

original

November 22, 2006

Missouri Public Service Commission
Ms. Cecilia Barr
P.O. Box 360
Jefferson City, MO 65102

FILED²

DEC 06 2006

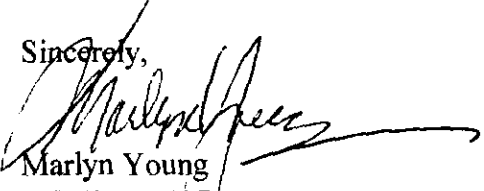
Missouri Public
Service Commission

RE: C200607334

This letter is written in regards to my October 6, 2006 to the Commission. I filed a claim against Laclede Gas Co, in September 2006. My claim was dismissed for lack of jurisdiction. I had filed my claim, because you April 19, 2006 Letter to me indicated that you had made a final determination regarding my complaint.

The attorney for Laclede Gas Co, indicated to the Judge in Small Claims Court that my Complainant was still pending. I wrote a response to the Commission's Letter dated April 19, 2006 on October 6, 2006., and at the suggestion of the Judge. I have yet to receive a response to this letter. Subsequently, Laclede Gas Co. terminated gas services to my home in direct violation of 4CSR 240-13.050 2(a) (d)(e). Since I had paid all undisputed portion of my gas services as per the Code of State Regulations, Laclede Gas had no right to discontinue services to my home. I had to leave my home, because it was unsafe to live there with children , because of health and safety issues. I am disputing an unpaid portions of my bill which Laclede Gas Co, indicated was transferred from 8831 May Ave. St. Louis, Mo. The Commission's letter also indicated that from an investigative report from the Credit Bureau, it was determined that the gas services should be in my name. Laclede Gas Co. can not use the credit bureau as an investigative tool to gather information about me. It a violation of the FCRA,.....Laclede Gas can facilitate a skip trace which would be unnecessary for my situation, because they already knew where I lived. My letter of October 6, 2006, refutes the claims made in your April 19, 2006 Letter. I feel that I am left with no other choice than to file a formal complaint against Laclede Gas Co. for improper billing of services to my account, late payment interest charges on unpaid balance, and deceptive business practices.

Sincerely,


Marlyn Young

P.O. Box 2487

Florissant, MO 63032

314.856.3667

FILED²

DEC 06 2006

Missouri Public
Service Commission

VS.

Case No.

COMPLAINT

ST. LOUIS, MO 63136

jurisdiction of the Public Service Commission of the State of Missouri.

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

SEE ATTACHMENTS


Respondent overcharged Complainant for gas services at present address.

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

WHEREFORE, Complainant now requests the following relief:

Complainant is requesting immediate restoration of gas services to his home.
Complainant also requesting \$3,666.00 for personal injury due to Complainant
be unable to occupied his home for over one month and expenses for temporary housing
and food.

November 22, 2006
Date


Signature of Complainant

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

March 6, 2006

Missouri Public Service Commission
Consumer Compliant Division
P.O. Box 360
Jefferson City, MO 65102

Attn: Consumer Compliant Dept:


This letter is a formal compliant against Laclede Gas Co., in overcharging my service account, and acting in bad faith by attempting to collect a discharged debt in Federal Bankruptcy.

In February 2006, I sent a certified Letter to Laclede Gas Co, outlining my concerns regarding certain charges for services that that they were trying to collect from me. I will state the matter as follows:

1. In 1997, Morlyne B. Young, discharged an unpaid balance of \$579.00 in Federal Bankruptcy. Laclede Gas Co., believes that I owe this debt. Under the Fair Debt Collection and Practice Act, it is illegal to attempt to collect a debt that was discharged in Bankruptcy.

2. I sold a property to Rosemary B. Jackson in the late 2003. Ms. Jackson, started Gas Services in her name. Laclede Gas Co., removed her name from services account and but services in my name, because I had a relationship with Ms. Jackson...but I live with my brother at the time at 1612 Nemich Dr. St. Louis, MO. This kind of behavior from Laclede Gas Co., I believe is capricious, illegal and arbitrary. I want to file a formal complaint against this company. I am sick and tired of these type of companies who feel that they can do anything they want to consumer with impunity.

Sincerely,


Marilyn Young



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

April 19, 2006

Mr. Marlyn Young
2437 Wieck Drive
St. Louis, MO. 63136

Dear Mr. Young:

This letter is in response to your Laclede Gas (Company) complaint #C200607334. In your complaint, you stated you sent a certified letter to Laclede in February 2006. Your letter alleges that Laclede is over-charging your service account and acting in bad faith by attempting to collect a discharged debt. You stated that (1) in 1997, Morlyne B. Young discharged an unpaid balance of \$579.00 in Federal Bankruptcy and Laclede is attempting to collect this debt; and (2) you sold a property to Rosemary B. Jackson in late 2003, who put service in her name; however, because you had a relationship with Ms. Jackson, Laclede put services back into your name. You further state that at this time, you were living with your brother at 1612 Nenmich Drive, St. Louis, MO. I contacted Laclede on your behalf; this is the result of my investigation.

(1). Regarding the \$579.00 discharged in the 1997 Federal bankruptcy: According to court documents, the bankruptcy was filed on 2/12/97 by Morlyne B. Young at 1250 Ferguson, who had service at this address from 11/16/92 to 1/06/99. Morlyne B. Young was discharged from paying the debt. However, the gas usage billed from 2/12/97 to 1/06/99 was still due and payable. The unpaid amount due was \$112.66. This unpaid debt was transferred to your account on 8831 May. According to court records, Marlyn Young filed for bankruptcy 8/28/00. Therefore, the \$112.66 has been removed from your current account on 2437 Wieck Drive.

(2). Regarding the property sold to Rosemary B. Jackson in late 2003: You have not provided documentation of the property being sold to Ms. Jackson; however, there is evidence that you both shared benefit of service at 9414 Eastchester (September 1998 to February 2003) and at 8831 May (February 2003 to May 2003), while the services were in Ms. Jackson's name. A social security trace places you at both premises when the debts were incurred. The unpaid debts of \$421.93 were transferred to your account on 8831 May. On 9/21/05 the gas service at 8831 May was turned off per your request.

Mr. Marlyn Young
April 19, 2006
Page 2

In December 2003, Laclede was notified by the Post Office that Ms. Jackson's forwarding address was 8831 May. On 7/08/05 you established service at 2437 Wieck. The final bill of \$729.31 from 8831 May was transferred to your account on 2437 Wieck.

Laclede issued a rebill on the account 3/30/06 to correct an over-estimation from 9/14/05 (x9478) to 3/17/06 (x0146). The account balance of \$924.42 is due on 04/13/06 and delinquent on 4/24/06. A statement of bills and payments is attached.

Chapter 13, Service and Billing Practices for Residential Customers of Electric, Gas and Water Utilities, 4 CSR 240-13.050 (2) (B) The failure of a customer to pay for service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, a utility may transfer and bill any unpaid balance to any other residential service account of the customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule. 4 CSR 240-13.050 (2) (D) The failure to pay the bill of another customer, unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.

In closing, this informal complaint will not be reconsidered for further review without the Missouri Public Service Commission's receipt of the actual documentation disputing the Company records.

Sincerely,

Cecilia Barr

Cecilia Barr
Consumer Services Specialist

Attachment: Statement of bills and payments

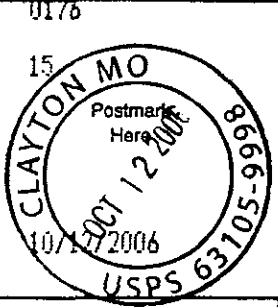
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U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$	\$0.63
Certified Fee		\$2.40
Return Receipt Fee (Endorsement Required)		\$1.85
Restricted Delivery Fee (Endorsement Required)		\$0.00
Total Postage & Fees	\$	\$4.88



Sent To: **Mo. Public Service Commission**
Street, Apt. No., or PO Box No.: **P.O. Box 360**
City, State, Zip+4: **Jefferson City, Mo. 65102**

October 6, 2006

Missouri Public Service Commission
Ms. Cecilia Barr
P.O. Box 360
Jefferson City, MO 65102

Dear Ms. Barr:

This letter is a response pursuant to an informal complaint #C200607334 with Laclede Gas Co.

In the second paragraph of your letter dated April 19, 2006, You indicated that a social security number trace places you Both at 9414 Eastchester and 8831 May St. Louis, Mo. Tracing my social security number you would also find that I am a Real Estate Investor, and I once was the owner of both properties. You will also find many other addresses in my credit file of properties that I own and with tenants occupying them. I am enclosing evidence that I didn't reside at the addresses mentioned above. I had my own residence. I guess Laclede Gas Co., can also establish that I have a shared benefit relationship with my Tenants. Since I owe Several residential and commercial properties, how utterly ridiculous. I sold and rented these properties to Ms. Jackson. No one still has answer my question as to why an entire bill was transferred to my account other than to falsely claim that I supposedly lived somewhere else other than my residence. Laclede Gas, hasn't prove that I lived at either address. Incidentally, why am I getting estimated gas reading as a final bill..what happen to the actual gas readings. These are NOT ACTUAL Readings????? You made no comment about a Laclede Gas Co. statement full of estimated reading. In closing I found absolutely NO EVIDENCE from any documentation or statements Laclede Gas Co provided that proved that I owed them \$1,000. I am requesting that Laclede Gas remove \$1,000 from my statement. That Laclede Gas Co. desist from this collection effort. If they persist in this effort I will take whatever means to protect my economic interest.

Sincerely,


Marilyn Young



* 2003103101019 *

JANICE M. HAMMONDS, RECORDER OF DEEDS
ST. LOUIS COUNTY MISSOURI
41 SOUTH CENTRAL, CLAYTON, MO 63105

TYPE OF
INSTRUMENT
WDX

GRANTOR
YOUNG MARILYN

TO

GRANTEE
JACKSON ROSEMARY B

PROPERTY
DESCRIPTION:

ESTATE OF ANN B JENNING LOT PT 2 BLK 3 PB 9 PG 15

Lien Number

Notation

Locator

NOTE: I, the undersigned Recorder of Deeds, do hereby certify that the information shown on this Certification Sheet as to the **TYPE OF INSTRUMENT**, the **NAMES** of the **GRANTOR** and **GRANTEE** as well as the **DESCRIPTION** of the **REAL PROPERTY** affected is furnished merely as a convenience only, and in the case of any discrepancy of such information between this Certification Sheet and the attached Document, the **ATTACHED DOCUMENT** governs. Only the **DOCUMENT NUMBER**, the **DATE** and **TIME** of filing for record, and the **BOOK** and **PAGE** of the recorded Document is taken from this **CERTIFICATION SHEET**.

RECORDER OF DEEDS DOCUMENT CERTIFICATION

STATE OF MISSOURI)
SS.
COUNTY OF ST. LOUIS)

Document Number

1,019

I, the undersigned Recorder of Deeds for said County and State, do hereby certify that the following and annexed instrument of writing, which consists of 3 pages, (this page inclusive), was filed for record in my office on the 31 day of October 2003 at 01:36 PM and is truly recorded in the book and at the page shown at the top and/or bottom of this page.

In witness whereof I have hereunto set my hand and official seal the day, month and year aforesaid.

JoAnn Reber
Deputy Recorder

Janice M. Hammonds
Recorder of Deeds
St. Louis County, Missouri



N.P

N.P.C

N.N.C.

N.N.I.

RECORDING FEE \$52.00

(Paid at the time of Recording)

Mail to:

[Empty box for mailing address]

Destination code: 19

P

B-15435 P-2436/2438

NON-STANDARD per RSMo 59.310

Space above this line is recording data

TITLE OF DOCUMENT: Warranty Deed

DATE OF DOCUMENT: 10-24-03

BORROWER / GRANTOR: Marilyn Yound, A Single Person

GRANTOR ADDRESS: 8831 May Ave, St. Louis, Mo. 63136

LENDER / GRANTEE: Rosemary B. Jackson, A Single Person

GRANTEES ADDRESS: 8831 May Ave. St. Louis, Mo. 63136

LEGAL DESCRIPTION: The East 50 feet of the West 95 feet of the North 165 feet of Lot 2 in Block 3 of the second subdivision of the estate of Ann B. Jennings, deceased according to the plat thereof recorded in plat book 9 page 15 of the St. Louis County Records, excepting therefrom that part conveyed to the County of St. Louis for road purposes by deed recorded in book 1768 page 205.

REFERENCE BOOK AND PAGE, IF REQUIRED:

03MO12014

Record As Is

AFTER RECORDING RETURN TO:
NATIONS TITLE AGENCY OF MISSOURI, INC.
2 Cityplace Drive
Suite 100
St. Louis, MO 63141

NON-STANDARD per RSMo 59.310

MISSOURI WARRANTY DEED

THIS INDENTURE, Made on the 10/24/2003 by and between **Marlyn Young, A Single Person** of the County of Saint Louis State of Missouri, herein called the grantor whether one or more, and **Rosemary B. Jackson, A Single Person** of the County of Saint Louis, State of Missouri, herein called the grantee whether one or more, (Mailing address of said first named grantee is 8831 May Ave, St. Louis, Mo. 63136).

WITNESSED: THAT SAID GRANTOR, in consideration of the sum of **One Dollar** and other valuable consideration to be paid by grantee (the receipt of which is hereby acknowledged), does by these presents, **Grant, Bargain and Sell, Convey and Confirm** unto the said grantee, his heirs and assigns, the following described lots, tracts or parcels of land lying, being and situate in the County of Saint Louis and State of Missouri, to wit:

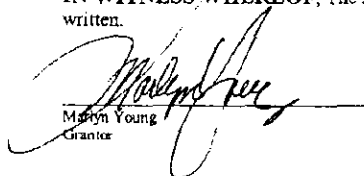
The East 50 feet of the West 95 feet of the North 165 feet of Lot 2 in Block 3 of the second subdivision of the estate of Ann B. Jennings, deceased according to the plat thereof recorded in plat book 9 page 15 of the St. Louis County Records, excepting therefrom that part conveyed to the County of St. Louis for road purposes by deed recorded in book 1768 page 205.

SUBJECT TO covenants, conditions, easements, restrictions and reservations of record, if any.

TO HAVE AND TO HOLD The premises aforesaid with all and singular, the rights, privileges, appurtenances and immunities thereto belonging or in any wise appertaining unto the said grantee and unto his heirs and assigns forever; the said grantor covenanting that he is lawfully seized of an indefeasible estate in fee of the premises herein conveyed; that he has good right to convey the same; that the said premises are free and clear from any incumbrance done or suffered by him or those under whom he claims; and that he will warrant and defend the title to the said premises unto the said grantee and unto his heirs and assigns forever, against the lawful claims and demands of all persons whomsoever: **except as herein before stated, and except for the lien of taxes, both general and special, not now due and payable.**

WORDS and phrases herein, including acknowledgement hereof, shall be construed as in the singular or plural number, and as masculine or feminine gender, according to the context.

IN WITNESS WHEREOF, The said grantor has hereunto set his hand and seal the day and year above written.

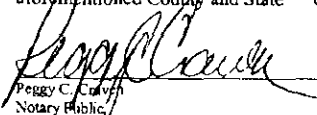

Marlyn Young
Grantor

Grantor

STATE OF Missouri
COUNTY OF St. Louis

On this 10/24/2003, before me personally appeared, **Marlyn Young, A Single Person**, to me to be the person or persons described in and who executed the foregoing instrument, and acknowledged that he/she/they executed the same as his/her/their free act and deed.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal in the aforementioned County and State on the day and year first above written.


Peggy C. Craven
Notary Public

My Term Expires: 2-18-06

PEGGY C. CRAVEN
NOTARY PUBLIC - NOTARY SEAL
STATE OF MISSOURI
ST. LOUIS CITY
MY COMMISSION EXPIRES: FEB. 18, 2006