

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

AUG 8 2008

Name: Tonya Davis
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Co.
Respondent

COMPLAINT

Complainant resides at 6703 Chamberlain
(address of complainant)

1. Respondent, Laclede Gas Co.
(company name)
of St. Louis, Mo.
(location of company), is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

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

I'm complaining about a Gas bill that hasn't made since in over a few years. I never knew where they had an amount of 1,275.53 in Jan 16, 07 and things went down hill from that day. I stated to Laclede Gas Co. on several occasions that the meter readings weren't accurate or correct. New meters were installed But they never corrected the old problem before they installed the new meters. So no investigation ever took place. Why did they continue to allow the services to stay on with such huge amounts of gas being used. When they finally turned it off for 2,079.81 - 7

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

Then that's when I asked for the Public Commission Office to step in. They wanted 1,579.00 to turn the gas back on and that's without an investigation from the Public Commission Office. So I was railroaded once again by Laclede Gas Co. That 1,579.00 was paid. A 659.00 in that range was paid by cash at at Scknecht's Market Pay Station and the rest was paid by (Adequate Housing) a program that helped with the bill. I do not have one bill that shows that Cash Payment on it nor do I understand why was I billed for services I didn't use when it took two weeks for the scheduled change to take place due to gas leaks found. Not

WHEREFORE, Complainant now requests the following relief: once but twice it was shut off for gas leaks

2,400.00 ← I'm not avoiding paying what I owe but charge me fairly. Explain this new bill for 2,400.00 just a few months away from the old 2,079.00 Bill Laclede Gas Co. Admitted they made errors but I'm paying the price. I want a hearing to provide my evidence because I have plenty. I want this bill adjusted fairly without my services in jeopardy.

7/26/08

Date

Signature of Complainant

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

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
SEPTEMBER 20, 2007

DAVIS, TONYA
1434 HAWTHORNE PL
ST LOUIS, MO 63117

PAGE 0001

SERVICE ADDRESS: 1434 HAWTHORNE PL
ACCT. NO: 418156-016

DATE	TRANSACTION		SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF	01-03-06						0.00
01-03-06	ACCOUNT TRANSFER					382.88	382.88
01-09-06	PAYMENT-GAS SERVICE					200.00-	182.88
02-16-06	REBILL CWR	109.00	12/15/05-01/24/06	8339R	313.0	439.66	622.54
02-27-06	BILL CWR	218.00	01/24/06-02/23/06	8525R	192.3	250.63	833.17
03-01-06	ACCOUNT TRANSFER					150.00	1,033.17
03-16-06	PAYMENT-HEAT GRANT					226.00-	807.17
03-22-06	LATE PAY CHRG-GAS SERVICE					3.27	810.44
03-28-06	BILL CWR	330.27	02/23/06-03/24/06	8661R	140.1	194.11	1,004.55
04-20-06	LATE PAY CHRG-GAS SERVICE					4.95	1,009.50
04-27-06	BILLED DEPOSIT					160.00	1,169.50
04-27-06	BILL CWR	500.22	03/24/06-04/25/06	8755R	96.6	138.67	1,308.17
05-22-06	LATE PAY CHRG-GAS SERVICE					7.50	1,315.67
05-22-06	PAYMENT-GAS SERVICE					80.00-	1,235.67
05-26-06	BILLED DEPOSIT					160.00	1,395.67
05-26-06	BILL CWR	592.72	04/25/06-05/24/06	8818R	64.4	96.60	1,492.27
06-20-06	LATE PAY CHRG-GAS SERVICE					8.89	1,501.16
06-27-06	BILLED DEPOSIT					160.00	1,661.16
06-27-06	BILL CWR	766.61	05/24/06-06/23/06	8874R	57.2	87.29	1,748.45
07-03-06	DEPOSIT CANCELLED					480.00-	1,268.45
07-03-06	BILL		06/23/06-06/27/06	8878E	4.1	7.08	1,275.53
01-16-07	ACCOUNT TRANSFER					1,275.53-	0.00
03-06-07	ACCOUNT TRANSFER					5.00-	5.00-
03-07-07	ACCOUNT TRANSFER					5.00	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

CASH

659.00

Oct 18

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
SEPTEMBER 20, 2007

DAVIS, TONYA
1434 HAWTHORNE PL
ST LOUIS, MO 63117

PAGE 0001

SERVICE ADDRESS: 1434 HAWTHORNE PL
ACCT. NO: 418156-017

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 01-11-07						0.00
01-11-07	RECONNECTION CHARGE				54.00	54.00
01-16-07	ACCOUNT TRANSFER				1,275.53	1,329.53
01-18-07	REBILL CWR	06/22/06-12/21/06	9298R	431.5	615.10	1,944.71
01-26-07	BILL CWR	12/21/06-01/24/07	9463R	178.4	210.56	2,155.27
01-26-07	PAYMENT-HEAT GRANT				249.00	1,906.27
02-15-07	PAYMENT-GAS SERVICE				600.00	1,306.27
02-21-07	LATE PAY CHRG-GAS SERVICE				4.92	1,311.19
02-27-07	BILL CWR	01/24/07-02/23/07	9662R	206.6	251.99	1,563.18
03-02-07	RESET CHARGE				5.00	1,558.18
03-05-07	RESET CHARGE				5.00	1,563.18
03-07-07	ACCOUNT TRANSFER				5.00	1,558.18
03-22-07	LATE PAY CHRG-GAS SERVICE				7.45	1,565.63
03-28-07	BILL CWR	02/23/07-03/26/07	9789R	130.8	165.43	1,731.06
04-20-07	LATE PAY CHRG-GAS SERVICE				10.03	1,741.09
04-27-07	BILLED DEPOSIT				206.66	1,947.75
04-27-07	BILL	03/26/07-04/25/07	9886R	99.7	129.91	2,077.66
05-22-07	LATE PAY CHRG-GAS SERVICE				28.07	2,105.73
05-29-07	BILLED DEPOSIT				206.67	2,312.40
05-29-07	BILL	04/25/07-05/24/07	9948R	63.5	87.50	2,399.90
06-21-07	LATE PAY CHRG-GAS SERVICE				29.80	2,429.70
06-26-07	DEPOSIT CANCELLED				413.33	2,016.37
06-26-07	BILL	05/24/07-06/20/07	9990R	42.9	63.44	2,079.81

TOTAL ACCOUNT BALANCE ~~2,079.81~~

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

*How is this a
transfer amount
from 4329.53
1-16-07*

Just Read the dates match them up

*It's not consistent How is my balance going from 2,399.90
But the final Bill says 2,079.81 Then it shows 2,429.70
It doesn't make sense. Please Review it please. I only
want to say what I'm responsible for.*

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
SEPTEMBER 20, 2007

DAVIS, TONYA D
1434 HAWTHORNE PL
ST LOUIS, MO 63117

PAGE 0001

SERVICE ADDRESS: 1434 HAWTHORNE PL
ACCT. NO: 418156-015

Where is this information at

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 12-05-05						532.88
12-05-05	PAYMENT GAS SERVICE				150.00-	382.88
01-03-06	ACCOUNT TRANSFER				382.88-	0.00
02-27-06	ACCOUNT DEBIT				150.00	150.00
03-01-06	ACCOUNT TRANSFER				150.00-	0.00
03-05-07	RESET CHARGE				5.00-	5.00
03-06-07	ACCOUNT TRANSFER				5.00-	0.00

Where are the other months 9 months of billing at they pumped over to

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.

Balance says 0.00 If my balance says 532.88 as of 12-5-05 and a payment shows 12-5-05 150.00 now we should be at 382.88 you see that. Now Please explain all of this after that.

EXPLANATION OF METER READING CODES
R - REGULAR READING
S - CUSTOMER READING
E - ESTIMATE

Feb 15, 07 600.00 Payment

Mike

Jan 26, 07 249.00 Energy

Credit

*Energy Assistance Program Pledge a 249.00
Payment on Jan. 26, 07 Now Transfer Amount
Is 382.88 On Jan.*

570.00

or months
Requesting Copies for the dates of

6/27/06 thru - 12/21/06
1,329.53

12/21/06 - 1/24/07 1,944.71

I paid a total of 729.00 cash and 850.00 ^{Adequate} ^{Housing} ^{Towards 2079.00 payment}
Requested a Copy on July 31st For 659.00 Cash
Have the Receipt for cash payment of 78.00 payment
Both payments made on Oct 23rd 07
New Account # 337134-010-8
Date Called July 31st 08
Person spoke to Kevin

337134-010-8

Error Bill < - (2406.95) New Balance

Cut On June 13th Chamberlain

July 31st

Cut off Date Turned off June 6th 08
Amount Bill
Final Bill
1,758.04

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
JUNE 25, 2008

DAVIS, TONYA
6703 CHAMBERLAIN
ST LOUIS, MO 63130

PAGE 0001

SERVICE ADDRESS: 1434 HAWTHORNE PL
ACCT. NO: 418156-018

DATE	TRANSACTION		SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF	11-26-07						1,412.81
11-26-07	BILL CWR	85.00	10/25/07-11/21/07	0068R	79.4	116.47	1,529.26
12-26-07	PAYMENT-GAS SERVICE					850.00-	679.28
12-27-07	BILL CWR	180.00	11/21/07-12/21/07	0209R	145.2	175.74	855.02
01-15-08	PAYMENT-GAS SERVICE					168.00	755.02
01-28-08	BILL CWR	595.00	12/21/07-01/24/08	0386R	181.8	210.74	955.76
02-27-08	BILL CWR	247.00	01/24/08-02/25/08	0586R	205.0	233.07	1,188.83
03-28-08	BILL CWR	99.00	02/25/08-03/26/08	0723R	140.0	171.00	1,359.83
04-25-08	BILL ARRANGEMENT	214.66	03/26/08-04/23/08	0787R	65.3	99.56	1,459.49
05-20-08	LATE PAY CHRG-GAS SERVICE					22.04	1,481.53
05-27-08	BILL		04/23/08-05/22/08	0842R	55.9	78.57	1,560.10
06-09-08	ACCOUNT TRANSFER					81.20	1,641.30
06-09-08	ACCOUNT TRANSFER					81.20	1,722.50
06-10-08	BILL		05/22/08-06/06/08	0857R	15.2	25.54	1,748.04
06-16-08	PAYMENT-SERVICE WORK					81.20	1,666.84
06-24-08	PAYMENT-GAS SERVICE					70.00	1,596.84

TOTAL ACCOUNT BALANCE \$1,606.84

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

CAASTLC
2709 WOODSON RD./ENERGY
ST. LOUIS, MO 63114



STATE OF MISSOURI
DEPARTMENT OF SOCIAL SERVICES
FAMILY SUPPORT DIVISION

|||||

DAVIS TONYA
1434 HAWTHORNE PL FL 1
SAINT LOUIS MO 63117

ID #: 096-493-72-6385

ENERGY ASSISTANCE ELIGIBILITY NOTICE

Date
01/28/2008

Application Date

12/26/07

Benefit Amount

\$0.00

Eligibility Message: ineligible

Your application for benefits under Missouri's Low Income Home Energy Assistance Program has been denied. The reason for this decision is:

You failed to provide, in a timely manner, fuel supplier information.

If you have questions about this decision, contact the Community Action Agency office where you applied for assistance. If your application was denied, you may re-apply for assistance prior to March 31, 2008.

You have the right to request a fair hearing if you do not agree with this decision and you request the hearing within thirty (30) days after the date of this letter.

If you request a fair hearing, you may present information yourself or you may be represented by your own attorney.

Requests for hearings must be made at the Community Action Agency where you applied for assistance.



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY JARRETT

KEVIN GUNN

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

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

July 16, 2008

Ms. Tonya Davis
6703 Chamberlain Avenue
St. Louis, MO 63130

This letter is in response to your indication that you wish to file a formal complaint against Laclede Gas Company.

A formal complaint must be filed in written form **including an original or duplicate original and eight (8) copies** addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

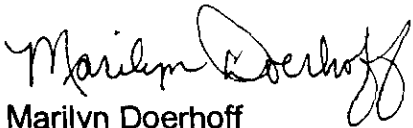
The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney.

Please note, failure to pay the amount of a bill which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

July 16, 2008
Ms. Tonya Davis
Page 2 of 2

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

A handwritten signature in cursive script, appearing to read "Marilyn Doerhoff".

Marilyn Doerhoff
Consumer Services Coordinator

cc: Laclede Gas Company

Enclosure(s): Formal Complaint Form
Chapter 2 – Rules of Practice and Procedure and Formal Complaint Form

~~22nd June 86~~

~~Dissemination 2079.81~~

June 27th 86 Turn 86
Estimated
Amount 1275.53