

PUBLIC SERVICE COMMISSION
P O BOX 360
JEFFERSON CITY MO 65102

MO 419-1153 (12-91)

FILED⁴

DEC 12 2006

Missouri Public
Service Commission

Mary Keaton
8689 Oriole Ave.
St. Louis, MO 63147-1305

KEATSON* 631472714 1205 25 12/09/06
FORWARD TIME
KEATON MARY A EXP RTN TO SEND
12621 HEARTLEAF ST
MORENO VALLEY CA 92553-4206

RETURN TO SENDER

|||||

|||||

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Mary Keaton,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0204</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

NOTICE OF COMPLAINT

Issue Date: December 4, 2006

Legal Department
Laclede Gas Company
720 Olive Street, Suite 1520
St. Louis, Missouri 63101
CERTIFIED MAIL

On November 30, 2006, Mary Keaton filed a complaint with the Missouri Public Service Commission against Laclede Gas Company. A copy of the complaint is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Laclede has 30 days from the date of this notice to file an answer or to file notification that the complaint has been satisfied. Since this notice is being issued on December 4, Laclede's response is due by January 3, 2007.

In the alternative, Laclede may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation. If the Commission receives a request for mediation, the 30-day time period for filing an answer or notice of satisfaction will be tolled while the Commission determines whether the complainant is also willing to mediate. If the complainant agrees to mediation, the time for Laclede to file an answer or notice of satisfaction will be suspended until the mediation is finished. Additional information regarding the mediation process is enclosed.

If the complainant does not wish to mediate, Laclede will be notified in writing that the tolling has ceased and will also be told when to file its answer or notice of satisfaction. That response will usually be due at the end the remaining portion of the original 30-day period.

All pleadings, including the answer, must be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy must be served upon the complainant at the address listed within the enclosed complaint. A copy of this notice has been mailed to the complainant.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', is written over a horizontal line.

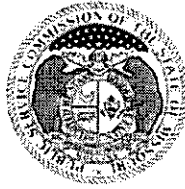
Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 4th day of December, 2006.

Voss, Regulatory Law Judge

Copy to: Ms. Mary Keaton
8689 Oriole Avenue,
St. Louis, Missouri 63147-1305



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.



Colleen M. Dale
Secretary of the Commission

FILED⁴

Missouri Public
Service Commission

VS.

Case No.

COMPLAINT

and 8689 Oriole Avenue, St. Louis, MO 63147-1305

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

****NOTE:** See Attached page for item Number 2.

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

2. The basis of this complaint, Complainant states the following facts:

On about May 17, 2006 I received a gas bill from Laclede Gas Company for the property located at: 5431 Cabanne Ave. Apt 1W, St. Louis, MO 63112-3305 in the amount of \$3,458.87 prior to receipt of this bill I had not been notified nor received any billing and/or statements from Laclede Gas Company or did I received any telephone calls or any type of communication with the company concerning this matter not even a disconnect notice for a \$3,458.87 gas bill with no payments whatsoever. It seems out of the ordinary for a company to allow a bill to get to this amount without contacting the responsible party or receiving any payment or any communication as to any payment arrangements.

I contacted the management company, Efthim Company Realtors, 3605 Watson Road, St. Louis, MO in reference to this matter to see if the bills were being sent to them in error and was informed they had not received any billing from Laclede Gas Company regarding the above listed property. A tenant was residing at 5431 Cabanne Ave 1E, the company representing the tenant stated they were not receiving any bills, I then called Laclede Gas Company to inquire about this matter and was told this bill was for the amount of actual consummation and/or usage. I disagreed with the billing determination by Laclede and called the Public Utilities Commission and spoke with Contessa in the Consumer Services Division, but when I received correspondence from Tracy LeonBurger it indicated that the complaint had been resolved. I could not understand how the complaint could have been resolved when it is evident that an error in billing has definitely been made. When I filed a complaint with the Public Utilities Commission with my disagreement with the charges and not receiving any billing or communication in order to have stopped the billing before it became this outrageous amount. Apparently the information was not relayed as I it was stated when speaking to the consumer representative. The complaint was not just in regard to the "Leave On" policy, but in regard to the enormous and excessive amount of the gas bill received from Laclede Gas Company.

I have previously had overcharges on this same property, but it was resolved in November 2005 when I spoke with Ms. Reva Hoefl of Laclede Gas Company, the bill was adjusted I paid a portion of it and the other portion was transferred to 8687 Oriole Ave, 1FL, St. Louis, MO 63147-1305 and I paid it because it was the balance due from 5431 Cabanne Ave 1W, St. Louis, MO 63112-3305.

In August of this year I received a bill for 8689 Oriole Ave, 2FL, St. Louis, MO 63147-1305 in which a tenant had just moved out. I called Laclede Gas Company concerning this billing and the fact that the "Leave On" policy was to have been cancelled. I was told by the representative at Laclede that the "Leave On" policy had been cancelled in June 2006, but that canceling the policy has nothing to do with shutting the gas "Off". In view of this statement I immediately requested to have the gas shut off at 8689 Oriole Ave 2FL until a new tenant moved in because when the gas is on prior to a tenant moving in the tenants usually take advantage of this and do not transfer the billing into their names right away, I had this to occur more than once and I did not

want it to occur again, paying for a tenants gas and then the management company has to try and enforce them to take responsibility for the usage they have already used.

I am submitting documentation from Laclede Gas Company as well as other companies, which indicate gas service was shut off periodically during the billing period in dispute. There is also a period where there was no billing. Also, I am submitting a copy of the billing from Laclede Gas Company that indicates all the readings were estimated, but prior to being sent the billing I had a conversation with one of Laclede Gas Company representatives as follows:

On October 25, 2006 at 1:31 p.m. I spoke with Donna a representative at Laclede Gas Company and questioned, "Why had I not received a bill for the 5431 Cabanne Ave, Apt 1W address and why did Laclede allow the bill to get to the amount of \$3,458.57 without receiving payment, or making any attempt to communication with the property management company or myself. I shared with Donna when I spoke with Ms. Timms, a representative at Laclede on Olive Street regarding the bill being \$991.49 in or around June 2005 at the 5431 Cabanne address and I was receiving telephone calls from Laclede regarding payment arrangements, etc. I requested the gas be shut off at that point until we could get the issue resolved. Donna stated the current bills were being sent to 8689 Oriole Ave 2Fl, St. Louis, MO 63147-1305 I indicated to Donna that I had never resided at this address plus there was a tenant: Angela Spiegth residing at that address as of November or December 2005 and if she would check her records it would indicate this and clarify that I had never resided at that address, but that I did have the gas service turned on in my name to check all gas appliances in the unit the furnace and hot water heater prior to a tenant moving in. I also asked Donna to provide me with a copy of the bills that were sent to the address on file. Donna asked what address did I want the bill mailed to, I gave her the address of 3605 Watson Rd., St. Louis, MO, she said she could not do that because that was the management company address and place me on hold, when she returned she said, "I spoke with my supervisor and I have to send it to the address we have on record." Now, it is 1:54 p.m. I have spent all this time explaining to Donna if she sent the bill to that address I would not receive the bill. Donna insisted on sending the bill to that address I emphasized it was an incorrect address. Donna placed me on hold again, when she returned to the telephone she said she had spoken to her supervisor again, I requested to speak with her supervisor and she said I couldn't the supervisor would have to call me back, I asked why is that, you're speaking to her every time you place me on hold, she stated that was Laclede's policy I said, "OK" and I asked her since she could not send the bills to the address I requested could she send them to Germany, she replied, "yes", but she could not send them to the Watson Rd. address as I had requested. I gave her the account number from a previous bill and indicated they had sent bills to that address previously, why couldn't they send the bill now at my request, she said the account number that I had given her was not the correct account number the account number she had was a different account number and stated that every time the gas is shut off at an address a different account number is issued. After approximately another 10-15 minutes she placed me on hold again when she returned to the telephone she said she would mail the bill to the address I had previously requested, which was 3605 Watson Road, St. Louis, MO.

I am submitting the following documentation to substantiate my dispute.

1. Gas bill from July 28, 2006 indicating the adjustment from Laclede Gas Company's previous overcharge and charge adjustment for 5431 Cabanne Ave 1W.
2. Gas bill from September 19, 2006 indicating accrued charges when the tenant moved from the unit at 8689 Oriole Ave. 2FL
3. Gas bill from October 26, 2006 indicating charges from Laclede Gas for 5431 Cabanne Ave 1W amount in dispute
4. Final Bill Notice: 5431 Cabanne Ave 1W including mailing envelope.
5. Bill from Laclede Gas with an incorrect street address and incorrect city. From the previous overcharge bill.
6. Final Bill Notice: Balance transfer from 5431 Cabanne Ave 1W to the account at 8687 Oriole Ave 1F, which I paid. (Incorrect address)
7. Laclede Gas bills sent to 3605 Watson Rd., St. Louis, MO
8. 5431 Cabanne Ave 1W bill transferred to 8689 Oriole Ave 1FL my secondary residence, a bill in the amount of \$3,507.06.
9. Work order December 19, 2005 No Heat, Invoice from March 2, 3, 6 and 8th Laclede shut gas off and tagged March 3, 2006.
10. Correspondence Missouri Public Utilities Commission dated September 5, 2006
11. Bill for 8689 Oriole Ave 2FL, after tenant vacated premises.

****NOTE:** See attached page for item Number 2.

WHEREFORE, Complainant now requests the following relief:

Complainant request Respondent for adjust bill to a resonable amount
without manipulation of readings and amounts due.

November 29, 2006

Date


Signature of Complainant

Mary Keaton

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

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JULY 28, 2006

KEATON, MARY A
12621 HEARTLEAF ST
ST LOUIS, MO 63153

PAGE 0001

SERVICE ADDRESS: 5431 CABANNE AVE APT1W
ACCT. NO: 536110-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
02-14-05	BALANCE AS OF 02-14-05				36.00	36.00
03-04-05	SERVICE INITIATION FEE	02/10/05-03/01/05	3640E	323.7	302.35	338.35
03-30-05	REBILL				5.08	343.43
04-05-05	LATE PAY CHRG-GAS SERVICE	03/01/05-03/31/05	4079E	452.2	440.95	784.38
04-28-05	REBILL				11.77	796.15
05-04-05	LATE PAY CHRG-GAS SERVICE	03/31/05-04/29/05	4245E	170.2	180.69	976.84
05-21-05	REBILL				14.65	991.49
06-21-05	LATE PAY CHRG-GAS SERVICE				31.50-	959.99
06-21-05	LATE PAY CREDIT-GAS SERVICE				923.99-	36.00
06-21-05	BILL ADJUSTMENT CREDIT				471.19	507.19
07-05-05	REBILL ARRANGEMENT	02/10/05-05/31/05	3758R	464.1	42.25	549.44
07-28-05	REBILL	05/31/05-06/29/05	3787R	29.6	8.24	557.68
08-03-05	LATE PAY CHRG-GAS SERVICE	06/29/05-07/29/05	3814E	27.5	40.51	598.19
08-26-05	REBILL				8.97	607.16
08-26-05	LATE PAY CHRG-GAS SERVICE				40.51-	566.65
09-12-05	BILL ADJUSTMENT CREDIT				8.97-	557.68
09-12-05	LATE PAY CREDIT-GAS SERVICE				8.24-	549.44
09-12-05	BILL ADJUSTMENT CREDIT				513.64-	36.00
09-12-05	BILL				0.00	36.00
10-21-05	PAYMENT-GAS SERVICE	02/10/05-04/22/05	3674R	358.4	368.94	404.94
11-02-05	ACCOUNT TRANSFER				200.00-	204.94
03-09-06					204.94-	0.00

TOTAL ACCOUNT BALANCE 00.00

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY
HAVE MADE. REFER TO YOUR LAST BILL FOR
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

- R - REGULAR READING
- S - CUSTOMER READING
- E - ESTIMATE

GAS UT

DEPT. 9

PAGE 0001

SERVICE ADDRESS: 8689 ORIOLE AVE ZFL
ACCT. NO: 145831-009LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
SEPTEMBER 19, 2006KEATON, MARY
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 06-13-06						
06-13-06	BILL					0.00
07-07-06	LATE PAY CHRG-GAS SERVICE	05/15/06-06/09/06	1697R	11.2	24.66	24.66
07-13-06	BILL				0.37	25.03
07-26-06	PAYMENT-GAS SERVICE	06/09/06-07/11/06	1708R	11.2	26.97	52.00
08-07-06	LATE PAY CHRG-GAS SERVICE				24.66-	27.34
08-11-06	BILL	07/11/06-08/09/06	1718R	10.2	0.41	27.75
08-31-06	BILL	08/09/06-08/29/06	1725R	7.2	25.73	53.48
					17.67	71.15

TOTAL ACCOUNT BALANCE \$71.15 *

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY
HAVE MADE. REFER TO YOUR LAST BILL FOR
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE

DEPT. 2

LACIPIE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
OCTOBER 26, 2006

KRATON, MARY A
3635 WATSON
ST LOUIS MO 63109

PAGE 0001

SERVICE ADDRESS: 5431 CABANNE AVE AP114
ACCT. NO: 956116-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	INTRNS	BILLS/ PAYMENTS	BALANCE
11-10-05	BALANCE AS OF 11-10-05				54.00	0.00
12-01-05	RECONNECTION CHARGE	11/03/05-11/28/05	4071E	302.0	359.65	433.65
12-28-05	LATE PAY CHRG-GAS SERVICE				4.20	437.85
01-04-06	BILL				977.64	1,417.69
02-02-06	BILL	11/28/05-12/29/05	4797E	231.4	781.23	2,198.92
02-27-06	LATE PAY CHRG-GAS SERVICE	12/29/05-01/30/06	5314E	533.0	31.78	2,158.70
03-04-06	BILL				784.24	2,942.95
03-09-06	ACCOUNT TRANSFER	01/30/06-03/01/06	5910E	516.3	204.94	3,132.07
03-29-06	LATE PAY CHRG-GAS SERVICE				44.02	3,183.91
04-04-06	BILL	03/01/06-03/30/06	6112R	207.4	274.66	3,458.57
04-05-06	BILL	03/30/06-04/30/06	6112R	0.0	0.00	3,458.57
09-12-06	ACCOUNT TRANSFER				3,458.57	0.00

TOTAL ACCOUNT BALANCE \$0.00

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY
HAVE MADE. REFER TO YOUR LAST BILL FOR
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE



DRAWER 2
ST. LOUIS, MISSOURI 63171

US POSTAGE
\$0.08
2 051
259



ADDRESS SERVICE
REQUESTED

KEAT689* 631472716 1A05 02 05/10/06
FORM 3547

KEATON, MARY A
12621 HEARTLEAF ST
MORENO VALLEY CA 92553-1206



Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171

SERVICE AT 5431 CABANNE AVE APT1W

ACCT NO. 536118-003-7

DEPOSIT

RATE

AVERAGE GAS COST PER THERM

DEGREE DAYS

PRESENT READING	PREVIOUS READING	USAGE (GCF)	%	BTU FACTOR	THERMS

AMOUNT

FINAL BILL NOTICE

AMOUNT DUE \$3458.57

DELINQUENT AFTER 05-08-06

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$3458.57

AMOUNT PAID

DELINQUENT AFTER 05-08-06

Dollar Help - Check One!

☐ \$1

☐ \$2

☐ \$5

53611800370003458572

00108



FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

XXXXXXXXXXXXXXXXXXXX

BILL DETAIL

BALANCE AS OF APR 05
CURRENT BALANCE

AMOUNT
\$3458.57
\$3458.57

IMPORTANT: Please pay the AMOUNT DUE in full to close your account. If you have already done so, thank you and please disregard this notice. Our receipt of your full payment within 10 days will avoid further collection activity, including referral of your account to a collection agency.



MARY A KEATON
8689 ORIOLE AVE
2FL
ST LOUIS, MO 63147

**MARY A KEATON
12621 HEARTLEAF ST
ST LOUIS, MO 92553**

SERVICE AT: 5431 CABANNE AVE APT1W					BILL DETAIL		AMOUNT
ACCT NO. 536118-002-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		598.19
AVERAGE GAS COST PER THERM .77154 DEGREE DAYS 1155					BILL ADJUSTMENT		40.51-
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS	8.97
3674	3326	348	1.030		358.4	LATE PAYMENT CHRG GAS	8.97-
						BILL ADJUSTMENT	513.44-
						LATE PAYMENT CHRG GAS	8.24-
						CHARGE FOR GAS SVC 02-10-05 TO 04-22-05 (INCLUDES A MONTHLY ISRS CHARGE OF \$.62)	354.18
						ST LOUIS CITY TAX	14.76
						ACCOUNT BALANCE	404.94
CORRECTED FINAL BILL							
DUPLICATE BILL							
EST'D BASED ON SPECIAL READ							AMOUNT
GAS ARREARS/LATE PAY							36.00
CURRENT CHARGES							368.94
AMOUNT DUE							\$404.94
PAYMENT DUE BY 11-02-05 DELINQUENT AFTER 11-14-05							

RETURN THIS STUB TO LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$404.94

AMOUNT PAID _____

PAYMENT DUE BY 11-02-05
DELINQUENT AFTER 11-14-05
Dollar help - Check One:

☐ \$1 ☐ \$2 ☐ \$5

**MARY A KEATON
12621 HEARTLEAF ST
ST LOUIS, MO 92553**

53611800280000404943

634 635 636 637 638 639

Laclede Gas Company

SERVICE AT: **5431 CABANNE AVE APT1W**

ACCT NO: **536118-002-B** DEPOSIT: **0.00** RATE: **RG**

AVERAGE GAS COST PER THERM: **.77872** DEGREE DAYS: **0**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
3787	3758	29	1.020	29.6

ESTD BASED ON SPECIAL READ

PAYMENT ARRANGEMENT **507.19**

CURRENT CHARGES **42.25**

AMOUNT DUE \$549.44

PAYMENT DUE BY 07-15-05 DELINQUENT AFTER 07-26-05

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$549.44 **AMOUNT PAID**

PAYMENT DUE BY 07-15-05 DELINQUENT AFTER 07-26-05

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

MARY A KEATON
C/O EFTHIM CO RLTR
3605 WATSON RD
ST LOUIS, MO 63109

53611800280000549442

00366 43

Laclede Gas Company

SERVICE AT: **5431 CABANNE AVE APT1W**

ACCT NO: **536118-002-B** DEPOSIT: **0.00** RATE: **RG**

AVERAGE GAS COST PER THERM: **.74927** DEGREE DAYS: **1353**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
3758	3326	432	1.020	444.1

ESTD BASED ON SPECIAL READ

GAS ARREARS/LATE PAY **36.00**

CURRENT CHARGES **471.19**

AMOUNT DUE \$507.19

PAYMENT DUE BY 07-01-05 DELINQUENT AFTER 07-12-05

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$507.19 **AMOUNT PAID**

PAYMENT DUE BY 07-01-05 DELINQUENT AFTER 07-12-05


Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

MARY A KEATON
C/O EFTHIM CO RLTR
3605 WATSON RD
ST LOUIS, MO 63109

53611800280000507198

00333 43


Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: 8689 ORIOLE AVE 1FL					DEPOSIT: 0.00 RATE: RG		PRESORTED			
ACCT NO. 143830-006-5					AVERAGE GAS COST PER THERM: 1.02927		DEGREE DAYS: 51			
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	BILL DETAIL			AMOUNT	
6488	6480	8		1.022	8.2	PRIOR GAS BALANCE			56.61	
						PRIOR BILL CHRG			3458.57	
						PAYMENT THANK YOU			51.67	
						LATE PAYMENT CHRG GAS			.37	
						CHARGE FOR GAS SVC 09-07-06 TO 10-06-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)			22.25	
						ST LOUIS CITY TAX			.93	
						ACCOUNT BALANCE			3507.06	
ACTUAL READING						AMOUNT				
GAS ARREARS/LATE PAY						25.31				
CURRENT CHARGES						3481.75				
AMOUNT DUE \$3507.06										
PAYMENT DUE BY 10-30-06						DELINQUENT AFTER 11-08-06				
RETURN THIS STUB TO LACLEDE GAS COMPANY DRAWER 2 ST. LOUIS, MO 63171										
AMOUNT DUE \$3507.06						AMOUNT PAID				
PAYMENT DUE BY 10-30-06										
DELINQUENT AFTER 11-08-06										
Dollar Help - Check One!										
<input type="checkbox"/> \$1 <input type="checkbox"/> \$2 <input type="checkbox"/> \$5										

MARY A KEATON
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553

14383000650003507069

01155



Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: 8689 ORIOLE AVE 1FL					DEPOSIT: 0.00 RATE: RG		PRESORTED			
ACCT NO. 143830-006-5					AVERAGE GAS COST PER THERM: 1.02935		DEGREE DAYS: 51			
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	BILL DETAIL			AMOUNT	
6480	6471	9		1.022	9.2	PRIOR GAS BALANCE			31.67	
						LATE PAYMENT CHRG GAS			.48	
						CHARGE FOR GAS SVC 08-09-06 TO 09-07-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)			23.48	
						ST LOUIS CITY TAX			.98	
						ACCOUNT BALANCE			56.61	
ACTUAL READING						AMOUNT				
GAS ARREARS/LATE PAY						32.15				
CURRENT CHARGES						24.46				
AMOUNT DUE \$56.61										
PAYMENT DUE BY 09-21-06						DELINQUENT AFTER 10-02-06				
RETURN THIS STUB TO LACLEDE GAS COMPANY DRAWER 2 ST. LOUIS, MO 63171										
AMOUNT DUE \$56.61						AMOUNT PAID				
PAYMENT DUE BY 09-21-06										
DELINQUENT AFTER 10-02-06										
Dollar Help - Check One!										
<input type="checkbox"/> \$1 <input type="checkbox"/> \$2 <input type="checkbox"/> \$5										

MARY A KEATON
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553

Maintenance Work Order

WO #

45644

☐ ECR write-off ☐ Tenant to be billed

☐ misc.

Date: 12-19-05

Form completed by:

Address: 5431 Cabanne

Unit: 2E

Tenant:

Time:

☐ am ☐ pm

Reported by:

☐ called office

☐ voice mail

☐ walk in

☐ other

Mr.:

Mr.:

Cell:

Other:

Owner: Mary Keston

Mr. 951-507-6607

Cell:

Other:

Approval required: ☐ No ☐ Yes ☐ Owner requested
(If yes, fill out approval section on reverse side)

Maximum maintenance (contract):

150.00

☐ OK to provide bid only

Maintenance instructions:

Keston APPROVE OVER 150.00

☐ Approved

☐ Approved bid as follows

fixed

T/H estimate

☐ Approved by ECR without contacting owner

☐ Disapproved, owner will handle

☐ Disapproved, do not do work

Other:

OKAY to do (you Rick)

by:

EAL

date:

12-19

ECR assignment notes:

by:

date:

Priority:

Assigned to:

Name:

EAL

☐ Tenant moving in

☐ Emergency

☐ Scheduled for

Date:

Date:

☐ Inspection work

Inspector name:

Inspector phone number:

☐ alarm code

☐ new

☐ vacant

☐ let yourself in

☐ tenant will be home

☐ appt required

Problem:

1) No heat service company didn't come back and we can't reach our heating company

continued on reverse side

Resolution:

Date work completed:

V

1) Stopped by office and picked up space heater

2) Took heater to Cabanne

3) Shut off water main

4) Open valves in sinks on 1st floor units

continued on reverse side

EMERGENCY ON-CALL SERVICE

Day of week:

Monday

Time of day:

10:15 p.m.

10/01/2003 12:34 3147818223
[] ECR write-off [] Tenant to be billed

EFTHM COMPANY

PAGE 02
11m 50

Date 3-2-06

form completed by Don

Address 5431 CARRANNE

Unit 2IE 9 / W

Tenant

Time 11 am 1:00 pm

Reported by Tenant / Paul EFTHM

[] called office [] voice mail [] walk in [] other

Mr

Mr

Cell

Cell 314-795-2865 Other

Owner

Mr

Mr

Cell

Other

Approval required [] No [] Yes [] owner requested
(If yes, fill out approval section on reverse side)

Maximum maintenance (contract)

☐ OK to provide bid only

Maintenance instructions

☐ Approved

☐ Approved bid as follows

fixed

T/M estimate

☐ Approved by ECR without contacting owner

☐ Disapproved, owner will handle

☐ Disapproved, do not do work

☐ Other

by date

ECR assignment notes

by date

Priority:

[] Tenant moving in

☒ Emergency

[] Scheduled for

Date

Assigned to:

Name

Date

3-2-06

[] Inspection work, Inspector name

Inspector phone number

[] alarm code

[] pets

[] vacant

[] let yourself in

[] tenant will be home

[] appt required

Problem

Tenant Reports Smoke Alarm in Basement is going off

continued on reverse side []

Resolution:

Date work completed

3-3-06

Went to check Building Smoke Alarm and when I had Arrived Found Fire Dept to be there spoke with Fireman and they said that the Boiler System was Smoking and they had shut off Gas to Boiler and called

continued on reverse side []

☒ EMERGENCY CALL SERVICE

Day of week

Thursday

Time of day

10:45 am

REC'D 3/2/06 11:00 AM

Problem (cont):

continued on additional sheet attached ()

Resolution (cont): Laclede Gas Co waited with Fire Dept for Gas Co. to Arrive. AFTER GAS Co. had Arrived They went to Basement and Checked Boiler System and Shut off Gas at Meter for Boiler and Tagged Boiler to Be Hazard. Gas Co. said to have Boiler Repaired or Replaced and that Laclede Gas Needs to Inspect all work Before Boiler can Be Turned Back on. Also Found T.S.T.A.S. in 2nd Floor of 2 west to Be Turned up all the way.

continued on additional sheet attached ()

Describe the details of the conversation and the name of the person spoken to:

Financing:

- ☐ Owns. to advance \$
- ☐ Will implement an installment pay plan at \$ per month
- ☐ Will start work immediately
- ☐ Will start work after funds are received
- ☐ Will take entire amount out of cash flow as soon as funds are available

F-677AL (4/29)
(PLEASE PRINT)

LACLEDE GAS COMPANY
HAZARDOUS APPLIANCE REPORT

Date

3-3-06

Address

5431 CADAMUE

Floor

1st

Grid

13624

Party notified

Heater

Owner Yes ☒ No ☐

Manufacturer and type of appliance

WEL MECAIN

This appliance was determined to be hazardous because

Boiler want shut

THIS APPLIANCE MUST NOT BE USED UNTIL THE HAZARD HAS BEEN ELIMINATED!
CONTINUED USE OF THIS APPLIANCE MAY RESULT IN SERIOUS PERSONAL HEALTH PROBLEMS!

APPLIANCE LEFT:

☒ Shut off, valve sealed, and tagged

☐ Disconnected, tagged, and fuel not capped

☐ Tagged and meter locked

☐ Other (Please specify)

Signature

[Signature]

Technician

[Signature]

Foreman

CUSTOMER COPY

HVAC SERVICE ORDER INVOICE

4-6-72

5070893/

Enrico

NUMERATE
MISSING
NO #

2500000000

THIS BOOK IS TO BE	
<input checked="" type="checkbox"/> CDS	<input type="checkbox"/> CHARGE
<input type="checkbox"/> NO CHARGE	
NAME <i>WILL McLEAN</i>	NAME
MODEL	MODEL
SEAL NUMBER	STAMP NUMBER

[illegible]



Max the Plumber
Rooter Max
Parham Plumbing
P.O. Box 724
Imperial, MO 63052
Phone: (636) 296-6559
(314) 965-6688

Master Drain Layers
Master Plumbers Sewer and Drain
Septic and Drip Systems

Invoice . *BYR*

PHONE <i>951-312-0312</i>	DATE OF ORDER <i>5-16-06</i>	
ORDER TAKEN BY	CUSTOMER ORDER NUMBER	
<input type="checkbox"/> DAY WORK	<input type="checkbox"/> CONTRACT	<input type="checkbox"/> EXTRA
JOB NAME / NUMBER		
JOB LOCATION		
JOB PHONE	STARTING DATE	

TO *Marie Barker*
5431 Colman Ave
St. Louis, MO 63112

TERMS: NET UPON RECEIPT

WORK TO BE DONE	ACTUAL WORK DONE
<i>Replaced 28 gallon nat. gas water heater</i>	<i>Replaced 28 gallon nat. gas water heater</i>

MATERIALS

<i>Plumbing materials</i>	
<i>Gas is off</i>	
<i>could not seal</i>	
<i>for gas</i>	
<i>no one</i>	
<i>was at the</i>	
<i>Home</i>	
<i>placed stop</i>	
<i>to gas</i>	

In accordance with the Mo. Prompt Payment Law, the signature party of this invoice agrees to felony charges in the event of a credit card charge back, stopped payment or insufficient funds on check payment.

Int. _____ Date _____

DATE	AMOUNT
<i>5-16-06</i>	<i>1145</i>
<i>PAID</i>	<i>CO-PAID</i>
TOTAL LABOR	
TOTAL MATERIALS	
TOTAL OTHER	
TAX	
TOTAL	<i>0</i>

Work Ordered By _____
Signature _____

I hereby acknowledge the satisfactory completion of the above described work.
Important Lien Clause
Homeowner's Lien (20-day notice)
A Supplier, contractor, subcontractor, or service who improves your property and is not paid, may place a Lien on your property. The courts will force payment, including property sale.

All unpaid balances are subject to 12% annual interest charges.

Note: AIR MAX Inc. is not responsible for any secondary damages to personal or real property or any damage beyond the cost of this invoice.

Missouri Public Service Commission

*From the desk of Tracy -
Consumer Services Specialist*

P.O. Box 360
Jefferson City, MO 65102

800-392-4211 (Consumer Hotline)
573-526-1500 (Fax Number)

September 5, 2006

Ms. Mary Keaton
12621 Heartleaf Street
Moreno Valley, CA 92553

Dear: Ms. Keaton:

This is in receipt of a complaint (C200701289) you filed against Laclede Gas (Company). You indicated in your complaint that the Company sent you a bill (service dates 11/2005 to 3/2006) in the amount of \$3,458 for 5431 Cabanne Street, 1W. You stated you sent the Company a note requesting a turn-off of service in your name prior to a new tenant moving in; however, the Company left the service on and are holding you responsible for the usage. You asked the Missouri Public Service Commission (Commission) to intercede on your behalf and contact Laclede.

I forwarded your complaint to Laclede and received the following information. 5431 Cabanne has an active Landlord Leave-On Agreement in effect. A turn-off request cancels the Leave-On Agreement. A Laclede supervisor responded that the Company has no record of a letter being received from you or any contacts by phone, requesting a turn-off at this address. Access arrangements would have been required for the turn-off, as the meter is on the inside.

Ms. Mary Keaton
September 5, 2006
Page 2 of 2

The Company representative advised that the tenant will need to call in and take responsibility for the bill and provide information of their move-in date.

I have investigated your complaint and it appears that the Landlord Leave-On Agreement falls under Company policy and is not within the jurisdiction of the Missouri Public Service Commission. Your comments have been placed in our official files. You may want to seek legal assistance if you wish to pursue this matter further.

I trust this answers your questions concerning this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tracy Leonberger".

Tracy Leonberger
Consumer Services Specialist II

/tfl

Laclede Gas CompanyDRAWER 2
ST. LOUIS, MO 63174FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735SERVICE AT **8689 ORIOLE AVE 2FL**

PRESORTED

ACCT NO. **143831-889-1** DEPOSIT **0.00** RATE **RG**AVERAGE GAS COST PER THERM **1.02941** DEGREE DAYS **0**

PRESENT READING	PREVIOUS READING	USAGE (CCF) X	BTU FACTOR=	THERMS
1718	1708	10	1.023	10.2

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY 27.75

CURRENT CHARGES 25.73

AMOUNT DUE \$53.48PAYMENT DUE BY **08-22-06** DELINQUENT AFTER **09-01-06**

RETURN THIS STUB TO LACLEDE GAS COMPANY DRAWER 2 ST. LOUIS, MO 63174

AMOUNT DUE \$53.48**AMOUNT PAID**PAYMENT DUE BY **08-22-06**DELINQUENT AFTER **09-01-06**

Dollar Help - Check One!

☐ S1 ☐ S2 ☐ S5**MARY KEATON**
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553**14383100910000053480**

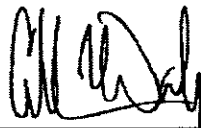
01758

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

**I have compared the preceding copy with the original on file in this office and
I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City,
Missouri, this 4th day of December 2006.**



Colleen M. Dale
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

December 05, 2006

Case No. GC-2007-0204

General Counsel's Office
P.O. Box 360
200 Madison Street, Suite 800
Jefferson City, MO 65102

Lewis R. Mills, Jr.
P.O. Box 2230
200 Madison Street, Suite 650
Jefferson City, MO 65102

Laclede Gas Company
Legal Department
720 Olive Street
St. Louis, MO 63101

Mary Keaton
Mary Keaton (MO)
8689 Oriole Avenue
St. Louis, MO 63147-1305

Mary Keaton
Mary Keaton (CA)
12621 Heartleaf Street
Moreno Valley, CA 92553-1260

Enclosed find a certified copy of a NOTICE in the above-numbered case(s).

Sincerely,

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a faint, larger signature.

***Colleen M. Dale
Secretary***

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Mary Keaton,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0204</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

ORDER DIRECTING FILING

Issue Date: December 4, 2006

Effective Date: December 4, 2006

On November 30, 2006, Mary Keaton filed a complaint with the Missouri Public Service Commission against Laclede Gas Company. In making its decision, the Commission would be aided by a recommendation from its Staff. Therefore, the Commission will direct its Staff to investigate the complaint and file a recommendation.

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall file its recommendation on or before January 10, 2007.

2. This order shall become effective on December 4, 2006.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Cherlyn Voss, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 4th day of December, 2006.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

**I have compared the preceding copy with the original on file in this office and
I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City,
Missouri, this 4th day of December 2006.**



**Colleen M. Dale
Secretary**

MISSOURI PUBLIC SERVICE COMMISSION

December 05, 2006

Case No. GC-2007-0204

General Counsel's Office
P.O. Box 360
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Mary Keaton
Mary Keaton (MO)
8689 Oriole Avenue
St. Louis, MO 63147-1305

Mary Keaton
Mary Keaton (CA)
12621 Heartleaf Street
Moreno Valley, CA 92553-1260

Enclosed find a certified copy of an ORDER in the above-numbered case(s).

Sincerely,

A handwritten signature in dark ink, appearing to read 'Colleen M. Dale', is positioned above the printed name and title.

Colleen M. Dale
Secretary