

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS
Pre-Hearing Conference
August 18, 2015
St. Louis, Missouri
Volume 1

Ronald D. Hardin,)	
)	
Complainant,)	
)	
Vs.)	File No. GC-2015-0335
)	
Laclede Gas Company,)	
)	
Respondent.))	

KENNARD L. JONES, Presiding
SENIOR REGULATORY LAW JUDGE

REPORTED BY:
Jennifer Leibach, CCR Number 1108
TIGER COURT REPORTING, LLC

A P P E A R A N C E S

RICK ZUCKER, Attorney at Law
Laclede Gas Company
700 Market Street
St. Louis, Missouri 63101
314.342.0533

FOR: Laclede Gas Company

JEFF KEEVIL, Staff Counsel
HAMPTON WILLIAMS, Staff Counsel
Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, Missouri 65102
573.751.6514

FOR: The Staff of the Missouri Public Service Commission

PROCEEDINGS

JUDGE JONES: Let's go ahead and go on the record. This is Case Number GC-2015-0335, Ronald Hardin versus Laclede Gas Company. My name is Kennard Jones. I'm the regulatory law judge assigned to this matter. I'll note for the record that Mr. Hardin is present and we'll take entries of appearances, beginning with Laclede.

MR. ZUCKER: Rick Zucker, Z-u-c-k-e-r, here on behalf of Laclede Gas Company, 700 Market Street, St. Louis, Missouri 63101.

JUDGE JONES: And for the Staff of the Commission?

MR. WILLIAMS: Hampton Williams, H-a-m-p-t-o-n, Williams, W-i-l-l-i-a-m-s, for the Staff of Public Service Commission, PO Box 360, Jefferson City, Missouri.

JUDGE JONES: And Mr. Keevil, are you entering an appearance?

MR. KEEVIL: Well, I guess I can go ahead if you want me to. Jeff Keevil, same address as Mr. Hampton gave, on behalf of the Staff.

JUDGE JONES: Okay. And for your benefit, Mr. Hardin, this is an opportunity to make clear the issues that you have with Laclede and give you-all an opportunity to settle your complaint. And if you cannot settle your

1 complaint, then you-all can discuss how you want to proceed
2 towards a hearing. If we do have an evidentiary hearing, we
3 convene in the same place and it will be convened as far as a
4 time and date. If we set a date that's not convenient for
5 you, just let us know.

6 MR. HARDIN: All right.

7 JUDGE JONES: And we can change that up. So
8 it sounds like from what I read, you don't feel like you
9 should have to pay a bill because it was not in your name.

10 MR. HARDIN: No, that's not what I'm
11 complaining about. Complaint's about I moved and my current
12 address, and when I moved in, I asked Laclede Gas for gas
13 service. They never sent me a bill in my name for a whole
14 year. They sent bill to my mother's house.

15 JUDGE JONES: A different address?

16 MR. HARDIN: A different address. I never
17 received a bill for a whole year, and then I had to contact
18 Laclede Gas and tell them I went to my mother's house and my
19 mother had a stack of bills and she suffer from Alzheimer's.

20 JUDGE JONES: So she didn't pass them on?

21 MR. HARDIN: You know, so when I got to her
22 house, she said there's a bunch of bills here and I looked at
23 a bunch of bills and they were all in her address, 4111, but
24 my name and my name is spelled wrong, too. So when I called
25 Laclede Gas, they told me I had to pay \$1,200 or they were

1 going to cut it off, and that's the reason I filed a
2 complaint.

3 JUDGE JONES: So you moved into an address and
4 was the gas on at that address?

5 MR. HARDIN: No, I had to pay to get it on.

6 JUDGE JONES: It seems like at that point,
7 everything should have been square.

8 MR. HARDIN: It should have been. I moved to
9 my apartment, I went down to Laclede Gas, I paid \$167, and I
10 had an energy grant that was paid on my account. But I never
11 received a bill for a whole year at my current address. All
12 my bills went to my mother's house. Why, I don't know.

13 And then when I did disclose where the bills
14 were at my mother's house and I called Laclede Gas, the gas
15 man was next door shutting the gas off. I came outside with
16 my driver's license. I said, sir, would you please call
17 Laclede Gas and tell them that they send the bill to the
18 wrong place? He got in his truck, and he called Laclede Gas.
19 He came back in and he gave me my driver's license. He said
20 sir, they won't be sending you a bill to the wrong address.
21 That's how I got this issue resolved.

22 JUDGE JONES: Okay. All right. But the gas
23 was on for the whole year?

24 MR. HARDIN: I used the service, yes, I did.
25 But it wasn't no trickery or nothing on my part that I'm late

1 on the bill. I'm not responsible for chasing my bill down,
2 sir.

3 JUDGE JONES: No, I understand what you're
4 saying. For your benefit, there are -- we have the rules,
5 they're called CSRs -- what is it -- code state regulations
6 and every state agency has them. Do you have access to the
7 Internet?

8 MR. HARDIN: Library.

9 JUDGE JONES: Library. Well, all those things
10 are all accessible online.

11 MR. HARDIN: Okay.

12 JUDGE JONES: I can actually -- actually, hold
13 on a second. I can get you a copy right now.

14 (A break was held.)

15 JUDGE JONES: Okay. Those rules are printing
16 now and I'm just going to give you a copy of it so you can
17 take that with you and read it. But the rules say that
18 Laclede -- or any gas -- any utility can go back and collect
19 payment for services -- is it a year or three years? It
20 might be three years.

21 MR. ZUCKER: One year for residential
22 customers that we've undercharged, five years if we've
23 overcharged, then we'll go back five years and give them
24 their money back.

25 JUDGE JONES: And give them their money back

1 for five years. The problem with it, like in your case, is
2 that you didn't get -- you didn't pay for a whole year, so
3 then basically that amount is building up, then all of a
4 sudden, you get hit with a large bill at once. That's the
5 problem.

6 And that's where you guys talk about and work
7 on, and I'll give you a copy of that bill. We've had -- I
8 mean, I've been with the Commission maybe 13 years and there
9 have been a number of complaints that are similar to yours
10 where for whatever reason, somebody hasn't paid a bill for
11 awhile and then they get hit with a large bill all at once,
12 and then it's just a matter of, well, I mean, you don't think
13 you should have to pay it all at once, but do you think you
14 should pay it at all?

15 MR. HARDIN: Yeah, I used the service. But
16 sir, it's this. I never received a bill at 4017 California
17 for a whole year. How am I going to receive something if I
18 don't receive a bill?

19 JUDGE JONES: Well, I mean, after four months,
20 did you think why haven't I got a bill?

21 MR. HARDIN: I'm saying, when I moved in the
22 building, the central air wasn't working, there was a lot of
23 issues going on. I was confused. I didn't know.

24 JUDGE JONES: Right.

25 MR. HARDIN: Because I had to get my central

1 air fixed and all that. I didn't know the lady, they had a
2 line from our central air going upstairs, they had all kinds
3 of things going on in that -- in my apartment building, you
4 know. But I never received a bill for a whole year.

5 If I haven't received a bill, I haven't paid
6 it. But when I did call Laclede Gas, they said, well, you
7 pay this \$1,200. I told them, look, man, I'm poor, I don't
8 get -- I'm disabled, I don't get but \$700 a month. I got to
9 pay everything out of that \$700. That ain't not a lot of
10 money. I got electric bill, gas, food, I got a car, I got
11 insurance, man, that, you know.

12 JUDGE JONES: No, I couldn't -- if Laclede
13 sent me a \$1,200 bill, I wouldn't couldn't pay it.

14 MR. HARDIN: They said if you don't pay the
15 \$1,200, I'm going to cut it off. That's why I filed the
16 complaint. I was poor. I said if I had Bill Gates' money,
17 we wouldn't even be having this conversation, you know, but I
18 just happen to be poor.

19 JUDGE JONES: Is your gas on now?

20 MR. HARDIN: Yes.

21 JUDGE JONES: All right. Let me grab these
22 rules.

23 (A break was held.)

24 JUDGE JONES: Those are the rules here on
25 billing and these are our procedural rules.

1 MR. HARDIN: All right. Thank you.

2 MR. ZUCKER: And I'll send him the copy of our
3 tariff also that talks about owing the debt, even if the bill
4 isn't rendered correctly.

5 JUDGE JONES: Okay. Mr. Keevil, I heard you
6 calling for me. Is there something you wanted to share?

7 MR. WILLIAMS: This is Hampton Williams --

8 JUDGE JONES: Okay.

9 MR. WILLIAMS: -- with Staff counsel. I have
10 a question regarding where the bill stands at now. I
11 understand that Mr. Hardin received a \$700 payment from the
12 owner of the Urban League and I just wondered if
13 Mr. Zucker or somebody from the company had a balance on the
14 outstanding amount.

15 MR. ZUCKER: Yes, the pledge was made by the
16 Urban League out of Dollar Help and we received the money,
17 \$700 on August 3rd, so the balance right now based on the
18 July 30th bill is \$751.70.

19 MR. WILLIAMS: And on that pledge, Mr. Hardin,
20 did you apply for that or is that a program that the Company
21 applied for on your behalf?

22 MR. HARDIN: I think the Company applied for
23 it on my behalf.

24 MR. WILLIAMS: Okay.

25 MR. ZUCKER: Yes, I agree.

1 MR. HARDIN: But I have received some help in
2 the past.

3 MR. WILLIAMS: Okay. Because you have gotten
4 their assistance in the past?

5 MR. HARDIN: Yes, I have.

6 MR. WILLIAMS: Okay.

7 JUDGE JONES: All right. Well, Mr. Hardin, do
8 you have any questions for me about what's going to happen
9 from this point on? And I'll tell you, this is -- now we'll
10 go off the record now.

11 MR. HARDIN: All right.

12 (An off-the-record discussion was held.)

13 JUDGE JONES: So we're back on the record.
14 I've got copies of Chapter 2 and Chapter 13 to Mr. Hardin and
15 he understands that this is an opportunity for him to be able
16 to settle the complaint with Laclède. Do you have any
17 questions for me?

18 MR. HARDIN: No, sir.

19 THE COURT: Because I won't be here during the
20 time that you-all are having this discussion. I'll probably
21 be out here for a moment.

22 MR. HARDIN: No, sir, I don't have any
23 questions.

24 JUDGE JONES: Okay. All right. Well see if
25 you-all can work it out and good luck.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

MR. HARDIN: All right.

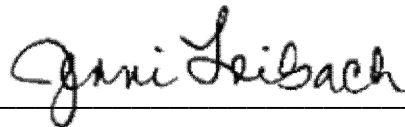
JUDGE JONES: And we'll go off the record now.

(Proceedings concluded 10:28 a.m.)

CERTIFICATE OF REPORTER

STATE OF MISSOURI)
) ss:
COUNTY OF GASCONADE)

I, JENNIFER L. LEIBACH, Registered Professional
Reporter, Certified Court Reporter, CCR No. 1108, and
Certified Real time Reporter, the officer before whom the
foregoing matter was taken, do hereby certify that the
witness/es whose testimony appears in the foregoing matter
was duly sworn by me; that the testimony of said witness/es
was taken by me to the best of my ability and thereafter
reduced to typewriting under my direction; that I am neither
counsel for, related to, nor employed by any of the parties
to the action in which this matter was taken, and further
that I am not a relative or employee of any attorney or
counsel employed by the parties thereto, nor financially or
otherwise interested in the outcome of the action.



Court Reporter



<p>A</p> <p>a.m 11:3</p> <p>ability 12:11</p> <p>able 10:15</p> <p>access 6:6</p> <p>accessible 6:10</p> <p>account 5:10</p> <p>action 12:14,17</p> <p>address 3:20 4:12,15,16,23 5:3,4,11,20</p> <p>agency 6:6</p> <p>agree 9:25</p> <p>ahead 3:2,19</p> <p>ain't 8:9</p> <p>air 7:22 8:1,2</p> <p>Alzheimer's 4:19</p> <p>amount 7:3 9:14</p> <p>apartment 5:9 8:3</p> <p>appearance 3:18</p> <p>appearances 3:7</p> <p>appears 12:9</p> <p>applied 9:21,22</p> <p>apply 9:20</p> <p>asked 4:12</p> <p>assigned 3:5</p> <p>assistance 10:4</p> <p>attorney 2:3 12:15</p> <p>August 1:7 9:17</p> <p>awhile 7:11</p>	<p>benefit 3:22 6:4</p> <p>best 12:11</p> <p>bill 4:9,13,14,17 5:11,17,20 6:1 6:1 7:4,7,10,11 7:16,18,20 8:4 8:5,10,13,16 9:3,10,18</p> <p>billing 8:25</p> <p>bills 4:19,22,23 5:12,13</p> <p>Box 2:9 3:15</p> <p>break 6:14 8:23</p> <p>building 7:3,22 8:3</p> <p>bunch 4:22,23</p>	<p>company 1:16 2:3,5 3:4,9 9:13,20,22</p> <p>Complainant 1:14</p> <p>complaining 4:11</p> <p>complaint 3:25 4:1 5:2 8:16 10:16</p> <p>Complaint's 4:11</p> <p>complaints 7:9</p> <p>concluded 11:3</p> <p>Conference 1:6</p> <p>confused 7:23</p> <p>contact 4:17</p> <p>convene 4:3</p> <p>convened 4:3</p> <p>convenient 4:4</p> <p>conversation 8:17</p> <p>copies 10:14</p> <p>copy 6:13,16 7:7 9:2</p> <p>correctly 9:4</p> <p>counsel 2:7,8 9:9 12:13,16</p> <p>COUNTY 12:3</p> <p>Court 1:24 10:19 12:6,20</p> <p>CSRs 6:5</p> <p>current 4:11 5:11</p> <p>customers 6:22</p> <p>cut 5:1 8:15</p>	<p>disclose 5:13</p> <p>discuss 4:1</p> <p>discussion 10:12 10:20</p> <p>Dollar 9:16</p> <p>door 5:15</p> <p>driver's 5:16,19</p> <p>duly 12:10</p> <p>E</p> <p>E 2:1,1</p> <p>electric 8:10</p> <p>employed 12:13 12:16</p> <p>employee 12:15</p> <p>energy 5:10</p> <p>entering 3:17</p> <p>entries 3:7</p> <p>evidentiary 4:2</p> <p>F</p> <p>far 4:3</p> <p>feel 4:8</p> <p>File 1:15</p> <p>filed 5:1 8:15</p> <p>financially 12:16</p> <p>five 6:22,23 7:1</p> <p>fixed 8:1</p> <p>food 8:10</p> <p>foregoing 12:8,9</p> <p>four 7:19</p> <p>further 12:14</p> <p>G</p> <p>gas 1:16 2:3,5 3:4,9 4:12,12 4:18,25 5:4,9 5:14,14,15,17 5:18,22 6:18 8:6,10,19</p> <p>GASCONADE 12:3</p> <p>Gates' 8:16</p> <p>GC-2015-0335 1:15 3:3</p>	<p>give 3:24 6:16 6:23,25 7:7</p> <p>go 3:2,2,19 6:18 6:23 10:10 11:2</p> <p>going 5:1 6:16 7:17,23 8:2,3 8:15 10:8</p> <p>good 10:25</p> <p>gotten 10:3</p> <p>grab 8:21</p> <p>grant 5:10</p> <p>guess 3:19</p> <p>guys 7:6</p> <p>H</p> <p>H-a-m-p-t-o-n 3:14</p> <p>Hampton 2:8 3:13,20 9:7</p> <p>happen 8:18 10:8</p> <p>Hardin 1:13 3:3 3:6,23 4:6,10 4:16,21 5:5,8 5:24 6:8,11 7:15,21,25 8:14,20 9:1,11 9:19,22 10:1,5 10:7,11,14,18 10:22 11:1</p> <p>heard 9:5</p> <p>hearing 4:2,2</p> <p>held 6:14 8:23 10:12</p> <p>help 9:16 10:1</p> <p>hit 7:4,11</p> <p>hold 6:12</p> <p>house 4:14,18,22 5:12,14</p> <p>I</p> <p>insurance 8:11</p> <p>interested 12:17</p>
--	---	---	---	--

Internet 6:7 issue 5:21 issues 3:23 7:23	5:14,17,18 6:18 8:6,12 10:16 lady 8:1 large 7:4,11 late 5:25 law 1:21 2:3 3:5 League 9:12,16 Leibach 1:23 12:5 Let's 3:2 Library 6:8,9 license 5:16,19 line 8:2 LLC 1:24 look 8:7 looked 4:22 lot 7:22 8:9 Louis 1:8 2:4 3:9 luck 10:25	name 3:4 4:9,13 4:24,24 neither 12:12 never 4:13,16 5:10 7:16 8:4 note 3:5 number 1:23 3:3 7:9	pledge 9:15,19 PO 3:15 point 5:6 10:9 poor 8:7,16,18 Pre-Hearing 1:6 present 3:6 Presiding 1:21 printing 6:15 probably 10:20 problem 7:1,5 procedural 8:25 proceed 4:1 Proceedings 1:5 3:1 11:3 Professional 12:5 program 9:20 Public 1:1 2:8 2:11 3:15	rendered 9:4 REPORTED 1:23 Reporter 12:1,6 12:6,7,20 REPORTING 1:24 residential 6:21 resolved 5:21 Respondent 1:17 responsible 6:1 Rick 2:3 3:8 right 4:6 5:22 6:13 7:24 8:21 9:1,17 10:7,11 10:24 11:1 Ronald 1:13 3:3 rules 6:4,15,17 8:22,24,25
J Jeff 2:7 3:20 Jefferson 2:10 3:15 Jennifer 1:23 12:5 Jones 1:21 3:2,4 3:11,17,22 4:7 4:15,20 5:3,6 5:22 6:3,9,12 6:15,25 7:19 7:24 8:12,19 8:21,24 9:5,8 10:7,13,24 11:2 judge 1:21 3:2,5 3:11,17,22 4:7 4:15,20 5:3,6 5:22 6:3,9,12 6:15,25 7:19 7:24 8:12,19 8:21,24 9:5,8 10:7,13,24 11:2 July 9:18	M Madison 2:9 man 5:15 8:7,11 Market 2:4 3:9 matter 3:5 7:12 12:8,9,14 mean 7:8,12,19 Missouri 1:2,8 2:4,10,11 3:10 3:16 12:2 moment 10:21 money 6:24,25 8:10,16 9:16 month 8:8 months 7:19 mother 4:19 mother's 4:14 4:18 5:12,14 moved 4:11,12 5:3,8 7:21	O off-the-record 10:12 officer 12:7 Okay 3:22 5:22 6:11,15 9:5,8 9:24 10:3,6,24 once 7:4,11,13 online 6:10 opportunity 3:23,24 10:15 outcome 12:17 outside 5:15 outstanding 9:14 overcharged 6:23 owing 9:3 owner 9:12	Q question 9:10 questions 10:8 10:17,23	S S 2:1 saying 6:4 7:21 second 6:13 see 10:24 send 5:17 9:2 sending 5:20 SENIOR 1:21 sent 4:13,14 8:13 service 1:1 2:8 2:11 3:15 4:13 5:24 7:15 services 6:19 set 4:4 settle 3:25,25 10:16 share 9:6 shutting 5:15 similar 7:9 sir 5:16,20 6:2 7:16 10:18,22 somebody 7:10
K Keevil 2:7 3:17 3:19,20 9:5 Kennard 1:21 3:4 kinds 8:2 know 4:5,21 5:12 7:23 8:1,4 8:11,17	L L 1:21 12:5 Laclede 1:16 2:3 2:5 3:4,7,9,24 4:12,18,25 5:9	P P 2:1,1 P.O 2:9 paid 5:9,10 7:10 8:5 part 5:25 parties 12:13,16 pass 4:20 pay 4:9,25 5:5 7:2,13,14 8:7,9 8:13,14 payment 6:19 9:11 place 4:3 5:18 please 5:16	R R 2:1 read 4:8 6:17 Realtime 12:7 reason 5:1 7:10 receive 7:17,18 received 4:17 5:11 7:16 8:4,5 9:11,16 10:1 record 3:3,6 10:10,13 11:2 reduced 12:12 regarding 9:10 Registered 12:5 regulations 6:5 regulatory 1:21 3:5 related 12:13 relative 12:15	R R 2:1 read 4:8 6:17 Realtime 12:7 reason 5:1 7:10 receive 7:17,18 received 4:17 5:11 7:16 8:4,5 9:11,16 10:1 record 3:3,6 10:10,13 11:2 reduced 12:12 regarding 9:10 Registered 12:5 regulations 6:5 regulatory 1:21 3:5 related 12:13 relative 12:15
	N N 2:1			

9:13 sounds 4:8 spelled 4:24 square 5:7 ss 12:2 St 1:8 2:4 3:9 stack 4:19 Staff 2:7,8,11 3:11,14,21 9:9 stands 9:10 state 1:2 6:5,6 12:2 Street 2:4,9 3:9 sudden 7:4 suffer 4:19 sworn 12:10	undercharged 6:22 understand 6:3 9:11 understands 10:15 upstairs 8:2 Urban 9:12,16 utility 6:18	year 4:14,17 5:11,23 6:19 6:21 7:2,17 8:4 years 6:19,20,22 6:23 7:1,8 you-all 3:24 4:1 10:20,25	6 63101 2:4 3:10 65102 2:10
T	V	Z	7
take 3:6 6:17 taken 12:8,11,14 talk 7:6 talks 9:3 tariff 9:3 tell 4:18 5:17 10:9 testimony 12:9 12:10 Thank 9:1 thereto 12:16 things 6:9 8:3 think 7:12,13,20 9:22 three 6:19,20 TIGER 1:24 time 4:4 10:20 told 4:25 8:7 TRANSCRIPT 1:5 trickery 5:25 truck 5:18 typewriting 12:12	versus 3:4 Volume 1:9 Vs 1:15	Z-u-c-k-e-r 3:8 Zucker 2:3 3:8,8 6:21 9:2,13,15 9:25	700 2:4 3:9 8:8,9 9:11,17 751.70 9:18
U	W	0	
	W-i-l-l-i-a-m-s 3:14 want 3:20 4:1 wanted 9:6 wasn't 5:25 7:22 we'll 3:6 6:23 10:9 11:2 we're 10:13 we've 6:22,22 7:7 went 4:18 5:9,12 Williams 2:8 3:13,13,14 9:7 9:7,9,19,24 10:3,6 witness/es 12:9 12:10 wondered 9:12 work 7:6 10:25 working 7:22 wouldn't 8:13 8:17 wrong 4:24 5:18 5:20	1 1 1:9 1,200 4:25 8:7 8:13,15 10:28 11:3 1108 1:23 12:6 13 7:8 10:14 167 5:9 18 1:7	
	X	2	
	Y	3	
	Yeah 7:15	30th 9:18 314.342.0533 2:5 360 2:9 3:15 3rd 9:17	
		4	
		4017 7:16 4111 4:23	
		5	
		573.751.6514 2:10	