

2/20/18

Case Complaint Number GC-2018-0159

Good afternoon to everyone. I just wanted to take a little time out of my day to share how I feel about Laclede Gas Company and Spire.

As everyone knows I've opened a complaint against Spire and Mr. Zucker feels that I have not given sufficient reason behind my complaint, so I thought to take a little time out of my day to clarify that.

First and foremost in regards to Mr. Zucker as he is asking for a reason. A dispute is a dispute for a reason. I'm not sure there is any better answer for that? When I put the account into dispute I disagreed with the gas ch

s charges that I was being billed. I didn't believe the usage was as much as they stated. So that was the reason to start my dispute. What I was told when I originally started my dispute was suppose to be a 4 day 4 day process and has turned into a nightmare every since. There were never any responses back, no compromise or explanation on by Laclede Gas at the time than the words "they are valid." As the person putting in the dispute I feel I should be entitled to a better explanation or offering solutions than the only words "they are valid."

As much as it sounds, I got nowhere with Laclede Gas Company, because when I would dispute my balances, I felt as if I was put on the backburner and they truly didn't care about my concern. So that is when my husband got involved in the situation. When my husband got involved it was pre

pretty much the same answer. There was no other reason behind the dispute than the three words they would state "they are valid," those were the only words we both ever really heard. And technically my husband wasn't on this account originally until I had him added on to help out in the dispute situations. Prior to the dispute, he wasn't on the account.

However, I've read most of what Mr. Zucker has written on paper or customer service representative and I completely at a loss of words to describe how this could have been handled better on Laclede Gas Companies part. For instance, knowing that we weren't getting any further towards a compromise or solution, after the Supervisors when requesting to speak to someone of a higher authority, that is where it should have proceeded to. Laclede Gas Company neg

neglected to act on those. Even in their own report as stated on 4/22/2016, they noted that my husband requested to speak to a supervisor and wanted a call back from someone in the legal department. Knowing that the dispute was going on for this long of a time, Laclede Gas Company openly admits on the paperwork that we had requested a call back from the Legal Department, however Laclede Gas Company neglected to go within higher of the company to help solve to solution. There was never a phone call. A supervisor is the highest they left it at, no one from their corporate or legal department responded, even though they acknowledge that we had requested a call back from someone higher in the company.

On 8/6/16, that no one would be home to read the meter. For months we had requested

uested that Laclede come out and check the he meter. We both encouraged them. As for n or no one being home, I'm not sure why I wou I would need to be home in the first place con e considering it is outside access to the meter eter on the side of the property? My electric ric meter is outside, water meter, etc. Usually ally when they want to check or re-check the the meter to check for accuracy or inaccuracy, acy, they drive by. Everything is electronic I wo I would assume? So they could have easily dur during the dispute process re-checked the m meter, without our permission since it was on s on the outside of the property.

There are a series of discrepancies for in the m he month of October of 2017, where they stat state \$1797.66 was forwarded to the collectio ction agency Then it states on 10/24/17, that L hat Laclede claims the balance is \$1797.66+ a + a \$62 reconnect fee. As well the collection a

on agency as was given on paper acknowledged the balance was \$1647.66. So within the month of October 2017, the amounts Las Laclede Gas claims had changed three different times.

I and my husband had been in contact with CACI numerous times during the dispute process when I originally disputed the balance with them. Over the course of three months Laclede Gas Company failed to validate the debt, so therefore it was taken off my credit report sent back in favor of me winning the dispute process of challenging the validation of if the debt was legally owed or not.

Forwarding on to Jan of 2018, while in dispute on residential account, my husband is a partner in one company and owns his own

own church, which both business by the State
tate Of Missouri are defined legal entities. As
As much as Mr. Zucker wants to state that my
at my mis-used the identity of the business he
s he factually owns, I'm not sure how much m
h more to state anything. When the account w
nt was set up on December 26, 2017, the gentl
gentlemen that took the credit application for
n for the Church Of Jesus & Hope all the infor
information he needed to submit the applicat
lication for services. During the time the repre
representative did come back and state the ad
address is under residential, so even though it
gh it was a commercial account, it would be bi
be billed under residential rate tariffs. My hus
husband gave his own personal name as the p
he point of contact, as well submitting all legal
legal paperwork, which shows him owning the
the company. So at that time Spire agreed wit
with my husband on setting up the services a
ces as well both parties Spire and my husband

bands business agreed to services being started. (In which the account is current and up d up to date).

Meanwhile in the time since this has been in d in dispute with the Public Service Commission, since Jan and Feb of 2018, we have been subjected to 3 letters directly from Spire. pire. Not only taunting the situation, but almost taking the whole matter as a joke. I've s ve submitted one of the letters in which it states "we've enjoyed," no we haven't enjoyed gas services. We have been harassed in t in the process by Laclede Gas Company. Thre Three letters, one dated Jan 12, Jan 23 and Fe d Feb 1. I asked for Laclede Gas Company to s to stop sending letters minus regular bills for for the account open after receiving the first l irst letter dated Jan 12, 2018. They pretty muc much continued sending letters regardless of

of me respectfully asking them to send taunting letters.

Which leads me up to the last letter I received, dated Feb 1, 2018 from a apparent new collection agency named CBCS. In the letter I notice that they are offering a 30% discount on the balance if I was to pay them in a lump sum by April 30, 2018. I've come to ask questions because in Mr. Zuckers response back he is persistent about me currently owing \$1647.66, however I find it odd that knowing I'm disputing my balance through the Missouri Public Service Commission, that Laclede Gas Company would be trying to settle for \$1153.36? Or even entertaining that?

I hope that helps clarify some of the exact reasons why I've disputed my balance. When

When I continuously called them to tell them I was disputing my balance and asked to speak to people higher in the company, that is when Laclede Gas Company should have acted upon. They neglected to act on solving any part of the dispute process. Personally it is unacceptable, period. The job of when I called a customer service representative to tell them about a dispute, it should follow their chain of command. The fact of the matter is instead of them acting upon my dispute, knowing how many times to call to state why we were disputing it should have followed their process, as, after a supervisor, it should have gone to someone in their corporate office and from there to their legal department. However, they neglected to handle it and instead blamed scapegoats in the position.

In their own report filed back they acknowledge the dispute over a dozen times, however they want to blame my husband for calling to state he was disputing the bill, instead of acting upon helping out in the situation. As for the numerous phone calls, I thought that was the purpose of have a customer service center to forward a dispute to the appropriate person to handle, however, those never got handed off.

I've come to realize when dealing directly with Laclede Gas Company directly. It's that I'm never going to have a fair dispute process directly with them. Even after the dispute process. They are the only gas company in my service area, so even if the relationship with them is tarnished, I still have to go back and deal with the same problems, if other problems were to occur.

I appreciate the time that everyone has had to be able to read some of these concerns. As a person we all have opinions on things should be handled. However, I don't think you can erase the facts on paper that are written. When a company one minute claims you owe, \$1797.66, then \$1797.66+62.00, then \$1647.66, and now they want to settle mysteriously for a 30 % discount if paid by April 30, 2018 at \$1,153.36. It either means one of two things. Laclede Gas Company has inconsistent billing or Laclede Gas Company knows the balance they were originally claiming that I owe isn't correct, which leads to the exact reason why I disputed my bill in the first place. For several months of inconsistency.

Again, I appreciate everyone's time involved and for everyone that was able to read my letter. Sorry it was so much in length, but t

but this is how I have felt over the last couple couple of months leading up to this.

Respectfully Submitted,

Lisa Lambert and Brett Felber