

AUG 08 2005

Missouri Public
Service Commission

Case No. I was never given
a case No

COMPLAINT

Indep. No. 64052

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

M. G. E. forced Me to pay someones
else bill and lied all along and said
the Missouri Legislature passed a law that
said they had the right.

FILED²
JUL 11 2006

Missouri Public
Service Commission

Exhibit No. 1
Case No(s) TC 2006-22
Date 07-04 Rptr pf

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

I sent M.P.S.C. a letter they sent me a complaint form I filled it out and sent it back then they said it was not a formal complaint so here it is M.G.E. lied to you on one was trying to fill applicant for go service it has been in my name for 7 or 8 years at this address

WHEREFORE, Complainant now requests the following relief:

I would like my 90.00 back I would like the money I spent sending letters to the legislators and senators 85.00 I would like compensation for the nights and days and weeks and months and years this matter has tormented me. most of all I would like to put a stop to this nonsense of M.G.E. forcing someone to pay someones else bill. also I would like to see the tariff that says M.G.E. has the right to do this I ask for a copy and they M.G.E. have yet to send it to me

8-4-05

Date

Ronald Kitchen

Signature of Complainant

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

FINAL DISCONNECT NOTICE



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL: (816) 756-5252 LOCAL 10602 E 20TH ST S
P.O. BOX 219255 INDEPENDENCE, MO
KANSAS CITY, MO 64121-9255

00001491 AT 0.292
*****AUTO**3-DIGIT 640
|||||

ACCOUNT NUMBER:
9892997277

NOTICE DATE:
SEP 04, 2003

RONALD R KITCHEN
10602 E 20TH ST S
INDEPENDENCE, MO 64052-2002

*on or about 12:00
9-77. Debarale*

YOUR SERVICE IS SCHEDULED TO BE SHUT OFF ON OR AFTER SEP 15

Our records show that we have not received payment for your OVERDUE amount. IT IS TOO LATE TO MAIL YOUR PAYMENT. Please call the telephone number listed above to arrange for payment. To avoid disconnection, full payment must be made BEFORE the shut off date of SEP 15, 2003.

If service is disconnected, you may be assessed the following charges before having your gas turned back on:

Overdue Amount	\$	367.06
Reconnect Fee	\$	35.00
Collection Charge	\$	8.00
Security Deposit	\$	114.21
Total Amount Due	\$	524.27

The charges listed above, plus any amounts which have become past due since the issuance of this notice, must be paid before service is restored.

If the OVERDUE AMOUNT has been paid, please disregard this notice.
Thank you for your cooperation.

OVERDUE AMOUNT of \$ 367.06 must be received before SEP 15



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
STEVE GAW
BRYAN FORBIS
ROBERT M. CLAYTON III

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>

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENGER
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

September 25, 2003

Mr. Ronald Kitchen
9822 Westport
Independence, MO 64052

Dear Mr. Kitchen:

This letter is in response to the informal complaint you filed with the Missouri Public Service Commission (Commission) against Missouri Gas Energy (MGE). I forwarded a copy of your complaint to MGE and received the following information.

According to MGE's records, you contacted MGE to schedule the reconnection of the gas service at 10602 E 20th St., Independence, MO. The balance at the time of disconnection was \$389.36; however, a payment of \$200.00 was made and verified. The reconnect order was scheduled for and completed on September 18, 2003. Once MGE discovered that your daughter resides at the residence in question, MGE checked their records for outstanding debts in her name. At that time, MGE located an outstanding debt in Jennifer's name and transferred the debt to the 10602 E 20th Street location.

Even though your daughter claimed that she does not live at 10602 E 20th, MGE will not remove the transferred bill.

MGE's tariff states: "Company shall not be required to commence supplying gas service if at the time of application, the applicant, or any member of applicant's household (who has received benefit from previous gas service), is indebted to Company for such gas service previously supplied at the same premises or any former premises until payment of such indebtedness shall have been made. This provision cannot be avoided by substituting an application for service at the same or at a new location signed by some other member of the former customer's household or by any other person acting for or on behalf of such customer."

Mr. Ronald Kitchen
September 25, 2003
Page 2 of 2

Based on the information I received from you and MGE, it appears that Jennifer has been residing at the location; however, she did not place the service in her name. If you do not want the debt transferred to the account in your name, you may want to consider having Jennifer place the service in her name. By placing the service in Jennifer's name she will be solely responsible for payment.

At this time it does not appear that MGE violated their filed and approved tariff. I have included information for filing a formal complaint for your review.

Sincerely,


Michelle Bocklage
Consumer Services Specialist

*I also live at this residents and this gas has been
in my name for seven years*

~~*Michelle Bocklage*~~

*I stayed pursuing this issue because I was told
that the missouri legislature had given M.G.E..
the right to make me pay some else's bill*