

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

FILED

JAN 05 2007

Missouri Public  
Service Commission

In the matter of )  
 )  
USW Local 11-6, ) GC-2006-0390  
 )  
Complainant )  
 )  
and )  
 )  
Laclede Gas Company, )  
Respondent )

AFFIDAVIT OF MARY HALL

STATE OF MISSOURI )  
 ) ss  
COUNTY OF ST. LOUIS )

Mary Hall, 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 4 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.

Mary Hall  
Mary Hall

Subscribed and sworn to before me this 17<sup>th</sup> day of Oct., 2006.

Patricia J. Bozada  
Notary Public

"NOTARY SEAL"  
Patricia J. Bozada, Notary Public  
St. Louis City, State of Missouri  
My Commission Expires 3/20/2009  
Commission Number 05519482

My commission expires \_\_\_\_\_

USW Exhibit No. 12-NP  
Case No(s). GC-2006-0309  
Date 12/12/06 Rptr UV

**SUBMITTED ON BEHALF OF USW 11-6**

2. A. My name is Mary Hall and my address is

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4 A. In June of 2005, installers arrived at my residence. The installers did not come to  
5 my door, but I was alerted to their presence because my dogs noticed them. I  
6 asked them what they were doing and they said they were going to install a new  
7 meter. I told them I had not had any problems with the meter. However, they  
8 said that everyone was getting a new meter, so I let them commence with the  
9 installation. The installers consisted of a team of four or five men wearing  
10 plainclothes. I personally observed them install the device. The installers seemed  
11 very disorganized. After watching Leisa Zigman's report on AMR devices in the  
12 summer of 2006, I learned that what the installers had actually done was install an  
13 AMR device.

15 A. The gas bills were not remarkable until December of 2005. For this month, I was  
16 billed \$231.59. A true and accurate copy of the December 2005 bill is attached

1 and incorporated here as Exhibit 1. This was the highest gas bill I had ever  
2 received. The bill was especially excessive given that I live alone and keep my  
3 thermostat at 62.

4 **Q. What did you do with this information?**

5 A. I called Laclede and complained about the bill. The customer service  
6 representative said that the \$231.59 bill was in line with my previous usage and  
7 that she would send me a printout of my previous gas bills. After the printout did  
8 not arrive for several weeks, I called Laclede and spoke with another  
9 representative. He informed me not to pay the bill, and he enrolled me in the  
10 Budget Billing program. In that program, Laclede estimates your gas usage and  
11 divides it by twelve. He told me to pay \$130 and the remainder will be budgeted  
12 over the next months in three month cycles.

13 **Q. Did you speak with anyone else about your billing issue?**

14 A. In January or February of 2006, I contacted the Missouri Public Service  
15 Commission about my billing problem. I found their address online. I received a  
16 response on April 13, 2006. A true and accurate copy of the PSC letter is attached  
17 and incorporated here as Exhibit 2. The response said that they had contacted  
18 Laclede, which informed them that nothing was wrong with my billing. Because  
19 the PSC only seemed to ask Laclede if my billing was correct, which I had  
20 already done numerous times, I did not find their response to be satisfactory.

21 **Q. Did enrolling in the Budget Billing Program resolve your billing complaints?**

22 A. No. For the next three months, I was billed \$105.50 as the representative had  
23 explained. True and accurate copies of the January, February, and March 2006

1 bills are attached and incorporated here as Exhibits 3, 4, and 5, respectively.  
2 However, after this period the bills remained much higher than in years past. I  
3 received \$80.00 bills for April, May, June, and July of 2006. True and accurate  
4 copies of the April, May, June, and July 2006 bills are attached and incorporated  
5 here as Exhibits 6, 7, 8, and 9 respectively. I found that these \$80.00 bills were  
6 excessive for the summer months. My usage for these summer months was  
7 significantly less in 2005. A true and accurate copy of the Laclede Gas Company  
8 Statement of Bills & Payments from December of 2004 to January of 2006 is  
9 attached and incorporated here as Exhibit 10.

10 **Q. Did you continue with the Budget Billing program?**

11 A. No. In August of 2006, I cancelled my enrollment in Budget Billing and  
12 requested that Laclede recalibrate my meter. I was dissatisfied with the high  
13 summer bills and the fact that the Budget Billing bills did not show the actual gas  
14 usage. While I was given a \$50 credit upon cancelling Budget Billing, I was  
15 informed that Laclede does not recalibrate meters. Instead, they offered to send a  
16 meter reader out to confirm my bill.

17 **Q. Why did you request that your meter be recalibrated?**

18 A. I had spoken with Leisa Zigman of Channel 5 News. I saw her report in June or  
19 July and eventually called her about my billing issue. She suggested that I have  
20 my meter recalibrated.

21 **Q. Was your meter manually read as scheduled?**

22 A. Yes. A Laclede employee named Kevin Stuart arrived and read my meter.

23 **Q. Has your billing issue been resolved?**

1 | A. No.

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

5 | A. No.

6 | **Q. Does this conclude your direct testimony?**

7 | A. Yes.

**Laclede Gas Company**

SERVICE AT: **ST. LOUIS, MO 63171**

ACCT NO: **53927000280000231596** DEPOSIT: **0.00** RATE: **RG**

AVERAGE GAS COST PER THERM: **1.4169** DEGREE DAYS: **1071**

PRESENT READING	PREVIOUS READING	USAGE (GCF)	BTU FACTOR	THERMS
3333	3182	151	1.036	156.4

ESTIMATED AMOUNT: **231.59**

CURRENT CHARGES AMOUNT: **231.59**

**AMOUNT DUE \$231.59**

PAYMENT DUE BY: **01-18-06** DELINQUENT AFTER **01-27-06**

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

**AMOUNT DUE \$231.59** **AMOUNT PAID**

PAYMENT DUE BY **01-18-06**  
 DELINQUENT AFTER **01-27-06**  
 Dollar Help - Check One!  
☐ \$1 ☐ \$2 ☐ \$5

**ST. LOUIS MISSOURI**

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

**PRESORTED**

**BILL DETAIL**

	AMOUNT
PRIOR GAS BALANCE	78.17
PAYMENT THANK YOU	78.17
CHARGE FOR GAS SVC 11-30-05 TO 01-03-06	217.69
CRESTWOOD TAX	13.90
ACCOUNT BALANCE	231.59

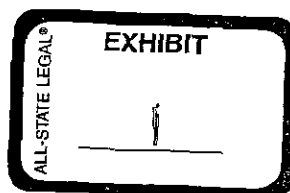
WE APPRECIATE YOUR 2005 PROMPT PAYMENT RECORD

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

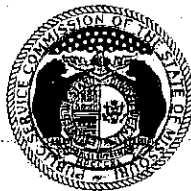
11-05  
\$27.74

12-05  
\$78.17

53927000280000231596



NP



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

April 13, 2006

Ms. Mary Hall

Dear Ms. Hall:

This letter is in response to the informal complaint you filed with the Missouri Public Service Commission (Commission) regarding account number 539270-002-8 with Laclede Gas Company (Laclede). I contacted Laclede regarding this account and received the following information.

According to Laclede's records, the bill in question was based on an estimated meter reading for service from November 30, 2005 to January 3, 2006, for 151 CCFs, \$231.59. On January 9, 2006, you contacted Laclede regarding the bill and the account was set up on the Cold Weather Rule (CWR) Plan with an initial payment of \$130.00. The budget has been calculated at \$105.50 per month. On January 13, 2006, Laclede obtained a special meter reading of x3369. On February 6, 2006, Laclede issued a bill for service from January 3, 2006 to February 1, 2006, 98 CCFs, \$147.31. On February 25, 2006, Laclede obtained a special meter reading of x3523. On March 8, 2006, Laclede issued a bill for service from February 1, 2006 to March 3, 2006, 108 CCFs, \$157.93.

According to the historical usage at this location, it appears that the average usage is in-line; however, the increase in the cost appears to be due to the high cost of wholesale natural gas prices. The Missouri Public Service Commission does not have jurisdiction over the producers of natural gas nor the interstate pipeline companies that transport the gas to the Local Distribution Companies (LDC), such as Laclede. Congress deregulated natural gas over a decade ago. Now prices are determined in an open, competition-based market.



NP

Ms. Mary Hall  
April 13, 2006  
Page 2 of 2

The wholesale cost of purchasing the natural gas from a supplier or marketer is unregulated and is passed on to the customer at the same price the LDC pays for the commodity. Natural gas is a traded commodity like gold or silver. Therefore, the price is determined by market conditions such as supply and demand.

Why are natural gas prices so high and volatile?

- Tight balance between supply and demand,
- Abnormally hot weather and increased natural gas usage for electric generation for air conditioning load,
- Impacts of increased summer demand on national storage levels,
- High dependence on domestic natural gas supplies that are proving difficult to increase and very limited ability to import natural gas from overseas,
- Higher crude oil prices,
- Geopolitical tension, and
- Recent hurricanes in oil producing regions, and closure of some refineries.

I hope you find the aforementioned information helpful. Based on the information received and reviewed regarding this account, it does not appear that Laclede has billed you incorrectly. Thank you for contacting our office regarding this matter. If we can assist you further in any way, please do not hesitate to contact us again.

Sincerely,



Michelle Bocklage  
Consumer Services Specialist

Enclosure: Bill Comparison



Name: Mary Hall  
Address:

Revenue Month  
Bill Amount  
# of Days  
CCf  
Read Type  
Heating Degree Days  
Average Usage  
Cost per Therm

	Dec-04		Dec-05
\$	159.88	\$	231.59
	34		34
	133		151
	Reading		Estimate
	906		1071
	0.1468		0.1410
\$	0.81991	\$	1.14169

Revenue Month  
Bill Amount  
# of Days  
CCf  
Read Type  
Heating Degree Days  
Average Usage  
Cost per Therm

	Jan-05		Jan-06
\$	167.69	\$	147.31
	29		29
	152		98
	Reading		O = Extended Rdg
	951		658
	0.1598		0.1489
\$	0.76272	\$	0.98454

Revenue Month  
Bill Amount  
# of Days  
CCf  
Read Type  
Heating Degree Days  
Average Usage  
Cost per Therm

	Feb-05		Feb-06
\$	128.56	\$	157.93
	30		30
	118		98
	Reading		O = Extended Rdg.
	744		855
	0.1586		0.1146
\$	0.67972	\$	0.97860

NP

# Laclede Gas Company

DRAWER 2  
ST. LOUIS, MO 63171




MARY HALL

SERVICE AT					BILL DETAIL		AMOUNT
ACCT NO. 539270-002-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		231.59
AVERAGE GAS COST PER THERM 98454 DEGREE DAYS 658					PAYMENT THANK YOU		130.00
					CHARGE FOR GAS SVC 01-03-06 TO 02-01-06		138.47
					CRESTWOOD TAX		8.84
					ACCOUNT BALANCE		248.90
PRESENT READING	PREVIOUS READING	USAGE (COF)	BTU FACTOR	THERMS			
3431	3333	98	1.030	100.9	MINIMUM PAYMENT DUE		
					BY DELINQUENCY DATE 105.50		
					\$40.00 OFF THE PURCHASE OF A NEW GAS WATER HEATER		
					SAME DAY OR NEXT DAY SERVICE AVAILABLE		
EST'D BASED ON SPECIAL READ					AMOUNT		
CWR PLAN CREDIT					130.00		
CWR PLAN AMT					235.50		
<b>AMOUNT DUE</b>					<b>\$105.50</b>		
PAYMENT DUE BY 02-16-06 DELINQUENT AFTER 02-27-06							
YOUR GAS BILL NOW REFLECTS A LEVEL PAYMENT PLAN UNDER THE COLD WEATHER RULE							
YOUR RESPONSIBILITIES UNDER THIS PLAN ARE AS FOLLOWS:							
-MAKE THE REQUIRED MINIMUM GAS PAYMENT DUE AS INDICATED ON YOUR MONTHLY BILL							
-PROVIDE INCOME INFORMATION IF REQUESTED							
THE MONTHLY PLAN AMOUNT IS BASED ON AN ESTIMATE OF YOUR AVERAGE MONTHLY BILL							
FOR THE NEXT 12 MONTHS PLUS AN AMOUNT THAT WILL REPAY ANY BALANCE YOU OWE							
YOUR MONTHLY AMOUNT MAY CHANGE. WE WILL PERIODICALLY REVIEW YOUR ACCOUNT AND							
ADJUST YOUR MONTHLY PLAN AMOUNT IF YOU USE MORE OR LESS GAS THAN WE							
ORIGINALLY ESTIMATED							
IF YOU CANNOT PAY THE MINIMUM GAS PAYMENT DUE, WE MAY BE ABLE TO AGREE ON A							
LOWER PAYMENT. THIS WOULD EXTEND YOUR TIME TO PAY OFF THE AMOUNT YOU OWE TO							
A REASONABLE PERIOD OF TIME THAT IS LONGER THAN 12 MONTHS.							
YOU CAN CANCEL YOUR LEVEL PAYMENT PLAN. IF YOU DO, WE WILL BILL YOU FOR THE							
FULL AMOUNT YOU OWE							



NP

<b>Laclede Gas Company</b>					DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735		
SERVICE AT: ACCT NO. 539270-0002-18					DEPOSIT 0.00 RATE RG		PRESORTED				
AVERAGE GAS COST PER THERM: 9.7860 DEGREE DAYS 855											
PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS	BILL DETAIL			AMOUNT			
3539	3431	108	1.034	111.7	PRIOR GAS BALANCE			248.90			
					PAYMENT THANK YOU			105.50			
					CHARGE FOR GAS SVC 02-01-06 TO 03-03-06			148.45			
					CRESTWOOD TAX			9.48			
					ACCOUNT BALANCE			301.33			
ESTD BASED ON SPECIAL READ					AMOUNT						
CWR PLAN AMT					105.50						
					MINIMUM PAYMENT DUE						
					BY DELINQUENCY DATE			105.50			
					BEAT HIGH POSTAGE COSTS! PAY ONLINE FOR FREE!						
					SEE THE BACK OF THIS BILL FOR MORE INFORMATION.						
					<b>AMOUNT DUE \$105.50</b>						
					PAYMENT DUE BY 03-20-06 DELINQUENT AFTER 03-29-06						



NP

# Laclede Gas Company

DRAWER 2  
ST. LOUIS, MO. 63171



PRESORTED

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

SERVICE AT:  
ACCT NO: 539270-1002-B DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: 88.864 DEGREE DAYS 544

PRESENT READING	PREVIOUS READING	USAGE (COR)	BTU FACTOR	THERMS
3616	3539	77	1.029	79.2

ESTIMATED AMOUNT

CWR PLAN AMT 105.50

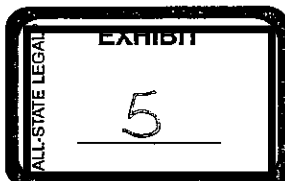
AMOUNT DUE \$105.50

PAYMENT DUE BY 04-19-06 DELINQUENT AFTER 04-27-06

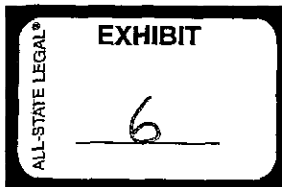
BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	301.33
PAYMENT THANK YOU	105.50
CHARGE FOR GAS SVC 03-03-06 TO 04-03-06	109.52
CRESTWOOD TAX	6.99
ACCOUNT BALANCE	312.34

\*MINIMUM PAYMENT DUE\*  
BY DELINQUENCY DATE 105.50

PRE-SEASON GRILL SALE! CALL OR VISIT  
WWW.LACLEDEAPPLIANCES.COM FOR MORE INFORMATION




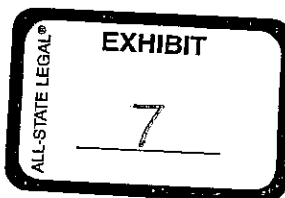
NP




Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171	
SERVICE AT:					DEPOSIT 0.00 RATE RG	
ACCT NO. 539270-002-18					AVERAGE GAS COST (PER THERM) 8.2108 DEGREE DAYS 114	
PRESNT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS	BILL DETAIL	
3634	3616	18	1.025	18.5	AMOUNT	
ESTIMATED					AMOUNT	
CWR PLAN AMT					80.00	
AMOUNT DUE					80.00	
PAYMENT DUE BY 05-18-06					DELINQUENT AFTER 05-30-06	
BILL DETAIL					AMOUNT	
PRIOR GAS BALANCE					312.34	
PAYMENT THANK YOU					105.50	
CHARGE FOR GAS SVC 04-03-06 TO 05-03-06					34.91	
CRESTWOOD TAX					2.23	
ACCOUNT BALANCE					243.98	
DUE TO PERIODIC REVIEW, YOUR PLAN AMOUNT					HAS BEEN CHANGED TO 80.00	
MINIMUM PAYMENT DUE					BY DELINQUENCY DATE 80.00	

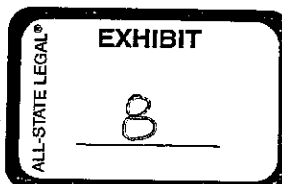
NP

<b>Laclede Gas Company</b>					DRAWER 2 ST. LOUIS, MO. 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT:					DEPOSIT:		RATE:		PRESORTED	
ACCT NO: 539270-0102-98					DEGREE DAYS: 94		AVERAGE GAS COST PER THERM: \$1.021		BILL DETAIL	
PRESENT READING	PREVIOUS READING	USAGE (DIFF)	BTU FACTOR	THERMS						
3649	3634	15	1.021	15.3						
ESTIMATED					AMOUNT					
CWR PLAN AMT					80.00					
					AMOUNT DUE \$80.00					
PAYMENT DUE BY 06-19-06					DELINQUENT AFTER 06-28-06					
					PRIOR GAS BALANCE 243.98 PAYMENT THANK YOU 80.00 CHARGE FOR GAS SVC 05-03-06 TO 06-02-06 30.72 CRESTWOOD TAX 1.96 ACCOUNT BALANCE 196.66					
					*MINIMUM PAYMENT DUE* BY DELINQUENCY DATE 80.00					
					BEAT HIGH POSTAGE COSTS! PAY ONLINE FOR FREE! SEE THE BACK OF THIS BILL FOR MORE INFORMATION.					




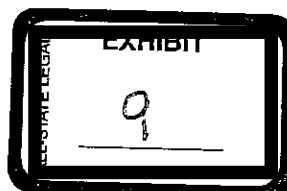
NP

<b>Laclede Gas Company</b>					DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT:					DEPOSIT		RATE		PRESORTED XXXXXXXX	
ACCT NO. 539270					DEPOSIT		RATE		PRESORTED XXXXXXXX	
AVERAGE GAS COST PER THERM: 850.49					DEGREE DAYS: 752		BILL DETAIL		AMOUNT	
PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS						
3609	3539	70	1.027	71.9						
ESTD BASED ON SPECIAL READ					AMOUNT					
CWR PLAN AMT					80.00					
<b>AMOUNT DUE</b>					<b>\$80.00</b>					
PAYMENT DUE BY: 08-07-06					DELINQUENT AFTER 08-16-06					
PRIOR GAS BALANCE					196.66					
PAYMENT THANK YOU					80.00					
BILL ADJUSTMENT					186.33					
CHARGE FOR GAS SVC 03-03-06 TO 07-03-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)					137.03					
CRESTWOOD TAX					8.75					
ACCOUNT BALANCE					76.11					
*MINIMUM PAYMENT DUE*					80.00					
BY DELINQUENCY DATE					80.00					
CORRECTED BILL										



NP

<b>Laclede Gas Company</b>					DRAWER 2 ST. LOUIS, MO. 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: <b>AA</b>					DEPOSIT <b>0.00</b>		RATE <b>RG</b>		PRESORTED XXXXXXXXXXXXXXXXXXXX	
ACCT NO. <b>539270-002-8</b>					AVERAGE GAS COST PER THERM <b>0.02903</b>		DEGREE DAYS <b>0</b>			
PRESENT READING	PREVIOUS READING	USAGE (CCF)	BTU FACTOR	THERMS	BILL DETAIL			AMOUNT		
3612	3609	3	1.023	3.1	PRIOR GAS BALANCE			76.11		
					CHARGE FOR GAS SVC 07-03-06 TO 08-03-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)			16.02		
					CRESTWOOD TAX			1.02		
					ACCOUNT BALANCE			93.15		
EST'D BASED ON SPECIAL READ					AMOUNT					
CWR PLAN ARREARS					80.00					
CWR PLAN AMT					80.00					
<b>AMOUNT DUE \$160.00</b>										
PAYMENT DUE BY <b>08-17-06</b>					DELINQUENT AFTER <b>08-29-06</b>					
					*MINIMUM PAYMENT DUE* BY DELINQUENCY DATE <b>160.00</b>					
					QUALITY GRILLS FROM LACLEDE! MENTION THIS MESSAGE FOR \$40 OFF THE REGULAR PRICE, CALL APPLIANCE SALES					



NP



DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
JANUARY 10, 2006

HALL, MARY

PAGE 0001

SERVICE ADDRESS:  
ACCT. NO: 539270-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 12-02-04						
12-02-04	BILL	10/28-11/30	2599R	45.1	59.56	0.00
12-09-04	PAYMENT-GAS SERVICE				59.56-	59.56
01-05-05	BILL	11/30-01/03	2732R	137.1	159.88	0.00
01-11-05	PAYMENT-GAS SERVICE				159.88-	159.88
02-03-05	BILL	01/03-02/01	2884R	156.9	167.69	0.00
02-10-05	PAYMENT-GAS SERVICE				167.69-	167.69
03-07-05	BILL	02/01-03/03	3002R	121.8	128.56	0.00
03-21-05	PAYMENT-GAS SERVICE				128.56-	128.56
04-06-05	BILL	03/03-04/04	3083R	83.4	96.80	0.00
04-11-05	PAYMENT-GAS SERVICE				96.80-	96.80
05-05-05	BILL	04/04-05/03	3109R	26.7	40.99	0.00
05-26-05	PAYMENT-GAS SERVICE				40.99-	40.99
06-06-05	BILL	05/03-06/02	3112R	3.1	16.52	0.00
06-21-05	PAYMENT-GAS SERVICE				16.52-	16.52
07-06-05	BILL	06/02-07/01	3113R	1.0	14.43	0.00
07-11-05	PAYMENT-GAS SERVICE				14.43-	14.43
08-04-05	BILL	07/01-08/02	3114R	1.0	14.60	0.00
08-16-05	PAYMENT-GAS SERVICE				14.60-	14.60
09-01-05	BILL	08/02-08/30	3117E	3.1	16.72	0.00
09-08-05	PAYMENT-GAS SERVICE				16.72-	16.72
10-03-05	BILL	08/30-09/29	3117R	0.0	13.59	0.00
10-17-05	PAYMENT-GAS SERVICE				13.59-	13.59
11-01-05	BILL	09/29-10/28	3131R	14.3	27.74	0.00
11-04-05	PAYMENT-GAS SERVICE				27.74-	27.74
12-02-05	BILL	10/28-11/30	3182R	52.5	78.17	0.00
12-20-05	PAYMENT-GAS SERVICE				78.17-	78.17
01-06-06	BILL	11/30-01/03	3333E	156.4	231.59	0.00
TOTAL ACCOUNT BALANCE						\$231.59

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

THURS MUNE  
3 3  
3 4  
6 7  
9 9

pay \$130 by 1.27

\$105 ff for 3 mo cycle  
can be -



NP