

DEC 17 2003

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

Please reference Attachment #2

WHEREFORE, Complainant now requests the following relief:

Please reference Attachment #3

12-14-03

Date

12-14-03

Vanessa L. Gilley

Signature of Complainant

Vanessa L. Gilley

Attach additional pages, as necessary.

Attach copies of any supporting documentation.

Attachment #1

My Laclede Gas Service was connected on June, 12, 2001. At the time of service connection, the residence did not have a gas furnace. My landlord's records indicate that installation of a gas furnace began in September, 2001.

On October 9, 2002, 16 months after my service was connected, Laclede Gas did obtain an actual meter reading, reflecting an index of x0293. Although this actual reading indicated a drastic under-estimation of usage, Laclede Gas instead chose to use an estimated reading. The Company representative of Laclede Gas deemed the actual reading an error and discarded the actual reading and again used an estimated reading without contacting me to question the additional usage or without contacting the landlord to question the accuracy. Laclede Gas did not feel it was necessary to investigate this discrepancy further.

On March 5, 2003, a pledge for \$178 Low Income Heating Energy Assistance Program (LIHEAP) grant was received by Laclede Gas from the Division of Family Services (DFS). Laclede Gas rejected the heat grant on May 7, 2003, a full two months after the grant was received, because their records indicated I did not heat with gas. Again, Laclede Gas did not contact me prior to rejecting the grant and again did not apparently feel it was necessary to investigate this matter further. I received an Energy Assistance Notification dated May 22, 2003, which said my application for benefits under Missouri's Low Income Home Energy Assistance Program had been denied. The notice said the reason for this decision is that Laclede Gas indicated that I had an "inactive heating account". The landlord did contact Laclede Gas on July 1, 2003 to confirm that a gas furnace had been installed at the residence. However, Laclede Gas did not attempt to contact the landlord at any time and Laclede Gas cannot re-request the rejected heating grant of \$178.00.

The bill I received for 3/13/03 to 4/11/03 shows a credit of \$9.00 with a note of "Do Not Pay" indicated on the bill. Yet, two months later, on June 11, 2003, an actual meter reading was obtained, reflecting an index of x 1621, again indicating a large under-estimation of gas usage. Finally, on June 30, 2003, a corrected gas bill was mailed based on the June 11, 2003 reading. The billing period showed from July 12, 2002 (x8977) to June 12, 2003 (1622). The Missouri Public Service Commission advised that per Laclede Gas records, the total gas actually used was 264 CCF's however, in accordance with Missouri Public Service Commission rules and Laclede's approved tariff, the bill was for 1588 CCF's, at a cost of \$1,112.15, plus Charlack tax of \$149.70 for a total of \$1,360.85. Again, the bill indicated "Estimated" "Based on Special Read".

Laclede Gas admitted to my Mother that they were required by law to do actual meter readings at least every 12 months. However, after obtaining some records and locating some older gas bills, it appears Laclede Gas did not preform an actual meter reading at any other time other than the October, 2002 reading they disregarded and the corrected reading of June, 2003, as noted above. Based on these records and to the best of my knowledge, Laclede Gas used "estimated" amounts to bill me 26 out of 27 months. And, even the only actual reading used by Laclede Gas in 27 months indicated "estimated" based on special read. Since then I have read the meter myself on the cards provided after our request.

My mother was able to locate my first bill from Laclede Gas. It should be noted that even my first bill, covering 6/13/01 to 7/12/01, shows the bill amount to be "Estimated".

I am not currently in a position financially to pay these charges. Even the increased actual charges will be a challenge to meet. I am divorced, out of work, and with two small children. In fact, estimates to my attorney prior to my divorce and information provided to the Division of Family Services regarding our household expenses, were unfortunately also based on these under-estimated bills. The entire situation could have been manageable if it had been promptly dealt with when Laclede's own Meter Reader initially discovered the discrepancy or if Laclede had actually performed meter readings previously or had contacted me or the landlord otherwise. Repayment of an outstanding balance of over \$1,000 is unaffordable in my current financial situation and was not created by negligence on my part.

Vanessa L. Cully 12/14/03
Vanessa L. Holmes 12/14/03

Attachment #2

I have contacted Laclede Gas and my Mother has contacted Laclede Gas numerous times to get information related to my bill.

Laclede Gas has been informed that I want the estimated bills to stop. I have requested cards for customer read. I have also recently found out through inquiry that special times can be arranged to read the meter.

My Mother also inquired about an outside meter, but she was informed that the cost must be born by the customer. I cannot afford this expense.

My mother requested a history of my account and that the bills be sent to her in my behalf. Laclede Gas only furnished her with information going back to January, 2002. She again requested information from the date of service connection. This information has not been received after several requests and several months wait.

Laclede Gas was also asked several times to send information on how the corrected bill (the \$1,112.15 part of the bill \$1,360.85 less Charlack tax), was calculated and how the usage was determined and how it was distributed or applied against each monthly cost per therm and at what rate. This too was never provided or explained by Laclede Gas. The Missouri Public Service Commission also requested that Laclede Gas provide this documentation to support how the amount was determined and how the 1588 CCF's were distributed. However, I have not received the information and as of November 19, 2003, the Missouri Public Service Commission had not received the information either.

Following the informal complaint filed against Laclede Gas Company with the Missouri Public Service Commission, the Commission contacted Laclede Gas and informed them that I am disputing those charges and that I have been informed to pay the amount of the bill which is not in dispute.

Vanessa L Culley 12-14-03
Vanessa L Haynes 12-14-03

Attachment #3

I am requesting that Laclede Gas stop estimating my bills and remove all late charges connected with the estimated charges and forgive the corrected amount.

Again, if Laclede Gas had sent bills based on actual meter reading, I would have contacted the Company at the time. I may have also been eligible for assistance from the Division of Family Services. Unfortunately, it does not appear that minimum expectations of customer service were provided by Laclede Gas in this circumstance.

Since I just found that Laclede Gas did not read the meter when my service was connected as is indicated on my first bill (recently located by my Mother), I would like to know why this happened and how my first bill could be accurate and what steps may or should be taken in this regard.

I understand that Laclede representatives' position is that since the Commission rules and Laclede's tariff has a provision for the Company to rebill or collect billing errors for up to 12 months from the date of discovery, it can proceed with collection of the correct billing amount. I do not believe that Laclede Gas applied due diligence in the matter. It appears that Laclede employees acted with questionable due diligence on several occasions and especially when the Accounting Department employee determined that the Meter Reader's actual reading was an error without following up with me, the landlord, or even with the Meter Department.

The Missouri Public Service Commission asked Laclede representatives to set aside the payment agreement and place the entire adjustment in dispute status while the matter is being investigated. Yet, I continue to receive bills for this amount along with on-going late fees. I also continue to receive disconnection notices. My Mother has again contacted Laclede Gas regarding this, yet they continue. My last bill, which was just received, has current charges of \$152.90, but shows a balance due of \$1,391.12, including more late charges. I also received with the bill another disconnect notice indicating a disconnect date of January 2, 2004. Again, I would like for Laclede Gas to do as the Missouri Public Service Commission requested and set aside the disputed amount.

This last bill also says "We may report your payment performance to credit reporting agencies to the extent permitted by law." This is very disturbing. I have read the meter myself the last two months. I, with some limited available assistance of my parents, have also paid the non-disputed bills on time and as instructed. I again would like for Laclede Gas to stop these threats and intimidation and do as instructed by the Missouri Public Service Commission.

I have requested that Laclede Gas negotiate this matter directly with my Mother, Gail Broecker at 2317 Yeoman Avenue, St. Louis, Missouri 63114, work telephone 636/717-2000 or 636/717-2015 or home telephone number 314/428-9627. I have also authorized the Missouri Public Service Commission to communicate with my Mother as needed.

I have attached copies of numerous supporting documents. If additional information is needed that I may be able to provide, please contact me or my Mother in my behalf. Thank you.

Vanessa L Culley 12-14-03
Vanessa L Haynes 12-14-03

FAMILY SERVICES OFFICE
1430 OLIVE ST.
ST LOUIS MO 63132

ENERGY ASSISTANCE
PAYMENT NOTIFICATION

MAIL DATE 04/07/2003

SUPPLIER NO: 12001-6-000

NAME: LACLEDE GAS COMPANY
ADDRESS: 720 OLIVE ST

ST LOUIS MO 63101

ID #: 096 495-88-0484

VANESSA L CULLEY
2310 BRISTOW A
ST LOUIS MO 63114

ON APR 04, 2003 A PAYMENT IN THE AMOUNT OF \$178.00 WAS ISSUED TO THE ABOVE LISTED HOME ENERGY SUPPLIER ON YOUR BEHALF. THIS PAYMENT REPRESENTS THE TOTAL AMOUNT OF BENEFITS YOU WERE APPROVED TO RECEIVE UNDER MISSOURI'S LOW INCOME HOME ENERGY ASSISTANCE PROGRAM.
EA-7

FAMILY SERVICES OFFICE
9900 PAGE
ST. LOUIS, MO 63132
Ph: 314-426-9600

ENERGY ASSISTANCE NOTIFICATION
MAY 22, 2003

VANESSA CULLEY
2310 BRISTOW A
ST. LOUIS, MO 63114

495-88-0684

This is to advise that your application for benefits under Missouri's Low Income Home Energy Assistance Program has been denied.

The reason for this decision is that Laclede Gas indicated that you have an inactive heating account.

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 by contacting the Division of Family Services office where you applied for assistance.



BOB HOLDEN
GOVERNOR

MISSOURI
DEPARTMENT OF SOCIAL SERVICES
DIVISION OF FAMILY SERVICES
ST. LOUIS COUNTY OFFICE
9900 PAGE AVENUE
ST. LOUIS
63132-1431
TELEPHONE: 314-426-9600

RELAY MISSOURI
for hearing and speech impaired
TEXT TELEPHONE
1-800-735-2966
VOICE
1-800-735-2466

Vanessa Haynes
2310 Bristow Ave.
St. Louis, Mo 63114

Sept. 8, 2003

Dear Ms. Haynes,

I received your letter today regarding your Energy Assistance Grant. I am writing as you did not include a telephone number.

Our computer records show \$178 was paid to Laclede Gas on 4/4/03 for customer account number 155270008.

If you are in need of utility assistance, contact STEP, Inc. at (314) 863-0015.

Sincerely,

A handwritten signature in cursive script that reads 'Sharon Minoff'.

Sharon Minoff
Correspondence & Information
St. Louis County Family Support Division

10-25-03

Dear Ms. Minoff -

This is about your letter on 9/8/03.

\$178 was not paid to Lacade Gas. Please see ~~the~~ letters included. I'm not sure how it got mixed up. My mother is in dispute with Lacade Gas.

At the time of your letter I did not have a phone number. I recently got one, it is 314-423-9519.

It is getting close to winter and I have two small children to worry about. I have a pending case with Disability Determinations & have been unable to obtain employment.

I don't have access to a copy machine, so if possible, please return letters. I don't mean to be bothersome, but I really do need assistance. I know I am responsible for my own children, but my income severely dropped after my divorce and loss of my job. I know of several people that have got utility assistance and it has been almost impossible for me.

Please, let me know my options. Thank You for your time.

Vanessa Haynes.

I made copies for Vanessa including a statement from Lacade Gas, last bill, and disconnection notice.

Vanessa L. Haynes - Culley **Laclede Gas Bills** - 2310 Bristow Avenue - City of Charlack - St. Louis County, Missouri

Date From	Date To	Diagne Days	Reading	Present	Previous	Usage CCF	BTU Factor	Therms	Average Cost Per Therm	Gas Charge	Charlack Tax	Total	Late Fee	Deposit	Total	Paid
06/13/01	07/12/01	0	Estimate	8726	8713	13	1.022	13.3	.67739	\$22.77	\$2.82	\$25.59	0	\$65.00	\$90.59	\$35.59
07/12/01	08/10/01	0	Estimate Vacation	8739	8726	13	1.023	13.3	.67739	\$22.77	\$2.82	\$25.59	\$38		\$25.97	\$25.59
08/10/01	09/10/01		Est. ?	8758	8739	19									\$31.23	\$31.23
09/10/01	10/09/01	96	Estimate	8774	8758	16	1.021	16.3	.67739	\$25.20	\$3.11	\$28.31	0		\$28.31	
10/09/01	11/ - /01		Est. ?		8774											
11/ - /01	12/10/01		Est. ?													\$67.82
12/10/01	01/11/02		Estimate	8854				34.2				\$36.09	\$56			\$70.99
01/11/02	02/11/02		Estimate	8883	8854	29		30.0				\$33.32	0			\$55.38
02/11/02	03/13/02		Estimate	8907	8883	24		24.8				\$29.38	\$44			\$29.82
03/13/02	04/12/02		Estimate	8928	8907	21		21.6				\$25.57	\$38			
04/12/02	05/13/02		Estimate	8946	8928	18		18.4				\$23.19	0			\$49.14
05/13/02	06/12/02		Estimate	8963	8946	17		17.3				\$22.61	\$34			
06/12/02	07/12/02		Estimate	8977	8963	14		14.3				\$22.76	\$69			
07/12/02	08/10/02		Estimate	8990	8977	13		13.3				\$22.23	\$1.03			\$50.00
08/10/02	09/10/02		Estimate	9006	8990	16		16.2				\$24.13	\$1.41			\$69.26
09/10/02	10/09/02		Estimate	9022	9006	16		16.1				\$24.06	0			
10/09/02	11/07/02		Reading But Used Estimate	9041	9022	19		19.4				\$26.87	0			\$26.86
11/07/02	12/10/02		Estimate	9069	9041	28		28.8				\$34.12	\$51			\$34.13
12/10/02	01/13/03		Estimate	9104	9069	35		36.0				\$39.48	0			
01/13/03	02/11/03	1075	Estimate	9131	9104	27	1.031	27.8	.32230	\$31.84	\$3.93	\$35.77	\$60			
02/11/03	03/13/03	921	Estimate	9154	9131	23	1.078	24.8	.32742	\$29.82	\$3.68	\$33.50	\$1.15			\$33.50
03/13/03	04/11/03	349	Estimate	9174	9154	20	1.029	20.6	.39175	\$28.13	\$3.48	\$31.61	Bill: \$9.00 Credit - Do Not Pay			
04/11/03	05/13/03		Estimate	9192	9174	18		18.5				\$29.14	\$48			
07/12/02	06/12/03	4765	Estimated Based On Special Read	564 1622	8977 1621	0 1588	1.035	1643.6 - .54462		\$1,211.15 + \$149.70 Tax		\$1,360.85		\$306.09 Credit		
06/12/03	07/14/03	0	Estimate	1648	1622	26	1.027	26.7	.65655	\$33.94	\$4.19	\$38.13				
07/14/03	08/12/03	0	Estimate	1671	1648	23	1.027	23.6	.65847	\$31.44	\$3.88	\$35.32				
08/12/03	09/10/03	0	Estimate	1693	1671	22	1.027	22.6	.65885	\$30.62	\$3.78	\$34.40				\$71.00
09/10/03	10/09/03	98	Estimate	1746	1693	53	1.025	54.3	.65875	\$56.74	\$7.02	\$63.76				\$100.61
10/09/03	11/06/03	190	Vanessa	1787	1746	41	1.023	41.9	.46516	\$47.88	\$5.91	\$53.79				\$53.79
11/06/03	12/09/03	619	Vanessa	1938	1787	151	1.031	155.7	.63359	\$136.08	\$16.82	\$152.90				



VANESSA L CULLEY
2310 BRISTOW AVE
ST LOUIS, MO 63114

SERVICE AT: 2310 BRISTOW AVE					BILL DETAIL		AMOUNT
ACCT NO. 155270-008-4 DEPOSIT 65.00 RATE RG					PRIOR GAS BALANCE		111.01
AVERAGE GAS COST PER THERM: .39175 DEGREE DAYS 349					PAYMENT THANK YOU		33.50-
					CHARGE FOR GAS SVC 03-13-03 TO 04-11-03		20.13
					CHARLACK TAX		3.40
					ACCOUNT BALANCE		109.12
PRES READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS		
9174	9154	20		1.029	20.6		
ESTIMATED							AMOUNT
BUDGET CREDIT							9.00-
CREDIT BALANCE							
DO NOT PAY							
<p>YOUR GAS BILL NOW REFLECTS A LEVEL PAYMENT PLAN UNDER THE COLD WEATHER RULE.</p> <p>YOUR RESPONSIBILITIES UNDER THIS PLAN ARE AS FOLLOWS:</p> <ul style="list-style-type: none"> -MAKE THE REQUIRED "MINIMUM GAS PAYMENT DUE" AS INDICATED ON YOUR MONTHLY BILL. -APPLY FOR FINANCIAL ASSISTANCE. -PROVIDE INCOME INFORMATION, IF REQUESTED. <p>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.</p> <p>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.</p> <p>YOU CAN CANCEL YOUR LEVEL PAYMENT PLAN. IF YOU DO, WE WILL BILL YOU FOR THE FULL AMOUNT YOU OWE.</p>							

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

CREDIT BALANCE
****DO NOT PAY****

AMOUNT PAID _____

VANESSA L CULLEY
2310 BRISTOW AVE
ST LOUIS, MO 63114

15527000840000009003

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



VANESSA L CULLEY
2310 BRISTOW AVE
ST LOUIS, MO 63114

SERVICE AT: **2310 BRISTOW AVE**
ACCT NO. **155270-008-4** DEPOSIT **65.00** RATE **RG**
AVERAGE GAS COST PER THERM: **.54462** DEGREE DAYS **4765**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
564 1622	8977 1621	0 1588 1588		1.055	1643.6

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	138.76
LATE PAYMENT CHRG GAS	.48
BILL ADJUSTMENT	300.91
LATE PAYMENT CHRG GAS	5.18
CHARGE FOR GAS SVC 07-12-02 TO 06-12-03	1211.15
CHARLACK TAX	149.70
ACCOUNT BALANCE	1193.58

DUE TO PERIODIC REVIEW, YOUR PLAN AMOUNT
HAS BEEN CHANGED TO 235.00

MINIMUM GAS PAYMENT DUE*
BY DELINQUENCY DATE 267.00

CORRECTED BILL

EST'D BASED ON SPECIAL READ	AMOUNT
CWR ARREARS/LATE PAY	32.00
CWR PLAN AMT	235.00

AMOUNT DUE \$267.00


PAYMENT DUE BY 07-14-03 DELINQUENT AFTER 07-22-03

Disputed \$1,211.15
tax 149.70
Total: \$1,360.85

Credit
\$167.35


138.26
48
\$138.74
300.91
5.18
\$306.09
306.09
138.74
\$167.35 Credit

First Bill


Laclede Gas Company SERVICE AT: 2310 BRISTOW AVE ACCT NO. 155270-000-4 DEPOSIT 0.00 RATE RG AVERAGE GAS COST PER THERM: .67759 DEGREE DAYS					DRAWER 2 ST. LOUIS, MO 63177  FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 PRESORTED XXXXXXXXXXXXXXXX	
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR	THERMS	BILL DETAIL	
8726	8713	13	1.022	13.3	DEPOSIT ASSESSMENT 65.00	
					CHARGE FOR GAS SVC 06-15-01 TO 07-12-01 22.77	
					CHARLACK TAX 2.02	
					ACCOUNT BALANCE 98.59	
ESTIMATED					AMOUNT	
CURRENT CHARGES					90.59	
AMOUNT DUE					890.59	
PAYMENT DUE BY 07-28-01 DELINQUENT AFTER 08-08-01						

Estimated

Pay \$35.59
\$55 left on deposit

Laclede Gas Company SERVICE AT: 2310 BRISTOW AVE ACCT NO. 155270-000-4 DEPOSIT 0.00 RATE RG AVERAGE GAS COST PER THERM: .67759 DEGREE DAYS					DRAWER 2 ST. LOUIS, MO 63177  FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 PRESORTED XXXXXXXXXXXXXXXX	
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR	THERMS	BILL DETAIL	
8739	8726	13	1.023	13.3	PRIOR GAS BALANCE 25.59	
					PRIOR OTHER BALANCE 65.00	
					LATE PAYMENT CHRG GAS .30	
					CHARGE FOR GAS SVC 07-12-01 TO 08-10-01 22.77	
					CHARLACK TAX 2.02	
					ACCOUNT BALANCE 116.56	
ESTIMATE - WITH HDA VACATION					AMOUNT	
GAS ARREARS/LATE PAY					90.97	
CURRENT CHARGES					25.59	
AMOUNT DUE					8116.86	
PAYMENT DUE BY 08-04-01 DELINQUENT AFTER 09-04-01						

DISCONNECT DATE SEP 04, 2001
SEE ENCLOSED NOTICE
\$33.15
\$35.00

Laclede Gas Company SERVICE AT: 2310 BRISTOW AVE ACCT NO. 155270-000-4 DEPOSIT 9.62 RATE RG AVERAGE GAS COST PER THERM: .67759 DEGREE DAYS					DRAWER 2 ST. LOUIS, MO 63177  FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 PRESORTED	
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR	THERMS	BILL DETAIL	
8774	8760	16	1.021	16.3	PRIOR GAS BALANCE 31.23	
					PRIOR OTHER BALANCE 55.36	
					PAYMENT THANK YOU 31.23	
					CHARGE FOR GAS SVC 09-10-01 TO 10-09-01 25.20	
					CHARLACK TAX 3.11	
					ACCOUNT BALANCE 83.69	
ESTIMATED					AMOUNT	
GAS ARREARS					55.30	
CURRENT CHARGES					28.31	
AMOUNT DUE					883.69	
PAYMENT DUE BY 10-23-01 DELINQUENT AFTER 11-01-01						

HELP SOMEONE IN NEED. GIVE TO DOLLAR-HELP. CHECK THE RED BOX BELOW TO ADD \$1 TO EACH MONTH'S GAS BILL.

*Paid
9/3/03
CK # 1166
\$ 71.00*

*Rec'd. 9/8/03
Per Laclede
Gas Co.
10-14-03*

LACLEDE GAS COMPANY
720 OLIVE STREET
DRAWER 2
ST. LOUIS, MO 63171
314-621-6960

9132053

*Mail-Only
emergency
questions
call 8-4:30 for
billing questions*

DISCONNECTION NOTICE

Our records show an unpaid balance on your account that is delinquent. Please pay the enclosed bill, or at least the arrears amount, by the due date so that you may avoid a visit for collection or disconnection purposes. If a collection visit is required to obtain your payment, a \$9 fee will be added to your next bill. If your service is disconnected, payment of the total gas bill, a \$54 reconnection charge and a security deposit may be required prior to reconnection of service.

URGENT: WE ARE PREPARED TO DISCONTINUE YOUR GAS SERVICE ON OR AFTER THE DISCONNECTION DATE PRINTED ON THE ENCLOSED BILL, UNLESS WE RECEIVE PAYMENT OF THE ARREARS AMOUNT.

- If you are unable to pay the full amount of this bill, or at least the arrears amount, please call us immediately to determine if payment arrangements can be made.
- If service is disconnected or if a number of disconnection notices have been sent, we may require payment of a security deposit.
- If you are age 60 or older or are handicapped to the extent that you are unable to leave your home without assistance, please call us at 314-621-6960.

We may report your payment performance to credit reporting agencies, to the extent permitted by law, in addition to other collection activities.

Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171		Rec'd. 12/12/03		ST. LOUIS MISSOURI		FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: 2310 BRISTOW AVE					ACCT NO. 155270-000-4		DEPOSIT 65.00 RATE RG		AVERAGE GAS COST PER THERM 63359		DEGREE DAYS 619	
PRES READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR	THERMS	BILL DETAIL				AMOUNT			
1938	1787	151	1.031	155.7	PRIOR GAS BALANCE				1275.71			
					PAYMENT THANK YOU				53.79-			
					LATE PAYMENT CHRG GAS				18.30			
					CHARGE FOR GAS SVC 11-06-03 TO 12-09-03				136.08			
					CHARLACK TAX				16.02			
					ACCOUNT BALANCE				1391.12			
CUSTOMER READ					AMOUNT							
GAS ARREARS/LATE PAY					1238.22				DISCONNECT DATE JAN 02, 2004			
CURRENT CHARGES					152.90				SEE ENCLOSED NOTICE			
AMOUNT DUE					\$1391.12				WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW.			
PAYMENT DUE BY 12-23-03					DELINQUENT AFTER 01-02-04							
AMOUNT DUE 61204.10					AMOUNT PAID \$152.90							
PAYMENT DUE BY 12-23-03					DELINQUENT AFTER 01-02-04							
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171												
VANESSA L CULLEY												
C/O MS BROKER												
2317 YEOMAN												
ST LOUIS, MO 63114												
15527000840001391125												

00013

Rec'd.
12/12/03

LACLEDE GAS COMPANY
720 OLIVE ST., DRAWER 2 • ST. LOUIS, MO 63171
314-621-6960

DISCONNECTION NOTICE

Our records show an unpaid balance on your account that is delinquent. Please pay the enclosed bill, or at least the arrears amount, by the due date so that you may avoid a visit for collection or disconnection purposes. If a collection visit is required to obtain your payment, a \$9 fee will be added to your next bill. If your service is disconnected, you will be charged a \$54 fee for reconnection.

URGENT: WE ARE PREPARED TO DISCONTINUE YOUR GAS SERVICE ON OR AFTER THE DISCONNECTION DATE PRINTED ON THE ENCLOSED BILL UNLESS WE RECEIVE PAYMENT OF THE ARREARS AMOUNT.

- If you are unable to pay the full amount of this bill, or at least the arrears amount, please call us immediately to determine if payment arrangements can be made. See reverse side for COLD WEATHER RULE AND FINANCIAL ASSISTANCE information.
- If service is disconnected or if a number of disconnection notices have been sent, we may require payment of a security deposit.
- If you are age 60 or older or are handicapped to the extent that you are unable to leave your home without assistance, please call us at 314-621-6960.

We may report your payment performance to credit reporting agencies, to the extent permitted by law, in addition to other collection activities.

(OVER)

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
SEPTEMBER 05, 2003

CULLEY, VANESSA L
C/O MS BROKER
2317 YEOMAN
ST LOUIS, MO 63114

PAGE 0001

SERVICE ADDRESS: 2310 BRISTOW AVE
ACCT. NO: 155270-008

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 01-15-02						124.22
01-15-02	BILL	12/10-01/11	8854E	34.2	36.09	160.31
02-06-02	PAYMENT-GAS SERVICE				67.82	92.49
02-08-02	LATE PAY CHRG-GAS SERVICE				0.56	93.05
02-13-02	BILL	01/11-02/11	8883E	30.0	33.32	126.37
02-19-02	PAYMENT-GAS SERVICE				70.99	55.38
02-19-02	PAYMENT-DEPOSIT				29.01	26.37
03-06-02	PAYMENT-DEPOSIT				26.37	0.00
03-15-02	BILL	02/11-03/13	8907E	24.8	29.38	29.38
04-10-02	LATE PAY CHRG-GAS SERVICE				0.44	29.82
04-16-02	BILL	03/13-04/12	8928E	21.6	25.57	55.39
05-02-02	PAYMENT-GAS SERVICE				29.82	25.57
05-09-02	LATE PAY CHRG-GAS SERVICE				0.38	25.95
05-15-02	BILL	04/12-05/13	8946E	18.4	23.19	49.14
06-06-02	PAYMENT-GAS SERVICE				49.14	0.00
06-14-02	BILL	05/13-06/12	8963E	17.3	22.61	22.61
07-09-02	LATE PAY CHRG-GAS SERVICE				0.34	22.95
07-16-02	BILL	06/12-07/12	8977E	14.3	22.76	45.71
08-08-02	LATE PAY CHRG-GAS SERVICE				0.69	46.40
08-13-02	REBILL	07/12-08/10	8990E	13.3	22.23	68.63
09-05-02	LATE PAY CHRG-GAS SERVICE				1.03	69.66
09-12-02	REBILL	08/10-09/10	9006E	16.2	24.13	93.79
10-07-02	LATE PAY CHRG-GAS SERVICE				1.41	95.20
10-14-02	PAYMENT-GAS SERVICE				50.00	45.20
10-30-02	REBILL	09/10-10/09	9022E	16.1	24.06	69.26
11-08-02	PAYMENT-GAS SERVICE				69.26	0.00
11-12-02	REBILL	10/09-11/07	9041E	19.4	26.87	26.87
12-03-02	PAYMENT-GAS SERVICE				26.86	0.01
12-12-02	REBILL	11/07-12/10	9069E	28.8	34.12	34.13
01-06-03	LATE PAY CHRG-GAS SERVICE				0.51	34.64
01-06-03	PAYMENT-GAS SERVICE				34.13	0.51
01-15-03	REBILL	12/10-01/13	9104E	36.0	39.48	39.99
02-07-03	LATE PAY CHRG-GAS SERVICE				0.60	40.59
02-13-03	REBILL	01/13-02/11	9131E	27.8	35.77	76.36
03-10-03	LATE PAY CHRG-GAS SERVICE				1.15	77.51
03-17-03	REBILL	02/11-03/13	9154E	24.8	33.50	111.01
04-03-03	PAYMENT-GAS SERVICE				33.50	77.51
04-15-03	REBILL CWR	9.00 03/13-04/11	9174E	20.6	31.61	109.12
05-15-03	REBILL CWR	32.00 04/11-05/13	9192E	18.5	29.14	138.26

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
SEPTEMBER 05, 2003

CULLEY, VANESSA L
C/O MS BROKER
2317 YEOMAN
ST LOUIS, MO 63114

PAGE 0002

SERVICE ADDRESS: 2310 BRISTOW AVE
ACCT. NO: 155270-008

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/PAYMENTS	BALANCE
06-09-03	LATE PAY CHRG-GAS SERVICE				0.48	138.74
06-30-03	LATE PAY CREDIT-GAS SERVICE				5.18-	133.56
06-30-03	BILL ADJUSTMENT CREDIT				300.91-	167.35-
06-30-03	BILL CWR	267.00 07/12-06/12	1622R	1643.6	1,360.85	1,193.50
07-16-03	BILL CWR	523.50 06/12-07/14	1648E	26.7	38.13	1,231.63
08-08-03	LATE PAY CHRG-GAS SERVICE				7.85	1,239.48
08-14-03	BILL CWR	787.85 07/14-08/12	1671E	23.6	35.32	1,274.80

TOTAL ACCOUNT BALANCE 8/12-9/10 1693 \$1,274.80

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

Paid \$71.00 9/3/03 (Rec'd. 9/8/03 - Bal. \$1,320.53) 18.57 waived 1301.96

	Service From-To	Meter	Therms	Bill
	8/12/03 - 9/10/03	1693		34.40
Bill	9/10/03 - 10/9/03	1746 E	54.3	\$63.76 + 18.57 Late 1238.20 Previous

10/15/03 Meter 2744
- 1671
5073
- 1746
3327
898
1008
+
1898

Reading

1746

1693

1671

1648 E

1622 R

53

22

23

26

1238.20

63.76

1301.96

- 71.00

1230.96

- 1211.15

19.81

19.81

124 = 5 mos.

\$1,320.53

- 18.57 waived

1301.96

2744

1622

1122

Actual?

5 mos. ??

VANESSA CULLEY
2310 BRISTOW AVE.
ST. LOUIS, MO 63114
Account number: 155270-008-4

Please find below the bill and payment history that your requested from January 2002, through the present.

ACCOUNTS RECEIVABLE HISTORY INFORMATION

DATE	TRAN	CODE	PAY BATCH	LT	CHRG	BASE AMT	BUDG/CR BILLING BILL/PAYMENT	BALANCE
10/13/03	BILL						\$63.76	\$1,320.53
10/07/03	LPMT GAS	0309				\$1,238.20	\$18.57	\$1,256.77
09/12/03	BILL ARRNGE	71.00				\$105.40	\$34.40	\$1,238.20
09/08/03	CPAY NET	00087					\$71.00-	\$1,203.80
08/14/03	BILL CWR	256.50				\$787.85	\$35.32	\$1,274.80
08/08/03	LPMT GAS	0307				\$523.50	\$ 7.85	\$1,239.48
07/16/03	BILL CWR	256.50				\$523.50	\$ 38.13	\$1,231.63
06/30/03	ADJT CWR	235.00				\$267.00	\$1,360.85	\$1,193.50
06/30/03	ADJT	CBG85					\$300.91-	\$167.35-
06/30/03	ALPC GAS	0000					\$5.18-	\$133.56
06/16/03	ADJT							\$138.74
06/09/03	LPMT GAS	0305				\$32.00	\$.48	\$138.74
05/15/03	BILL CWR	41.00				\$32.00	\$29.14	\$138.26
04/15/03	BILL CWR	24.50				\$9.00-	\$31.61	\$109.12
04/03/03	CPAY OVERPT	00061					\$33.50-	\$77.51
03/17/03	BILL						\$33.50	\$111.01
03/10/03	LPMT GAS	0302				\$76.36	\$1.15	\$77.51
02/13/03	BILL						\$35.77	\$76.36
02/07/03	LPMT GAS	0301				\$39.99	\$.60	\$40.59
01/15/03	BILL						\$39.48	\$39.99
01/06/03	CPAY NET	00033					\$34.13-	\$0.51
01/06/03	LPMT GAS	0212				\$34.13	\$.51	\$34.64
12/12/02	BILL						\$34.12	\$34.13
12/03/02	CPAY PART	00053					\$26.86-	\$0.01
11/12/02	BILL						\$26.87	\$26.87
11/08/02	CPAY NET	00078					\$69.26-	\$0.00
10/30/02	BILL						\$24.06	\$69.26
10/14/02	CPAY PART	00092					\$50.00-	\$45.20
10/11/02	RBIL							\$95.20
10/07/02	LPMT GAS	0209				\$93.79	\$1.41	\$95.20
09/12/02	BILL						\$24.13	\$93.79
09/05/02	LPMT GAS	0208				\$68.63	\$1.03	\$69.66
08/13/02	BILL						\$22.23	\$68.63
08/08/02	LPMT GAS	0207				\$45.71	\$.69	\$46.40
07/16/02	BILL						\$22.76	\$45.71
07/09/02	LPMT GAS	0206				\$22.61	\$.34	\$22.95
06/14/02	BILL						\$22.61	\$22.61
06/06/02	CPAY NET	00402					\$49.14-	\$0.00
05/15/02	BILL						\$23.19	\$49.14
05/09/02	LPMT GAS	0204				\$25.57	\$.38	\$25.95
05/02/02	CPAY PART	00094					\$29.82-	\$25.57
04/16/02	BILL						\$25.57	\$55.39
04/10/02	LPMT GAS	0203				\$29.38	\$.44	\$29.82

PAY			BUDG/CR BILLING				
DATE	TRAN	CODE	BATCH	LT CHRG	BASE AMT	BILL/PAYMENT	BALANCE
03/15/02	BILL					\$29.38	\$29.38
03/06/02	CPAY DEPOS	00028				\$26.37-	\$0.00
02/19/02	CPAY DEPOS	00112				\$29.01-	\$26.37
02/19/02	CPAY NET	00112				\$70.99-	\$55.38
02/13/02	BILL					\$33.32	\$126.37
02/08/02	LPMT GAS	0201			\$37.11	\$.56	\$93.05
02/06/02	CPAY PART	07025				\$67.82-	\$92.49
01/15/02	BILL					\$36.09	\$160.31

VANESSA CULLEY
2310 BRISTOW AVE.
ST. LOUIS, MO 63114
Account number: 155270-008-4

Please find below the breakdown on the June 30, 2003 bill as you requested. Tariff states we may bill a catch-up for one year from the date of discovery, which was June 2003. If you have any further questions please feel free to contact me at (314) 342-0700.

Reathia M. Hoefl
Supervisor
Community Services Department

<u>TO</u>	<u>DATES</u> <u>FROM</u>	<u>HEATING</u> <u>DEGREE DAYS</u>	<u>ESTIMATED</u> <u>CCFs</u>	<u>DAYS</u>	<u>BTU</u>	<u>BILL</u>
07/12/02	08/10/02	0	24	29	1021	\$ 26.34
08/10/02	09/10/02	0	28	31	1014	\$ 28.62
09/10/02	10/09/02	44	41	29	1009	\$ 36.78
10/09/02	11/07/02	456	146	29	1023	\$100.65
11/07/02	12/10/02	792	247	33	1029	\$166.37
12/10/02	01/13/03	936	295	34	1029	\$197.52
01/13/03	02/11/03	1075	314	29	1031	\$232.46
02/11/03	03/13/03	921	259	30	1078	\$203.97
03/13/03	04/11/03	349	124	29	1029	\$109.40
04/11/03	05/13/03	134	67	32	1028	\$ 63.74
05/13/03	06/12/03	58	43	30	1029	\$ 45.30
06/12/03	06/12/03	0	<u>1</u>	1	1032	<u>\$ 1.15</u>
			1588			\$1211.15

Although this reflects WHAT the adjustments were, it doesn't provide information regarding how they were determined. I have requested that info.