKEN:

TIMES: DISPTCH: ACKDG: ENRTE: ARRVD: 14:16 LEFT: 14:50  
COMPLETED: 12/21/00  
SVC METER MTR MTR SO STAT STAT REMOVE  
NUMBER MFG LOC ACT FND LEFT INDEX REASON  
G 00920479 03 M7 RS A 8338

ISSUE RMKS: MTR SET PLEASE WORK PM 2:00 - 4:00 THANKS  
FIELD RMKS: ERT # 15854222

TOP OF LIST

NEXT FUNCTION: DATA: 0235

JAMES E DUDLEY  
4024 PROSPECT AVE  
KANSAS CITY MO 64130  
F04WKB CINQ ANLS

WK  
HM 816 682-1689 G E  
ACCOUNT ANALYSIS

0401  
08 09057  
F RES 6665186538  
04/29/03 11:19

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	12/10/01	12/01	ACTUAL(OR ESTIMATED) BILL	10.78	43.56
	12/10/01	12/01	DELAYED PAYMENT CHARGE	0.17	32.78
	11/07/01	11/01	ACTUAL(OR ESTIMATED) BILL	10.78	32.61
	11/07/01	11/01	DELAYED PAYMENT CHARGE	0.17	21.83
	10/09/01	10/01	ACTUAL(OR ESTIMATED) BILL	10.78	21.66
	10/09/01	10/01	DELAYED PAYMENT CHARGE	0.17	10.88
	09/10/01	09/01	ACTUAL(OR ESTIMATED) BILL	10.71	10.71

NON-FINANCIAL ANALYSIS (Y/N): N

BOTTOM OF LIST

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0252

JAMES E DUDLEY  
4024 PROSPECT AVE  
KANSAS CITY MO 64130  
F04WKB CINQ ANLS

WK  
HM 816 682-1689 G E  
ACCOUNT ANALYSIS

0401  
08 09057  
F RES 6665186538  
04/29/03 11:19

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	06/25/02	06/02	DIRECT TRANSFER - FROM	-2,204.59	0.00
	04/24/02	04/02	CHARGE TRANSFER - TO	2,099.96	2,204.59
	04/17/02	04/02	FINAL BILL	4.31	104.63
	04/10/02	04/02	ACTUAL(OR ESTIMATED) BILL	10.78	100.32
	04/10/02	04/02	DELAYED PAYMENT CHARGE	0.38	89.54
	03/11/02	03/02	ACTUAL(OR ESTIMATED) BILL	24.29	89.16
	03/11/02	03/02	DELAYED PAYMENT CHARGE	0.17	64.87
	02/08/02	02/02	ACTUAL(OR ESTIMATED) BILL	10.78	64.70
	02/08/02	02/02	DELAYED PAYMENT CHARGE	0.85	53.92
	01/10/02	01/02	ACTUAL(OR ESTIMATED) BILL	53.07	53.07
	01/02/02	01/02	REGULAR PAYMENT	-43.56	0.00

NON-FINANCIAL ANALYSIS (Y/N): N

TOP OF LIST

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL

19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO

NEXT FUNCTION: DATA:

0252



SERVICE ADDRESS: 4231 TRACY AVE  
 CUSTOMER NAME : DUDLEY,JAMES.E  
 REQUESTED BY : SYSTEM-GENERATED  
 FIELD ORDER NO : 017925475 WORK DIST: 0710  
 SERVICE ORDER TYPE: SONP  
 BILL ACCOUNT: 4827397879  
 COMPLETED BY: 99999  
 ACTION TAKEN: SOMT

TIMES: DISPTCH: ACKDG: ENRTE: ARRVD: 09:05 LEFT: 09:10  
 COMPLETED: 07/05/01  

SVC	METER NUMBER	MTR MFG	MTR LOC	SO ACT	STAT FND	STAT LEFT	INDEX	REMOVE REASON
G	00920479	03	M7	NP	A	I	8955	

ISSUE RMKS: RESCH 6/25, 6-27  
 FIELD RMKS:

TOP OF LIST

NEXT FUNCTION: DATA: 0235

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY , MO 64110 MLG  
F04WKB CINQ ANLS

WK  
HM 816 682-1689 G  
ACCOUNT ANALYSIS

EA DB

0401  
08 09057  
F RES 4827397879  
04/29/03 11:04

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	10/01/02	10/02	REAPPLICATION TRF - FROM	290.00	2,546.42
	10/01/02	09/02	REGULAR PAYMENT	-290.00	2,256.42
	09/03/02	09/02	CHARGE OFF TO BAD DEBT	0.00	2,546.42
	07/30/02	08/02	FINAL BILL	18.38	2,546.42
	07/10/02	07/02	ACTUAL(OR ESTIMATED) BILL	17.29	2,528.04
	07/10/02	07/02	DELAYED PAYMENT CHARGE	0.62	2,510.75
	06/25/02	06/02	DIRECT TRANSFER - TO	2,204.59	2,510.13
	06/10/02	06/02	ACTUAL(OR ESTIMATED) BILL	38.59	305.54
	06/10/02	06/02	DELAYED PAYMENT CHARGE	1.01	266.95
	05/09/02	05/02	ACTUAL(OR ESTIMATED) BILL	63.41	265.94
	05/09/02	05/02	DELAYED PAYMENT CHARGE	2.26	202.53

NON-FINANCIAL ANALYSIS (Y/N): N

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0235

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401  
08 09057

KANSAS CITY MO 64110 MLG HM 816 682-1689 G E  
F04WKB CINQ INQ1

F RES 4827397879  
04/22/03 16:01

CURRENT ACCOUNT INQUIRY  
DID NOT BILL THIS MONTH

AMOUNT BILLED: 2,895.91  
LATE CHARGE: 0.00  
LATE AMOUNT: 2,895.91

	CURRENT BILL	PREVIOUS BAL	TRANS AMOUNT	TOTAL AMT DUE
GAS :	80.26	760.17		840.43
ELECTRIC :				0.00
DEPOSIT :				0.00
MISC - SVC :		2,055.48		2,055.48
MERCHANDISE :				0.00
MISC - NONSVC :				0.00
TOTALS :	80.26	2,815.65	0.00	2,895.91
			PENDING CHARGES :	0.00
			PENDING ACCT BAL:	2,895.91

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ANALYSIS  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0012

F04WKB DMCU SOAP

CUSTOMER APPLICATION

04/22/03 16:01

FIRST NAME : JAMES MIDDLE NAME: E  
LAST NAME : DUDLEY CUST SUFFIX:  
LICENSE NO : SOC SEC NO: 497-64-0241 OWNS: Y  
SPOUSE NAME : SINGLE SOC SEC NO:  
HOME PHONE : 816 682-1689 WORK PHONE: EXT:  
EMPLOYMENT : SELF EMP DUDLEY HOME IMPROVEMENT  
COMPANY NAME: DBA:  
PREVIOUS ADDRESS: DOB 9-22-58\*\*\*\*DONT TONN FOR DUDLEY\*\*TRF BUSSEY  
EMPLOYEE (Y/N): N PSWD:  
BUILDER : N USER ID: F04WKB DT UPD: 10/01/02  
V.I.P. CUSTOMER : N BRAILLE CODE: 0  
DIVERSION CUSTOMER : N SPECIAL NOTE (1) :  
REGISTERED CUSTOMER : N SPECIAL NOTE (2) :  
LIFE SUPPORT CUSTOMER : N SPECIAL NOTE (3) :  
REMARKS: VERIFIED CREDIT CHK INFORMATION 5/5/97  
PRESS PF14 - VIEW BILL ACCT HISTORY  
14-ACCT HIST

NEXT FUNCTION: DATA:

0012

JAMES E DUDLEY

4231 TRACY AVE

KANSAS CITY

F04WKB CINQ ANLS

MO 64110 MLG

WK

HM 816 682-1689 G

ACCOUNT ANALYSIS

EA DB

0401

08 09057

F RES 4827397879

04/22/03 16:01

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	02/19/03	02/03	FINAL BILL	80.26	2,895.91
	02/07/03	02/03	ACTUAL(OR ESTIMATED) BILL	224.60	2,815.65
	01/22/03	01/03	ENERGY ASSISTANCE - OTHER	-592.00	2,591.05
	01/10/03	01/03	ACTUAL(OR ESTIMATED) BILL	200.90	3,183.05
	12/09/02	12/02	ACTUAL(OR ESTIMATED) BILL	184.89	2,982.15
	11/06/02	11/02	ACTUAL(OR ESTIMATED) BILL	156.49	2,797.26
	10/02/02	10/02	REGULAR PAYMENT	-190.00	2,640.77
	10/01/02	10/02	CHARGE TRANSFER - TO	324.15	2,830.77
	10/01/02	10/02	CHARGE TRANSFER - TO	250.20	2,506.62
	10/01/02	10/02	BAD DEBT TO FINAL TRSF	0.00	2,256.42
	10/01/02	10/02	REAPPLICATION TRF - TO	-290.00	2,256.42

NON-FINANCIAL ANALYSIS (Y/N): N

TOP OF LIST

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL

19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTG 22-ACCT INFO

NEXT FUNCTION: DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG  
F04WKB CINQ ANLS

WK  
HM 816 682-1689 G  
ACCOUNT ANALYSIS

EA DB

0401  
08 09057  
F RES 4827397879  
04/22/03 16:01

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	10/01/02	10/02	REAPPLICATION TRF - FROM	290.00	2,546.42
	10/01/02	09/02	REGULAR PAYMENT	-290.00	2,256.42
	09/03/02	09/02	CHARGE OFF TO BAD DEBT	0.00	2,546.42
	07/30/02	08/02	FINAL BILL	18.38	2,546.42
	07/10/02	07/02	ACTUAL(OR ESTIMATED) BILL	17.29	2,528.04
	07/10/02	07/02	DELAYED PAYMENT CHARGE	0.62	2,510.75
	06/25/02	06/02	DIRECT TRANSFER - TO	2,204.59	2,510.13
	06/10/02	06/02	ACTUAL(OR ESTIMATED) BILL	38.59	305.54
	06/10/02	06/02	DELAYED PAYMENT CHARGE	1.01	266.95
	05/09/02	05/02	ACTUAL(OR ESTIMATED) BILL	63.41	265.94
	05/09/02	05/02	DELAYED PAYMENT CHARGE	2.26	202.53

NON-FINANCIAL ANALYSIS (Y/N): N

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG  
F04WKB CINC ANLS

WK  
HM 816 682-1689 G  
ACCOUNT ANALYSIS

EA DB

0401  
08 09057  
F RES 4827397879  
04/22/03 16:01

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	05/06/02	05/02	REGULAR PAYMENT	-100.00	200.27
	04/11/02	04/02	ACTUAL(OR ESTIMATED) BILL	141.59	300.27
	04/10/02	04/02	DELAYED PAYMENT CHARGE	2.49	158.68
	03/11/02	03/02	ACTUAL(OR ESTIMATED) BILL	156.32	156.19
	02/27/02	02/02	REGULAR PAYMENT	-120.00	-0.13
	02/09/02	02/02	ACTUAL(OR ESTIMATED) BILL	35.26	119.87
	02/08/02	02/02	DELAYED PAYMENT CHARGE	1.33	84.61
	01/11/02	01/02	ACTUAL(OR ESTIMATED) BILL	83.28	83.28
	01/02/02	01/02	REGULAR PAYMENT	-60.81	0.00
	12/11/01	12/01	ACTUAL(OR ESTIMATED) BILL	11.45	60.81
	12/10/01	12/01	DELAYED PAYMENT CHARGE	0.17	49.36

NON-FINANCIAL ANALYSIS (Y/N): N

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG  
F04WKB CINQ ANLS

WK  
HM 816 682-1689 G  
ACCOUNT ANALYSIS

EA DB

0401  
08 09057  
F RES 4827397879  
04/22/03 16:01

SEL	DATE	REV MO	DESCRIPTION	TRAN AMOUNT	ACCT BALANCE
	11/07/01	11/01	ACTUAL(OR ESTIMATED) BILL	10.78	49.19
	11/07/01	11/01	DELAYED PAYMENT CHARGE	0.19	38.41
	10/09/01	10/01	ACTUAL(OR ESTIMATED) BILL	11.70	38.22
	10/09/01	10/01	DELAYED PAYMENT CHARGE	0.17	26.52
	09/10/01	09/01	ACTUAL(OR ESTIMATED) BILL	10.78	26.35
	08/09/01	08/01	ADJUSTED BILLING	30.00	15.57
	08/08/01	08/01	REFUND STOP PAYMENT	-14.43	-14.43
	08/06/01	08/01	CREDIT BALANCE REFUND	14.43	0.00
	08/06/01	08/01	FINAL BILL	15.19	-14.43
	08/06/01	08/01	REBATE BILLING	-14.27	-29.62
	07/18/01	07/01	ADJUSTED BILLING	22.27	-15.35

NON-FINANCIAL ANALYSIS (Y/N): N

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0012



JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110  
F04WKB CINC ANLS

WK  
HM 816 682-1689 G  
ACCOUNT ANALYSIS

EA DB

0401  
08 09057  
F RES 4827397879  
04/22/03 16:01

SEL	DATE	REV	MO	DESCRIPTION	TRAN	AMOUNT	ACCT	BALANCE
	07/17/01	07/01		MISC FIXED CHARGE PAYMENT		-37.00		-37.62
	07/17/01	07/01		REGULAR PAYMENT		-463.00		-0.62
	07/11/01	07/01		DELAYED PAYMENT CHARGE		0.32		462.38
	06/11/01	06/01		ACTUAL(OR ESTIMATED) BILL		19.81		462.06
	06/11/01	06/01		DELAYED PAYMENT CHARGE		0.38		442.25
	05/10/01	05/01		ACTUAL(OR ESTIMATED) BILL		23.93		441.87
	04/24/01	04/01		REGULAR PAYMENT		-200.00		417.94
	04/10/01	04/01		ACTUAL(OR ESTIMATED) BILL		91.27		617.94
	04/10/01	04/01		DELAYED PAYMENT CHARGE		3.01		526.67
	03/12/01	03/01		ACTUAL(OR ESTIMATED) BILL		188.71		523.66
	03/12/01	03/01		DELAYED PAYMENT CHARGE		2.85		334.95

NON-FINANCIAL ANALYSIS (Y/N): N

MORE PAGES

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE

KANSAS CITY MO 64110 MLG  
F04WKB CING ANLS

WK

HM 816 682-1689 G  
ACCOUNT ANALYSIS

EA DB

0401

08 09057

F RES 4827397879  
04/22/03 16:01

SEL	DATE	REV	MO	DESCRIPTION	TRAN	AMOUNT	ACCT	BALANCE
	02/13/01	02/01		DELAYED PAYMENT CHARGE		2.40		332.10
	02/09/01	02/01		ACTUAL(OR ESTIMATED) BILL		178.72		329.70
	01/15/01	01/01		ACTUAL(OR ESTIMATED) BILL		150.98		150.98

NON-FINANCIAL ANALYSIS (Y/N): N

BOTTOM OF LIST

13-ACCT DATA 14-CURR SERV 16-BILL HIST 17-PYMT HIST 18-ACCT BAL  
19-MISC CHARGE 20-DEGREE DAY 21-CUST CONTC 22-ACCT INFO  
NEXT FUNCTION: DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/22/03 16:02

DATE	TYPE	USER ID	CONTACT DESCRIPTION
09/25/97	GM	F04JLW	DO NOT TURN ON

REMARKS: SHUT OFF AT METER-NPSO METER 05890474  
DAVID L FOSTER JR SS 489-70-9533 LIVING HERE WITH  
YODONDA L NEWTON HE OWES BDR 6812641602 84.72 NDS  
PAID ALSO BILL NEEDS PAID B4 TONN HERE  
QTD 582.18+\$15.00+\$84.72 TOTAL 681.90 MONEY ORDER  
TO GET BACK ON HERE CAN COLLECT AT THE DOOR.DEPOSIT WILL  
BE 270.00 OVER 4 MONTH INSTALLMENTS WILL CLL WHEN MONEY TOGETHER

NEXT FUNCTION:

DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

KANSAS CITY  
F04WKB CCON CCPD

MO 64110 MLG WK HM 816 682-1689 G E  
MEMO SCRATCH PAD INQUIRY

08 09057  
F RES 4827397879  
04/22/03 16:02

DATE	TYPE	USER ID	CONTACT DESCRIPTION
11/25/97	OT	F04GLB	DO NOT TURN ON

REMARKS: SHUT OFF AT METER-NPSO METER 05890474  
DAVID L FOSTER JR SS 489-70-9533 LIVING HERE WITH  
YODONDA L NEWTON HE OWES BDR 6812641602 84.72 NDS  
PAID ALSO BILL NEEDS PAID B4 TONN HERE \*\*\*\*1 MCFS OF UBG \*\*\*\*  
QTD 582.18+\$15.00+\$84.72 TOTAL 681.90 MONEY ORDER  
TO GET BACK ON HERE CAN COLLECT AT THE DOOR.DEPOSIT WILL  
BE 270.00 OVER 4 MONTH INSTALLMENTS WILL CLL WHEN MONEY TOGETHER

NEXT FUNCTION:

DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

KANSAS CITY  
F04WKB CCON CCPD

MO 64110 MLG WK  
HM 816 682-1689 G E  
MEMO SCRATCH PAD INQUIRY

08 09057  
F RES 4827397879  
04/22/03 16:04

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/24/02	OT	F04JMM	MR DUDLEY CALLED SAID HE DOES NOT KNOW W

REMARKS: HO LIVE IN HIS RENTAL PROPERTY .. WILL CALL BACK..MONIQUE

NEXT FUNCTION:

DATA:

0012

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 09:41

DATE	TYPE	USER ID	CONTACT DESCRIPTION
04/10/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-04-10

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-04-10

NEXT FUNCTION:

DATA:

0244

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E F RES 4827397879  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY 04/23/03 09:42

DATE	TYPE	USER ID	CONTACT DESCRIPTION
04/16/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT  
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-04-24  
WITH A PAST DUE AMOUNT OF: \$158.68

NEXT FUNCTION: DATA: 0244

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY

F RES 4827397879  
04/23/03 09:43

DATE	TYPE	USER ID	CONTACT DESCRIPTION
04/16/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY  
INTERVENTION RECORD  
FOR A PAST DUE AMOUNT OF: \$158.68

NEXT FUNCTION: DATA:

0244



JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

KANSAS CITY  
F04WKB CCON CCPD

MO 64110 MLG WK  
HM 816 682-1689 G E  
MEMO SCRATCH PAD INQUIRY

08 09057  
F RES 4827397879  
04/23/03 09:45

DATE	TYPE	USER ID	CONTACT DESCRIPTION
04/17/02	SY	CUBCP404	LEFT MESSAGE

REMARKS: EARLY INTERVENTION RESULTS WERE: LEFT MESSAGE

NEXT FUNCTION:

DATA:

0244

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 09:47

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/09/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-05-09

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-05-09

NEXT FUNCTION:

DATA:

0244

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 13:58

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/15/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT  
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-05-23  
WITH A PAST DUE AMOUNT OF: \$202.53

NEXT FUNCTION: DATA:

0442

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E F RES 4827397879  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY 04/23/03 14:07

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/15/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY  
INTERVENTION RECORD  
FOR A PAST DUE AMOUNT OF: \$202.53

NEXT FUNCTION: DATA:

0442

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY

08 09057

F RES 4827397879  
04/23/03 13:59

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/16/02	SY	CUBCP404	LEFT MESSAGE

REMARKS: EARLY INTERVENTION RESULTS WERE: LEFT MESSAGE

NEXT FUNCTION:

DATA:

0442

JAMES E DUDLEY  
4231 TRACY AVE WK  
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E F RES 4827397879  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY 04/23/03 13:59

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/10/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-06-10

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-06-10

NEXT FUNCTION:

DATA:

0442

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 13:59

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/14/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT  
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-06-24  
WITH A PAST DUE AMOUNT OF: \$266.95

NEXT FUNCTION:

DATA:

0442

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 14:00

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/14/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY  
INTERVENTION RECORD  
FOR A PAST DUE AMOUNT OF: \$266.95

NEXT FUNCTION: DATA:

0442



JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E F RES 4827397879  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY 04/23/03 14:00

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/15/02	SY	CUBCP404	DID CONTACT PERSON AT RESIDENCE

REMARKS: EARLY INTERVENTION RESULTS WERE: DID CONTACT PERSON AT RESIDENC

NEXT FUNCTION: DATA:

0442

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 09:52

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/10/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-07-10

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-07-10

NEXT FUNCTION:

DATA:

0244

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

08 09057

KANSAS CITY MO 64110 MLG WK HM 816 682-1689 G E

F RES 4827397879

F04WKB CCON CCPD

MEMO SCRATCH PAD INQUIRY

04/23/03 09:53

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/15/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY  
INTERVENTION RECORD  
FOR A PAST DUE AMOUNT OF: \$306.16

NEXT FUNCTION:

DATA:

0244

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

KANSAS CITY MO 64110 MLG HM 816 682-1689 G E  
F04WKB CCON CCPD MEMO SCRATCH PAD INQUIRY

08 09057

F RES 4827397879

04/23/03 09:53

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/16/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT  
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-07-24  
WITH A PAST DUE AMOUNT OF: \$306.16

NEXT FUNCTION: DATA:

0244

JAMES E DUDLEY  
4231 TRACY AVE

EA DB

0401

KANSAS CITY  
F04WKB CCON CCPD

WK  
MO 64110 MLG HM 816 682-1689 G E  
MEMO SCRATCH PAD INQUIRY

08 09057  
F RES 4827397879  
04/23/03 09:54

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/17/02	SY	CUBCP404	LEFT MESSAGE

REMARKS: EARLY INTERVENTION RESULTS WERE: LEFT MESSAGE

NEXT FUNCTION:

DATA:

0244

04/24/03 09:59

TIMES: DISPTCH: 08:28 ACKDG: ENRTE: 12:48 ARRVD: 12:59 LEFT: 13:08  
COMPLETED: 07/24/02

SVC	METER NUMBER	MTR MFG	MTR LOC	SO ACT	STAT FND	STAT LEFT	INDEX	REMOVE REASON
G	00920479	03	M7	NP	A	I	9705	

TOP OF LIST

NEXT FUNCTION: DATA: 0470

JAMES E DUDLEY  
4231 TRACY AVE  
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E F RES 4827397879  
F04WKB CREA EAVW ENERGY ASSISTANCE INQUIRY 04/29/03 10:36

EA DB

0401

08 09057

ENTER: "A" TO ADD DATA - "C" TO CHANGE DATA - "D" TO CANCEL DATA

A/C/D	AGENCY CODE	AGENCY NAME	AMOUNT EXPECTED	DATE ACTIVITY	ST	USER-ID
	ECIP	EMERG CRISIS INTERVENTION	592.00	12/31/02	0	F04CJN

TOTAL EA RECEIVED THIS YEAR: 592.00

BOTTOM OF LIST

NEXT FUNCTION:

DATA:

0235