

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED

JAN 25 2007

Name: Herman f Constance Turner  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: Laclede Gas  
Respondent

COMPLAINT

Complainant resides at 2158 Allen  
(address of complainant)

St. Louis, MO 63104

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:

Laclede Gas said that they could not get an accurate gas reading for my residence since 9/02. On 5/20/06 they came in to read my meter - this resulted in an index of X9796. When I complained, Laclede's representative came back and obtained a reading of X8106, then a reading of X9806 was sent to us, this followed a reading of X9811 on 9/5/06. On 9/5/06 an AMR was installed but I continued to get estimated bills. I asked them to come out again - they returned on 12/2/06 changed the meter and sent me a bill for \$98.00 and I had not turn my gas on, I used electric heaters until this matter could be resolved.

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

① I went to Laclede gas in person and talked to a representative and a supervisor 5/06.

② Talk to several representative by phone

③ Called the Public Service Commission

WHEREFORE, Complainant now requests the following relief:

Remove all charges of estimation from my property at 2158 Allen. I have always paid my Laclede Gas bills on time. They apparently have faulty equipment which has resulted in their claim that I have used over \$3,000 in unpaid gas since 2002. Please see letter attached from Laclede Gas indicating such!

1/22/2007

Date

Constance Turner  
Herman H. Turner III

Signature of Complainant

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

**THE FACTS :**

Laclede gas has sent us various contradicting readings since they came in to read my meter between May and December 2006 (see PUBLIC SERVICE COMMISSION REPORT) which may be an indication of faulty equipment

Laclede gas sent three technicians to my house between July and December 2006, only the last technician, (that came on 12/2/06) evidently reported back to the company that piping and equipment to the gas meter is in need of replacement because I received a letter shortly after his visit requesting that I schedule an appointment for this mandatory service.

We have been using electric heaters to heat ourselves since we have been living at 2158 ALLEN, so that we did not have to use the furnace as much, this can be proved by our higher electric bills in the winter months.

We only have a gas furnace and hot water heater

We have storm windows and lowered ceilings

Our house was tucked pointed in 2004

We have paid our gas bills each month on time to this company and we should not be charged anymore money.

Only two persons HERMAN & CONSTANCE TURNER reside at 2158 ALLEN both floors. We have kept the 1<sup>st</sup> floor furnace on about 45 degrees during the winter months and the other furnace on the 2<sup>nd</sup> floor on about 60 degrees during the time of the estimated billing cycle.

**PLEASE NOTE:**

A Laclede gas representative that came out on December 2, 2006 changed the meter for the 2<sup>nd</sup> floor apartment and reported back to Laclede gas that my furnace was off, however the thermostat setting was on **86 DEGREES**. My gas furnace for the 2<sup>nd</sup> floor apartment, where the thermostat is located, had not been turned on at all in the fall or winter of 2006. Furthermore, the Laclede gas representative never set foot in my 2<sup>nd</sup> floor apartment where the thermostat is located, neither did he go anywhere near my thermostat on the first floor because I keep the doors closed off because the thermostat is in a room that I use for storage. **So, in other words he told a bold face lie because my wife or myself was with him at all times.** About a week or so after his visit on 12/2/06, we received a letter from Laclede gas stating the need to come back to replace some equipment that apparently was not working right. (SEE ATTACHED LETTER FROM LACLEDE GAS)

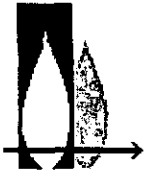
I sincerely question the integrity of this company and I hope that the Public Service Commission provides justice for the consumers. We deliberately worked to keep our gas bills down over the years by using electric heaters, storm windows, tuck pointing, lowered ceiling tiles etc. on both floor.

SINCERELY,

*Constance Turner*

*Herman N. Turner III*

HERMAN & CONSTANCE TURNER



**Laclede Gas**  
720 Olive Street  
St. Louis, MO 63101

**Customer Relations**  
**314-621-6960**

# **IMPORTANT**

TURNER, HERMAN N III  
2158 ALLEN AVE 1FL  
ST LOUIS, MO 63104

Recently, Laclede performed an inspection of its piping and equipment to the gas meter servicing your residence and found that maintenance and/or replacement of this equipment is necessary. Please call Laclede at 314-621-6960 as soon as possible to schedule an appointment. There is no charge for this mandatory service.

Your cooperation is appreciated.

CUSTOMER RELATIONS DEPARTMENT



**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

January 11, 2007

Constance Turner  
P.O. Box 19096  
St. Louis, MO 63118

Dear Ms. Turner:

This letter is in response to the complaint you filed on July 21, 2006 against Laclede Gas Company (Laclede). I am providing the following information per our January 9, 2007 conversation.

**Laclede's records indicate the following:**

- 9/17/02, last actual meter reading obtained, index X5398.
- **Subsequent usage was estimated.**
- 5/17/06, usage estimated to index X6785.
- 5/20/06, actual meter reading obtained, index X9776. 5/20/06 reading determined the company under-estimated your usage.

The corrected billings rendered to the Turner's to date have been as follows, additionally; please see the statement for more details.

- On 07/13/06—05/17/05, x6442 to 6/16/06, x9782, 1096 CCf's billed. (2244 CCf's were allowed.)
- On 5/20/06, a reading of x9776 was obtained which caused the above catch-up bill.
- On 09/05/06—12/16/03, x5871 to 8/16/06, x8119, 2248 CCf's billed.
- On 8/1/06, a reading of x8106 was obtained which indicated that the 7/13/06 catch-up billing was in error. Thus, the above billing was rendered; however, the previous allowance of 2244 CCf's was omitted in error.
- It was later discovered that the date had inadvertently been entered as the reading. A review of the service ticket indicated later, that the actual reading was x9806.
- The date of 12/16/03 was used to benefit the customer in order to spread the usage when gas prices were cheaper.

- On 09/20/06—12/16/03, x5871 to 9/14/06, x9819, 1704 CCf's billed. (2244 CCf's were allowed.)
- On 9/5/06, a reading of x9811 was obtained while the AMR was being installed, which was in line with the 5/06 reading, indicating that the 9/5/06 billing was in error, thus, the above catch-up billing was rendered.
- The date of 12/16/03 had to be used because the prior billing adjusted back that far.
- On 12/2/06, an investigation was completed. The meter was replaced; however, it appeared to be working normally. At the time of the visit, the only gas appliance on was the water heater. The furnace was off; however, it was noted that the thermostat setting was 86 degrees. The removal index obtained was x9828. The new meter was set at x0000.
- On 12/18/06, a billing was rendered prior to the above information being updated in the system. The customer was billed to an estimated index of x9900 as of 12/14/06.
- On 12/20/06, the corrected bill was rendered. The prior gas balance was \$1008.33. A customer payment of \$70.00 was credited. The current charges were for service from 11/14/06, x9824 to 12/14/06, x9828, 4 CCf's, \$17.52, a late fee of \$14.07 was also billed on the prior balance, creating a balance of \$969.92.
- On 12/28/06, the late fee of \$14.07 was allowed, leaving a balance due of \$955.85.

If you have any additional questions or concerns, please feel free to contact me toll free at 1-800-392-4211.

Sincerely,

*Contessa King*

Contessa King  
Consumer Services Specialist