

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

FILED

JAN 05 2007

Missouri Public
Service Commission

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

TESTIMONY OF GEORGE WAITES

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

USW Exhibit No. 20-NP
Case No(s). GC-2006-0390
Date 12/12/06 Rptr MV

George Waites, of lawful age and being first duly sworn, deposes and states:

1. My name is George Waites. I am an adult and competent to testify. I reside at
** St. Louis, MO 63119. I have resided at this address since September of 1970.
2. I have been a Laclede customer since May of 1963. My meter is on the inside of
my house.
3. In May of 2006, a letter from Laclede was mailed to my address stating that an
AMR device is going to be installed.
4. I had read about the installation of AMR devices by Honeywell subcontractors
from articles in the Labor Tribune.
5. I called Laclede on May 1, 2006 to inquire whether a trained Laclede gasworker
would be installing the AMR device. I was told that a representative would return my call. On
May 3, 2006, a representative named Mike Lochland called and said that if I wanted a Laclede
gasworker to install the AMR device, it would cost around \$70 for the first half-hour.

NP

6. On May 3, 2006, my wife Kathy called Laclede to complain about the price. Kathy told me she spoke with a service representative named Rhonda, who confirmed the additional charge if a gasworker was to install the AMR device. Kathy said that a supervisor was supposed to return her call.

7. On May 5, 2006, either my wife or myself spoke with a supervisor named Mike Schulato [presumed spelling]. He also confirmed the \$70 for the first half-hour price. Additionally, he stated that if an AMR device was not installed in my home, my bills would be estimated. While we do not recall the details of this conversation, we were left with the impression that the estimated bills would be higher than those calculated by an AMR device.

8. On May 17, 2006, I found a note left on my door stating that an AMR installer had come to my door when I was not at home. The note contained the Laclede logo and began with "[t]his is Laclede Gas."

9. Sometime after May 17, but before the July 28 event contained in paragraph 10, a worker came to the door to install an AMR device. My wife Kathy told me that the worker wore a Laclede Gas badge, and she asked him whether he was a gasworker or a subcontractor. He said that he was a subcontractor so she did not admit him into our home.

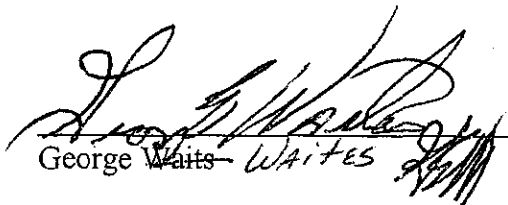
10. On July 28, 2006, either my wife or myself received another call from Laclede attempting to set up an AMR installation. I asked to have a gasworker install the AMR device and the representative said they would make a note of it and return my call. We never received a return call.

11. As of this date, an AMR device has not been installed in my home.

12. I am not an employee or member of USW Local 11-6, nor to my knowledge am I related by blood or marriage to any USW Local 11-6 officer or business representative.

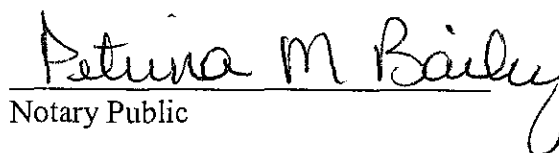
13. I understand and believe that union gasworkers have substantial training not available to the Honeywell subcontractors that enable them to recognize and fix potential problems when installing the AMR device. Accordingly, I believe it is safer to have an AMR device installed on my gas meter by a union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

14. I hereby swear and affirm that my statements contained herein are true and correct to the best of my knowledge and belief.


George Waits - WAITES

Subscribed and sworn to me this 23 day of August, 2006.

My Commission Expires:


Notary Public

