

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED

JAN 05 2007

In the matter of)

USW Local 11-6,)

Complainant)

and)

Laclede Gas Company,)

Respondent)

GC-2006-0390 Missouri Public
Service Commission

AFFIDAVIT OF GRACE FORBES

STATE OF MISSOURI)

) ss

COUNTY OF ST. LOUIS)

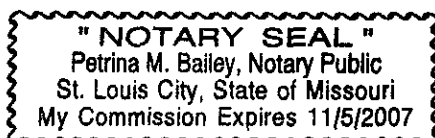
Grace Forbes, of lawful age, on her oath states: that she has participated in the preparation of the following Direct Testimony in question and answer form, consisting of 3 pages of Direct Testimony to be presented in the above case, that the answers in the following Direct Testimony were given by her; that she has knowledge of the matters set forth in such answers; and that such matters are true to the best of her knowledge and belief.

Grace M. Forbes
Grace Forbes

Subscribed and sworn to before me this 20th day of September, 2006.

Petrina M. Bailey
Notary Public

My commission expires _____



USW Exhibit No. *25-NP*
Case No(s). *GC-2006-0390*
Date *12/12/06* Rptr *MV*

DIRECT TESTIMONY
OF
GRACE FORBES
SUBMITTED ON BEHALF OF USW 11-6

LACLEDE GAS COMPANY

CASE NO. GC-2006-0390

1 **Q. Please state your name and address.**

2 A. My name is Grace Forbes. I reside at **, **, MO 63116. I have
3 resided at this address for around five years.

4 **Q. When did Laclede notify you that an AMR device was to be installed in your**
5 **home?**

6 A. In March of 2006, a hang-tag was left on my door, stating that an AMR device
7 was to be installed on my meter. I called Laclede, attempting to schedule the
8 installation for a day I was off work.

9 **Q. How did you first find out about the installation of AMR devices on gas**
10 **meters by Cellnet subcontractors?**

11 A. After receiving the Laclede hang-tag, I read in the Labor Tribune that Cellnet
12 subcontractors, not Laclede gasworkers, were installing the AMR devices. I then
13 called Laclede several times and asked if a Laclede gasworker could install the
14 AMR device. Each time, the service representative said that a supervisor would
15 call me back but I never received a return call.

1 **Q. Why did you ask to have a Laclede gasworker, as opposed to a Cellnet**
2 **subcontractor, install the AMR device?**

3 A. I understand and believe that union gasworkers have substantial training not
4 available to the Honeywell subcontractors that enable them to recognize and fix
5 potential problems when installing the AMR device. Accordingly, I believe it is
6 safer to have an AMR device installed on my gas meter by a union gasworker
7 rather than by a Honeywell subcontractor.

8 **Q. Did you ever make contact with Laclede about having a gasworker install the**
9 **AMR device?**

10 A. In mid-June of 2006, I called Laclede again and was finally connected to a person
11 to discuss the possibility of having a Laclede gasworker install the AMR device.
12 I cannot remember his name, but he may have been a supervisor. He had a very
13 insistent demeanor. He said that Laclede hired the Honeywell subcontractors
14 because they were the best ones for the job. Furthermore, he said that the
15 gasworkers union thought that Honeywell was the best company to perform the
16 installation and approved that Laclede had subcontracted out this work.

17 **Q. Was an AMR device eventually installed on your meter?**

18 A. In July of 2006, I had an AMR device installed. To my understanding, my only
19 choices were to have the AMR device installed or to continue receiving estimated
20 bills. Based on my experience, I have found estimated bills to be higher than non-
21 estimated ones. For instance, I own a duplex, and at one time my son was living
22 in one side. Despite the fact that he did not cook there and only used an electric
23 space heater at night, one bill last winter was around \$198. Because I did not

1 want to receive such high estimated bills in the future, I decided to have the AMR
2 device installed.

3 I was very upset about the whole experience. Not only did a Cellnet
4 subcontractor install the AMR device, but he also engaged in deceptive conduct to
5 gain entry to my home.

6 **Q. Are you an employee or member of USW Local 11-6, or to your knowledge**
7 **are you related by blood or marriage to any USW Local 11-6 officer or**
8 **business representative?**

9 A. No.

10 **Q. Does this conclude your direct testimony?**

11 A. Yes.