

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

**FILED**<sup>3</sup>

SEP 27 2004

Missouri Public  
Service Commission

Name: Clarice Holoman )  
Complainant )  
vs. ) Case No.:  
Company Name: Missouri Gas Energy )  
Respondent )

**COMPLAINT**

Complainant resides at 3923 Agnes, Kansas City, Missouri 64130.

1. Respondent, Missouri Gas Energy ("MGE"), 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:

I was notified by a supervisor at Gas Distribution Contractors (a subcontractor for MGE) that my gas meter was going to have to be relocated from my basement to the outside. Before obtaining my permission the man on the phone assured me that at no time would I be inconvenienced, nor would I be able to tell they were even there. When they did arrive to move my meter no one said anything to me, they just kept coming through my house. This I thought was totally inconsiderate. Later in the evening it was brought to my attention that the workman was outside drilling a hole through my siding on the side of my driveway. When I went out to see what was going on he told me that was where he was told to put the gas meter. I tried to contact the person at GDC that I had talked to but he would not answer my calls. Because they got started so late in the day this gentleman was in my home until well after 7:00 p.m. Although, he appeared to be no threat, I was uncomfortable having a stranger in my home after hours so I asked my daughter to stay with me until he finished. The next morning an inspector from MGE came out and agreed with me that the meter should not be on that side of my house and that it would be moved. He informed me that the ground had been mismarked and that was why the meter was put on the opposite side of my house. When the supervisor from GDC came out he said that it was not going to be moved. At that time I contacted MGE

about my dissatisfaction with the way this situation was handled. After numerous phone calls throughout MGE and filing a complaint via the internet with the Public Service Commission I was contacted by a foreman at MGE. When we met at my home the supervisor for GDC, a supervisor from MGE and the foreman that I spoke with on the phone were all there. After showing them how inconvenient it was to have the meter placed on that side of my home and the danger I thought possible to both myself and my grandchildren who play at my home the foreman told me he agreed. He went on the other side of my home and said that they could move the meter back to the correct side of my house. His only concern was fixing my siding. He wanted to patch the hole that was in my house and I told him it was not acceptable. I told him that I wanted my house put back the way it was before they damaged it. They did not have my permission to start drilling on my house. He said that he would talk to the other gentlemen, who had by that time walked off the property and would be in touch with me the next day. When he called the next day the entire situation had changed and they did not want to move the meter, but instead they wanted to replace some flowers that had been trampled on. I again asked him about the danger that the meter posed being on that side of my house and he told me that the best they could do was to put a bar around the meter so no one would run into it. At that time I told him that the offer to replace flowers was not acceptable.

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

Respondent:

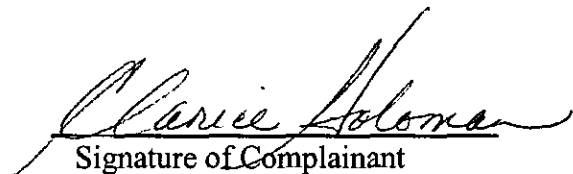
As I stated above, I made several telephone calls to GDC, MGE and finally I email the Missouri Public Service Commission.

WHEREFORE, Complainant now requests the following relief:

First of all I would like for the meter to be moved out of my driveway and on to the correct side of my house. Also, I would like for my home to be put back in its original condition.

9-21-04

Date

  
Signature of Complainant