

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Frances Juhl,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2006-0304</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

ORDER DIRECTING LACLEDE GAS COMPANY TO RESTORE GAS
SERVICE DURING PENDENCY OF COMPLAINT

Issue Date: January 27, 2006

Effective Date: January 27, 2006

Frances Juhl Thomas filed a complaint against Laclede Gas Company on January 23, 2006. In that complaint, Ms. Juhl claims her gas service has been disconnected due to non-payment of bills that she disputes. She claims that she was not sent a disconnection notice and that Laclede has improperly added amounts to her bill that are owed by her brother and her sister, who live at different locations, and a Mr. Dwyer, who was a previous tenant. Ms. Juhl claims that she has tried to make payment arrangements with Laclede but has been unsuccessful. Ms. Juhl asks the Commission to help her make payment arrangements and get service restored.

On January 24, 2006, the Commission notified Laclede of the complaint and allowed it 30 days in which to answer. But given the fact that Ms. Juhl is currently without gas service, the Commission directed Laclede to respond no later than January 25 at 1:00 p.m. to Ms. Juhl's request that Laclede be ordered to restore gas service to her while the Commission considers the merits of her complaint.

Laclede responded on January 25 alleging that Frances Juhl has been using other names to obtain gas service and has incurred the following amounts due to Laclede:

<u>Name</u>	<u>Address/Account No.</u>	<u>Amount Owed</u>
Fran Juhl	618 Holly Hills 418602-004	\$176.62
Frances Jules	3512 Illinois, 2 nd Floor 137877-007	\$94.50
Ellen Juhl	3512 Illinois, 2 nd Floor 137877-010	\$222.10
Fran Juhl	3512 Illinois, 2 nd Floor 137877-011	\$691.77
Total		\$1,184.99

Laclede also claims that on September 27, 2005, Ms. Juhl told Laclede that, though the balance she attributes to Mr. Dwyer in account 137877-011 is not properly hers, she had been living at 3512 Illinois, 2nd floor, that she had been paying the bills, and that she wished to assume responsibility for that account. Because Ms. Juhl, in her complaint, now alleges that she did not agree to pay Mr. Dwyer's bill, Laclede claims that in the absence of an agreement on the amount not in dispute, the Complainant should be required to pay 50% of the total charges.

Alternatively, Laclede claims that under the current cold weather rule, Ms. Juhl may have services restored to 3512 Illinois, 2nd Floor, upon an initial payment of \$500.00, plus an agreement to pay another \$339.10, deferring for the time being the balance of \$345.89.

The Commission finds that Ms. Juhl's gas service has been disconnected, that this is a very serious situation, and this would constitute a great injustice if the Commission later finds that Ms. Juhl's complaint is valid. Therefore, the Commission will order Laclede to immediately restore gas service to Ms. Juhl pending resolution of this complaint, provided that Ms. Juhl continues to pay all non-disputed amounts, including payment for future gas usage.

IT IS THEREFORE ORDERED:

1. That Laclede Gas Company shall immediately restore gas service to Frances Juhl during the pendency of this complaint.
2. That this order shall become effective on January 27, 2006.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Steven C. Reed, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 27th day of January, 2006.