

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

MAY 9 2012

Name: Lei Guan
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Company
Respondent

COMPLAINT

Complainant resides at 251 Palisades Ridge Court
(address of complainant)

Eureka, MO 63025

1. Respondent, Laclede Gas Company
(company name)
of 720 Olive Street, St. Louis, MO 63101, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

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

See attached.

- ①. Laclede Gas Company Contractor tried to let the gas meter runs faster, illegally, wants me to pay more
- ②. Laclede Gas Company employee Harassed me by abusing police power.
- ③. Laclede Gas Company employee stopped Gas supply to my home for more than 24 hours for no reason
- ④. Laclede Gas Company employee lied to the police and lied to the Company. Without investigation, Laclede Gas provided wrong information to MO public service Commission

⑤

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

See attached

Multiple calling to the Laclede Gas Company.
but ~~and~~ what the Customer service said and
what it's employee did are totally different.
Not usefal to solve the problem.

WHEREFORE, Complainant now requests the following relief:

See attached

May 7, 2012
Date

Lei Guan
Signature of Complainant

636-587-2998
Complainant's Phone Number

leiguan2@aim
Complainant's E-mail Address

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

Lei Guan

251 Palisades Ridge Court
Eureka, MO 63025
636-587-2998
Leiguan2@aim.com

May 7, 2012

To : Secretary of Missouri Public Service Commission
ATTN: Data Center
PO box 360
Jefferson City, MO 65102-0360

Re: Formal complaint against Laclede Gas Company, at 720 Oliver Street, St. Louis, MO 63101.

Dear Sir/Madam:

This letter is attached to the formal complaint form against Laclede Gas Company, at 720 Oliver Street, St. Louis, MO 63101, of May 7, 2012

Laclede Gas company's contractor and employees had following behavior seriously damaged my family's well being. While complains put forward to Laclede Gas company resulted in no results, I have to put forward the complaint against Laclede Gas to Missouri Public service Commission.

Mr. Ken Davis, a contractor of Laclede Gas Company, came to my home in the morning of April 11, 2012, requesting to check the gas meter, because of low reading record compared with last year. I explained to him I just replaced my gas boiler to an electric one, that's why my usage of gas reduced, but he was welcome to check the meter as this was his job.

A few minutes after he started checking the meter, I went to his side and asked him if there were anything wrong? He told me the meter worked normally and the signal transmission was normal, no abnormality found.

But while he was saying so he turned his back to me, holding and manipulating the dissembled reading part of the meter which was already detached from the big box of the meter. I looked over his shoulder and asked him what he was doing since this meter works fine. He told me he removed a spring at the turning parts so that the meter could run without resistance.

I told him this meter should have been calibrated before the installation on this property in the year 2005, removing a spring would make this meter incorrectly turning faster, he should put the spring back. But he told me he needed to check with his boss before he could put the spring back.

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He checked with his boss over the phone and told me he was not able to put it back. Period.

An inaccurate meter should not be put into service, I called Laclede Gas Customer service requesting a new meter with certificate of accuracy. Over the phone, Mr. John at Laclede Gas Company told me a Laclede Gas employee would come to my house and a new meter with certificate of calibrate would be installed.

I thought it was the end, but it was not.

Mr. Dave, Laclede Gas employee ID 6813, rang my door bell at 12: 45pm, asked for permission to install the new meter. I asked him to show the paper certificate, he said he was not told to do so, and the meter he brought in without and certificate of accuracy. I told him the Laclede Gas Company told me you should bring in a meter with certificate, since this meter did not have certificate, you should not install it.

Dave told me if I did not allow him to install this meter without certificate, he would call police and turn the gas off.. For this unreasonable request I just told him we have nothing to talk at this time, I did not see a reason to have police involved, I asked him to clarify with his company before we talk again, then I went back to my home.

Mr. Dave did call the police officer in. After I explained the fact in the presence of Mr. Dave, and later joined by Mr. Mark D. Mitchell, Dave's boss, an employee of Laclede Gas, the 2 police officers, Mr. Tinkham and Mr. Watson of the Eureka Police department concluded there was no law enforceable event. Mr. Mark D Mitchell, insisted to put on the meter without paper. I just said to them it was in my property, I did not want them to install a meter without calibration. Then I went back home to call Laclede Gas customer services again.

Ms Sellers, supervisor of the customer services of Laclede Gas, told me she is going to arrange for a meter with certificate to be installed to my home, meanwhile the Laclede Gas still continuing gas supply.

No contact with Dave and Mitchell ever since, I took American Airline flew to Oklahoma in the very afternoon of April 11, 2012

Next morning, April 12, 2012, my wife shouted over the phone at me complaining no gas, no central heating in my home, so cold she worried about my 82 year old mother-in law inside the house would be sick.

I called Laclede Gas customer services again, my wife called again, the gas supple did not restore until at about 3 pm on April 12, 2012, more than 24 hours after the shutting down.

What's more, Ms. Beverly of Missouri Public Service Commission, in her letter of April 18, 2012, and subsequent telephone conversation, claiming a lot of things totally deviated

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from the facts, apparently her resource of information was from the person(s) who lied to Laclede Gas and the company provided the wrong information to Missouri Public Service Commission.

Ms. Beverly said the old meter was not moving. From Mr. Ken Davis the old meter was OK, and the company gas usage record shows it was moving.

Ms. Beverly said the employee claimed I wanted to shot them, I never said so. I spoke with police officer Mr. Tinkham at Eureka Police Department in the evening of May 5, 2012, who was present at the incident, I requested him to write a police report, he told me he only write a report if a formal law suite involved, subject to his supervisor approval. For an incident not involving court, no law enforceable event, and nothing on file, he could not write a report to me at present, but it is obvious no gun no crime involved, if gun threat or crime had happened, someone has to be arrested.

The fact is, no law enforceable event was there.

Ms. Beverly said in her letter of April 18, 2012 "A new meter and AMR were installed and the equipment was tested by the manufacturer and found to be registering within standards, but as of April 20, 2012, over the telephone, she still did not know where the document was.

She did not mention Mr. Ken Davis disassemble a calibrated meter and was unable to restore it, he was planning to install a moving faster meter at my home. This is illegal.

She did not mention the Laclede Gas employees shut off the gas on their own decision, resulting in my 82 year old mother-in-law exposed in cold for more than 24 hours, despite the Laclede Gas customer service promised me not to shut off the gas supply.

I hereby request:

1, Check if Mr. Ken Davis has license to do the job, his behavior of telling the customer he was removing a spring in a calibrated meter while he is not able to restore it or recalibrate is out of common sense, his intention of putting a non-calibrated, running faster meter in customer's home is intention of performing a crime.

From the conversation it sounded he was told to do so, he was just following the instruction. Who was the one give the order? Did Laclede Gas Company know? Is (are) there any victim(s) other than me?

2. Mr. Dave harassed me by abusing police power, using police to threaten me, lied to Laclede Gas and police that I wanted to shoot them. Both police officer, Mr. Tinkham and Mr. Watson of Eureka Police Department were there, No Law Enforceable event was their conclusion. Mr. Dave must be disciplined, or the Laclede must resume the leadership responsibility.

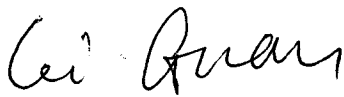
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3, Mr. Dave and Mr. Mark D. Mitchell acted on their own to shut off the gas supply to my home for more than 24 hours with no reason, despite the Laclede Gas Customer Service promised me no interruption of the gas supply. My mother in law and my son, my wife was in cold for more than 24 hours, Laclede Gas Company should give an explanation how this happened, who should be responsible for this event.

4. Laclede Gas should ensure in the future the information it provides to Missouri Public Service Commission should be accurate.

5, Laclede Gas should guarantee nothing like this should ever happen again.

Lei Guan

A handwritten signature in cursive script, appearing to read "Lei Guan".

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From:

Lei Guan

251 Palisades Ridge Court.

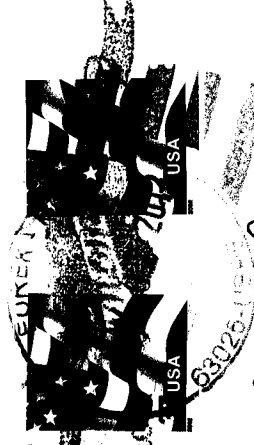
Eureka, MO 63025

To: Secretary of Missouri Public Service Commission

ATTN: Data Center

PO Box 360.

Jefferson City, MO 65102-0360



65102036060

