

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

JAN 23 2006

Missouri Public
Service Commission

Name: Frances Juhl
Complainant

vs.

Case No.

Company Name: Laclede Gas
Respondent

COMPLAINT

Complainant resides at 3512^A Illinois St Louis mo. 63118
(address of complainant)

1. Respondent, Laclede Gas
(company name)
of 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:

My brother, Fred Juhl, who lives downstairs, was
said, by Laclede, to be diverting gas over the last
couple years. Laclede shut off my gas also. Laclede
states that because this is a family owned
residence that I am responsible for his bill
as well as my sister, who lives elsewhere, and my
brother. I contend that I am not responsible for
what Fred does. He is a grown man, I have no
control over his actions and should not be
penalized because of his stupidity. Also, Laclede
has not sent me a disconnect notice, as states
in your cold weather rule. The only thing I
received was a bill. Also Laclede is trying to
make me pay the bill of a previous tenant, a
Mr. Dwyer. I did not agree to pay this bill
even though they say that I did.

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

3. The following steps I have taken is to try to make payment arrangements with Laclede. Your Cold Weather Rule states that I be allowed to make payment arrangements with the utility company. It DOES NOT state that if the residence is family owned then I am not allowed to make these arrangements. I have written to the president of the company, Mr. Yaeger, for his assistance in the matter. No response from him. I have contacted the PCS, they side with Laclede in that because it is family owned residence then I can't make payment arrangements and get service restored.