

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUN 13 2005

Name: Loistine Stewart/Boyce Conway
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Co.
Respondent

COMPLAINT

Complainant resides at 6336 Audrey (63133)
(address of complainant)

Wellston, Mo.

1. Respondent, Laclede Gas Co.
(company name)

of 1720 Olive St. St. Louis, Mo.
(location of company), is a public utility under the

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

2. As the basis of this complaint, Complainant states the following facts:

Boyce Conway resided at 4369 W. Belle Pl. ST. Louis Mo 63108 in year 1988. His last bill was \$907.83 account balance dated 11-21-88 (copy attached.) His residency ended year 1988. Statement dated 2-28-91 indicates the gas co added two accounts as one. (copy attached) He was told by customer service, if he paid one he must pay both. Numerous attempts from RC Wilson collection for Gas co sent me letters & Boyce for \$6,000 plus, at 8427 Bayberry Dr. This account was charged off by the Gas co 10-23-91. His residences were 8427 Bayberry Dr, and 4371 W. Belle Pl. from 1st of 1989 until January 2004 prior to moving 6336 Audrey 63133. He is a Disabled Veteran and receives Disability Income.

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

I contacted Eilsworth Ware/Cochran Law Firm to resolve this problem, Mr. Joe Gallagher informed Mr. Ware that as long as Boyce paid his bill. Current he would not be disconnected. Atty Ware and Gallagher had a misunderstanding and the problem remained unresolved. I contacted atty Donnell Smith and he wrote a letter to the Gas Co requesting past records of customers and accounts be provided to me. Judge Steven Ohlner of Div 2 signed the request and ordered records be provided to me. The Gas Co never provided me with any records. Gay Fred at the Public Service informed me that I needed to file a formal complaint and mailed the forms.

WHEREFORE, Complainant now requests the following relief:

① Request the Billing Department to discontinue billing him ② allow no interruption of service. Boyce did not reside at 4364 W Belle Pl past 1988. He lived next door at 4371 from 1989 until 2004. He is ill, and disabled. He is on a fixed income, cannot pay a large bill as this, and should not because he does not owe it. He worries each month when he receives this disconnection notice that he cannot bath, cook and be in a cold house.

May 2005

Date

Boyce Conway and
Lestine Stewart

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.

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Laclede Gas

720 OLIVE
ST. LOUIS, MO. 63101
621-6960



STATEMENT OF PAYMENT ARRANGEMENTS — COLD WEATHER RULE

See the reverse side of this form for a statement of the terms applicable to the payment arrangements you have made with the Laclede Gas Company.

SERVICE ADDRESS (SAME AS BELOW IF BLANK)

B. Conway

4369 West BELLE, 1FL

ST LOUIS, MO 63108

City State Zip

No Phone

PHONE

Account Balance \$ 907.83

First Payment of \$ 227 Due by 11-29-88

Monthly Income \$ 500

Customer agrees to seek financial assistance in paying bills for gas service.

SAH

11-21-88

LACLEDE GAS REPRESENTATIVE

DATE

CUSTOMER COPY — PLEASE KEEP FOR YOUR RECORDS

F 1780

Laclede Gas Company
Drawer 2
St. Louis, MO 63171
Phone: 621-6960

LACLEDE GAS COMPANY
Statement of Amount Due



Dear Customer:

As you requested, this is a statement of the amount due on your account.

The total amount due as of this date is shown below.

You may make payment at any authorized agent or mail your remittance to the address shown above. The white copy of this statement should accompany your payment to assure proper crediting of your account.

Date 2-28-91
Total Amount Due 299.18 + 2370.24 (483868-002)

Payment Due By 6-05-83 For Service At (if different from mailing address)

Delinquent After 10-6-88 FINAL BILL YES ☒ NO ☐

Old Acct # <u>483867-001</u>	Rate	Rev. Class	Collection Action	Orig. By <u>L. Witherspoon</u>
New Acct # <u>483867-0052</u>	<u>23</u>		Cut-Off <input checked="" type="checkbox"/> Notice <input type="checkbox"/> None <input type="checkbox"/>	Amount Paid \$

F-3013--Rev. 11/88

Return White Copy With Your Payment