

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

OCT 16 2009

Name: Betty R. Barnes-Mays
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Company
Respondent

COMPLAINT

Complainant resides at 4602 Penrose Street, St. Louis,
(address of complainant)
MO 63115

1. Respondent, Laclede Gas Company
(company name)
of St. Louis, Missouri
(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:

Company lost payments resulting in disconnection,
Continually overestimated charges (3 years)
Billed for gas not used
Charged twice for a service call
Borderline harassed for complaining

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

Called Company numerous occasions
 Visited downtown office approximately 10 times
 Called Commission
 Wrote Commission
 Went to Bank
 Called Bank
 Emailed Bank
 Faxed copies of bank information to Company
 Last correspondence was voice mail with request for a
 return call if information received: still waiting
 Filed formal complaint

WHEREFORE, Complainant now requests the following relief:

No repercussions for filing complaint.
 Credit for payments now totaling \$180.00
 Reimbursement for unmetered Gas \$346.61
 Extra Charge for Service Repair \$106.61
 Reconnection fee on new account \$25.00
 Compensation for time and expenses
 Any other charges that may incur in the result of
 filing this complaint.

10-13-09

Date

Betty Mays
 Signature of Complainant

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

As the basis of this complaint, Complaint states the following facts:

1. Lost Payments -
 - a. Documentation showing withdrawals from my account at Bank of American to Laclede Gas Company on a regular every two week basis in the amount of \$30.00 each.
 - b. Printout from representative from first appearance at the bank to resolve this situation.
 - c. Log from bank representative working while out of town.
 - d. Printout requested from LGC showing all payments not posted.
 - e. Letter from Missouri Public Service Commission with the Laclede Gas Company's admission four payments were not posted.
 - f. Documentation the account number has always been correct.
 - g. Documentation that the posting continued on the now closed account which was received after dispute initiated.
2. Overcharges (Documentation includes bills from 12/2002 through present day, all of the pages from requested printouts from the company letter and correspondence. Will forward upon request.)
 - a. Late fees for payments not posted.
 - b. Grid showing LSC overestimated usage of hot water tank, dryer and heat.
 - c. Printouts from LSC showing jump to cover overestimates.
 - d. Numerous letters and correspondence.
3. Borderline Harassment (Would have to request phone records of LGC.)
 - a. Payments began to be miss-posted after notifying LGC of change from gas to electric heating in February, 2009.
 - b. Underlined retaliation from complaints filed and returned without satisfactory of the resolution due to frustration from bureaucracy. Several employees actual hung up while in the middle of a sentence.

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

1. Lost Payments - I contacted the company who responded it was a bank problem. I was asked no questions. I went to the bank and requested and investigation. As of October 12, 2009 there has been no contact since final collection notice received after the requested fax for the information received from the bank.
2. Overcharges - Bills were overestimated from December, 2002 until October, 2005 until the service repairman was requested for repairs to the furnace November, 2005. Repairman reported meter reading at 8877 reading from right to left. Not believing in the difference I read the meter from left to right reading 7788 which was more comparable to the previous reading of 7271 and the jump of 517 could be understood because of the problems with the furnace but not a difference of 1806. The furnace was cut off after receiving the outrageous bill calling the company immediately requesting someone look into this. I was ignored and gas service discontinued on April 20, 2006. After spending the entire summer without service, I relinquished and paid the entire bill (\$694.54) as we had lived long enough without hot water and I was living with a teenager who did not

appreciate boiling water on the stove. The service was restored in November of 2006. I received the first bill the beginning of February, 2007 of an actual reading of 0 carrying the charges for the service repair of \$106.66 as a prior balance. I could not get the company to remove it and it accumulates late fees until November of 2007, they removed the late fees only but not the original \$106.66 that generated these fees in the first place. Then the first of three meter reading came in as 0 and in the beginning of March of 2007 the company deemed it necessary to change the meter never-minding that use may have been down due to warm weather. A new meter was finally deemed working but the new meter began on zero and LGC's last estimation was at 9104 so the bill reflected 186.1 used from 5/25/07 to 6/18/07. The winter bills were so high for 2007 the furnace was switched from gas to electric in the fall of 2007.

3. Several weeks after informing LGC of the furnace change while disputing the lost payments someone hung up the phone while I as in the middle of a sentence, I was told 'the company does not plan to do anything about the overcharges' and took several days off to appear in their office in downtown St. Louis to try to get someone to assist me. I contacted the Missouri Public Service Commission who sent me a highlighted portion of some type of ordinance stating the LGC's billing practices were truly unlawful but nothing additional with my first complaint and I believe this is the third.

WHEREFORE, Complainant now requests the following relief:

1. At the beginning of this complaint \$120 had not been posted to my account and two more payments had been submitted before discontinued and it is the belief that the monies paid on account number [REDACTED] result in an overpayment when account has been evaluated and late fees reimbursed resulting in a small amount due to Complaint. The charge of \$106.66 for the furnace paid in the \$694.54 and carried over on the November, 2007 bill returned to Complaint. The unmetered gas charge of \$346.61 for gas not used. The reconnection fee charged when service reconnected in September, 2009 of \$25.00 and ample compensation for expenses in acquiring this information, time spent on calls and visits, time spent on gathering the information, and any other expenses that may occur.