

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Greg Stiens,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2021-0395</u>
)	
The Empire District Gas Company)	
d/b/a Liberty,)	
)	
Respondent.)	

POSITION STATEMENT OF GREG STIENS

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and, on behalf of the Complainant to this matter, Greg Stiens, hereby submits this *Position Statement of Greg Stiens*:

“Argument:
File Number GC-2021-0395

Comes now Greg Stiens and states the following. I am a customer of Liberty (Gas). I have always paid my bill on time. I paid my bill for march on April 4th 2021 of \$97.36 the full amount that was requested which I believe to be some \$30.00 to high.. When one receives a alleged bill they assume that it is correct. If a customer questions it or makes a challenge they have no power to get an adjustment. Its either pay it or we will discontinue your service. They (all the utilities) not just Liberty force you into paying what they send you a bill for. There needs to be some way to level the playing field. This I believe the PSC should put into place to help people when they are overcharged or the meter is incorrect. The obvious is that when you have a company checking their own equipment and policing themselves. The meters have to be set ahead as how many times has anyone heard that the GAS company is losing money? If it was found to be not reading correct in the customers favor it would be changed immediately as they are monitored so they don't lose any money. They know. Liberty's rates are not just and reasonable.

I got my mail one day opened it from Liberty and it WAS A SHUT OFF NOTICE. My heart almost stopped and I became stressed and overcome with anxiety. This caused me more time and inconvenience to go look up the fact that I had and did pay Liberty on time. After reviewing my records I was correct. My alleged Bill was due April 9, 2021. Liberty was paid on April 4th ,2021. The United States Postal Service states that it takes 3 days for a party to receive mail once it is mailed. Mailed on April 4th add 3 days that

makes it April 7th 2021 still within the April 9, 2021 due date imposed by Liberty. Liberty claims they processed payment on April 13th, 2021 but shut off notice occurred on April 12, 2021. This brings up several Red Flags. It is clear and undisputed that payment was timely and why was payment not processed immediately when received. Liberty got caught holding the payment to generate a shut off notice injuring my reputation. Liberty does not state when they received the payment. Can a customer be blamed for things out of his control? If it was received late it was clearly mailed in plenty of time. If it was received and "held" over the weekend and not processed until it is past due, can the customer be blamed. That would be dishonesty by the company.

There was no Nonpayment in this case. Liberty manipulated the process to obey the 10 rule. The service was never shut off but was threatened to be causing emotional stress and anxiety. No fees were charged but again Liberty "Threatened" to.. There is no guarantee that this has not been reported somewhere in the credit system. I have no way of knowing and Law states that it has to be reported. Liberty has never reached out to discuss the overcharge and when I called customer service they stated you had to pay the whole amount. The staff may not have found any violations but the rules cover when a person actually does not pay. No rules are in place to address when a customer pays and has paid but gets a Shut Of Notice. What compensation the company needs to pay for their damage and wrongful negligence. The staff could not possibly find any violations as their not comparing apples to apples. What kind of company sends out a shut of notice if your a day late? This needs to be stopped. Liberty employs plenty of people that could have checked this before this happened or it was done on purpose. Therefore, Greg Stiens ask that the commission to but not limited to, have Liberty compensate him for the stress, humiliation, anxiety and the hit on his credit and reputation.
respectfully Greg Stiens”

WHEREFORE, Staff provides notice to the Commission of this *Position Statement of Greg Stiens*; and prays that it will grant such other and further relief as is just in the circumstances.

Respectfully submitted,

/s/ Whitney Payne

Whitney Payne

Senior Counsel

Missouri Bar No. 64078

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the *Motion* filed in this matter on October 5, 2021, was served by First Class United States Mail, postage prepaid, to all parties or by electronic mail to their representatives, pursuant to the Service List maintained by the Commission’s Data Center for this file, as identified here, on the 5th day of October, 2021.

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/s/ Whitney Payne