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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

Pre-Hearing Conference
May 18, 2015
St. Louis, Missouri
Volume 1

CANDACE TAYLOR,)
)
Complainant,)
)
Vs.) File No. GC-2015-0143
LACLEDE GAS COMPANY)
Respondent.)

KENNARD JONES, Presiding
REGULATORY LAW JUDGE

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2

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1 P R O C E E D I N G S

2 JUDGE JONES: This is case No. GC-2015-014, Candice
3 Taylor verse Laclede Gas Company. My name is Kennard Jones I'm
4 the regulatory law judge presiding over this pre-hearing
5 conference.

6 For your benefit, this pre-hearing conference serves
7 two purposes, one to make sure we are on the same page as far as
8 issues are concerned, and two, to give you guys an opportunity
9 to talk and perhaps come to an agreement.

10 MS. TAYLOR: Okay.

11 JUDGE JONES: If you are unable to come to an
12 agreement, then we'll serve a third purpose which is to set up a
13 procedural schedule.

14 MS. TAYLOR: Okay.

15 JUDGE JONES: Which involves trading information,
16 you've been able to ask them for information to prepare your
17 case and set a hearing date and that hearing would also be here.

18 MS. TAYLOR: Okay.

19 JUDGE JONES: If we have to have a hearing it would be
20 in this room.

21 MS. TAYLOR: Got ya.

22 JUDGE JONES: Do you have any questions?

23 MS. TAYLOR: No.

24 JUDGE JONES: Okay.

25 MS. TAYLOR: No questions.

1 JUDGE JONES: If something comes to mind, don't
2 hesitate to ask, okay?

3 MS. TAYLOR: Okay.

4 JUDGE JONES: Now from what I understand you have
5 rental property that was vacant, there's a bill that transferred
6 to I'm assuming your residential account?

7 MS. TAYLOR: Yes.

8 JUDGE JONES: And you're saying because the property
9 was vacant, the bill is too high?

10 MS. TAYLOR: Here's the thing, what I'm saying is I
11 lived in the house for 30 years, it was my mother's house I grew
12 up in the house. My mother passed away unexpectedly
13 December 25, Christmas Day, 2011. Since that day, I called
14 Laclede Gas probably around the end of the December,
15 December 30, right at the end of December to let them know that
16 she passed away, and I will pay the bill, paid the bill down to
17 0, I left the home and got married in March, the house was
18 vacant, I moved to --

19 MR. ZUCKER: March of what year?

20 MS. TAYLOR: March of 2012 I got married, so I moved
21 into a house with my husband, the address was 3824 Bramble, no
22 2358 Bramble, I'm sorry. I called Laclede Gas and after I paid
23 that account to zero and I asked them, said nobody is living at
24 the home, what can I do. They told me to go ahead and cut the
25 water off and the gas off at the residence since nobody was

1 there, there was no sense, they said or, I can pay \$30 a month
2 just for, just to have an active service although no gas was
3 being used, and I told them well I can just cut it off nobody
4 lives there.

5 So all that time had passed, I moved into my new home
6 that me and my husband bought on 3824 Salida Court and I guess
7 when I transferred things into my name at Laclede Gas for my new
8 residence, they put the account together, therefore I found out
9 that the service on Lee Avenue was still occurring a bill for a
10 vacant home, so I was confused. I had to ask them, the gas was
11 cut off and the house was vacant, how can that happen.

12 So in May of 2013, wait no, March of 20 -- no, it was
13 May of 2013, when I saw that they had added this bill together,
14 Laclede Gas sent a technician out to my home on Lee Avenue, the
15 technician came into the house, went downstairs and I don't know
16 what they do and how they read anything, but he said he read the
17 meter and the meter was still the same reading from when they
18 checked it automatically from March of 2012. So he was -- he
19 told me he was unsure of why there was a bill because the meter
20 reading was still the exact same reading from March of 2012,
21 from May to 2013. He said something like they have to do an
22 annual check or just to keep their records straight, but his
23 reading on his thing and from what the record showed said the
24 reading was still exactly the same, no gas had been used.

25 JUDGE JONES: So you actually in March of 2012 when

1 you were advised to turn your water and gas off, that's what you
2 did?

3 MS. TAYLOR: Yes, sir, that's exactly what I did.

4 JUDGE JONES: Okay.

5 MS. TAYLOR: Nobody had lived there since December,
6 well, yeah, it was vacant in December, and I was distraught so I
7 was in and out of my family house, because I lived with my mom
8 at the time.

9 JUDGE JONES: At that house?

10 MS. TAYLOR: Yeah, at that house, so with me being
11 distraught and not ever dealing with death before, just kind of
12 sent me through the loop, and so I didn't want to go back there,
13 it was too emotional for me, so in March when I got married, I
14 went on and moved from being everywhere with my daughter, to a
15 house with my husband.

16 JUDGE JONES: Okay. Rick do you have any records that
17 go back to March of 2012?

18 MR. ZUCKER: Actually, yes, we should, and Miss Taylor
19 actually has bills, well that's 4658, okay that's 4658 in
20 looking at these bills that are on here, that's from 2013, so
21 here's some bills from '13, what our records showed was that we
22 turned service on for Miss Taylor on October 9, 2012, and the
23 bills as I was just looking at that, that's '13, '14, let's see,
24 the balance, that starts in '13 right there, I don't find
25 anything right away from earlier than October of 2012.

1 So that's something that I guess we'll look into. What our
2 records show is that in August of 2012, Woodward, and is your
3 name Woodward?

4 MS. TAYLOR: Married name.

5 MR. ZUCKER: Contacted the company and said that she
6 would start paying the bill, and then 6 days later we got \$100
7 payment which reduced the balance by I think the balance was
8 \$365 at the time, that reduced it to \$265 and then in October,
9 we -- I guess the gas was off, okay, here we go, the gas was off
10 in July, that's when we turned it off.

11 MS. TAYLOR: Of 2012?

12 MR. ZUCKER: Of 2012, turned it off in July of 2012,
13 with a balance of \$365?

14 MS. TAYLOR: Do you have any bills to reflect that?

15 MR. ZUCKER: This would be 2012, we would be able
16 to -- those bills would be on our old system, but we would be
17 able to recreate them.

18 MS. TAYLOR: Here's the thing, when I called Laclede
19 Gas to ask them for the records from October of 2011 to the
20 current time of whatever date this is when I spoke to them, they
21 told me they couldn't get me records from that time, so this
22 bill for 4658 Lee that you have, when I hung up with them after
23 they told me -- when I talked to the, what was her name,
24 she's -- I didn't bring any of my paperwork, she told me the
25 lady that I spoke with told me that there's no way that I could

1 get a bill from October of 2011 to whatever date I was currently
2 talking about, she said they switched systems and all of this
3 other stuff and I'm like okay, that's fine, whatever but I need
4 it for my records. So I hung up that call with her, and called
5 back and talked to a regular customer service agent and ordered
6 bills for 4658 Lee which was my grandfather's residence, I got
7 the bills fine for that timeframe, the exact same timeframe they
8 sent me bills for him, but they wouldn't send me anything to
9 reflect 4656 Lee which was the address which was in dispute.

10 MR. ZUCKER: Well, there's no reason we can't retrieve
11 that information.

12 MS. TAYLOR: Okay.

13 MR. ZUCKER: I mean it's not on our current system
14 because we switched over to a new system in July of 2013, but
15 all the old information still sits in a different database?

16 MS. TAYLOR: I understand that you're telling me that
17 Rick, but it was funny that she wouldn't give me any records
18 from then, because I know I paid the balance to 0, and she
19 wouldn't give me the records, I said okay, that's fine, didn't
20 want to argue with her. I hung up and called back with my
21 grandfathers residence and I got them just fine.

22 MR. ZUCKER: You're saying you paid the balance to 0?

23 MS. TAYLOR: Balance to 0. Some time after Christmas
24 of 2011 yeah, after my mom passed away, I made installments, but
25 I paid it down to 0.

1 MR. ZUCKER: Okay.

2 MS. TAYLOR: Now, I lost track, I was distraught and
3 my mind was gone but I know I paid it to 0, I paid all her bills
4 down to 0, as a matter of fact.

5 JUDGE JONES: So these show payments that we received?

6 MS. TAYLOR: That's from my bank account, right, my
7 bank statement, my bill pay.

8 JUDGE JONES: This is yours?

9 MS. TAYLOR: Yes.

10 JUDGE JONES: Okay.

11 MS. TAYLOR: Yeah.

12 MR. ZUCKER: So starting after December of '11 we
13 received payments in January of '12, February, March, another
14 one in March, and then a bunch of small ones through the rest of
15 that summer that should have taken care of summer billing. So,
16 I mean, the balance was what we show a balance of only \$265 as
17 of August, 2012.

18 JUDGE JONES: If that where the balance stands today?

19 MR. ZUCKER: No, then we turned the gas on under Miss
20 Taylor's name in October of 2012.

21 MS. TAYLOR: Which should not have been.

22 MR. ZUCKER: Okay. You're saying you didn't order gas
23 service?

24 MS. TAYLOR: Exactly.

25 MR. ZUCKER: And the balance was not bad, I guess we

1 received payments in the -- through the winter of 2012, spring
2 of '13, and by the time we got to the fall of 2013, the balance
3 was in the \$100 range, so as of for example as of 9/16/13 the
4 balance was \$132, so it was being paid pretty well from
5 October of '12 when we turned it on to October of '13, then it
6 was that bad winter of 2013, '14 that was really cold.

7 MS. TAYLOR: I didn't even know the gas was even on,
8 the thermostat was off so it's running a bill and I didn't even
9 know it until my moved into my current house when they put that
10 bill together, and I'm just like hold on, wait a second.

11 MR. ZUCKER: Okay. So we were regularly getting
12 payments every month?

13 MS. TAYLOR: Yeah, I was sending payments, I was just
14 sending through my bill pay, automatically, just sending
15 payments.

16 JUDGE JONES: Through your bill pay?

17 MS. TAYLOR: Yeah, I wasn't receiving bills, I was
18 just.

19 MR. ZUCKER: Were you on automatic bill pay?

20 MS. TAYLOR: No, no.

21 MR. ZUCKER: Okay.

22 MS. TAYLOR: I was just paying.

23 MR. ZUCKER: Paying through your bank?

24 MS. TAYLOR: Yeah, if you see multiple payments
25 through the same date, I was paying not only my current

1 residence where I was living but I was paying my moms and my
2 grandfathers who was in the nursing home, I was paying just
3 bills, bills, bills.

4 MR. ZUCKER: I see.

5 JUDGE JONES: It sounds like you are all going to be
6 able to work on something, and I shouldn't be here while you all
7 talk about settling this perhaps, but I just want to be clear on
8 what amount is in dispute then.

9 MR. ZUCKER: \$1,074, well that was as of June of '14.

10 MS. TAYLOR: They sent me a bill just recently for
11 like \$1,500.

12 JUDGE JONES: So is someone living there?

13 MS. TAYLOR: Someone is now, it's rented to someone,
14 but the gas is in her name.

15 JUDGE JONES: How long has someone been?

16 MS. TAYLOR: She moved in in October of 2014.

17 JUDGE JONES: You said your most recent bill is like
18 \$1,500?

19 MS. TAYLOR: Yes, sir.

20 JUDGE JONES: Well, just so you understand what's
21 occurring here, all of what we're talking about now is pretty
22 much so you all can get on the same page and understand what you
23 should be talking about while you try to figure out whether you
24 can settle this, none of this is evidence though, that won't --
25 that will not have happened during this pre-hearing conference

1 it will only happen during an actual evidentiary hearing where
2 you would be sworn in. Laclede would have a witness here to
3 testify, do you feel now our staff is also on the phone, they
4 may be of some help, have you had an opportunity to look at
5 their staff record?

6 MS. TAYLOR: I've got so many documents, I didn't know
7 what I was reviewing, but just the information to me and Laclede
8 Gas, what I sent, what they said, but the other records that
9 they sent me, I did not have any clue of what it was.

10 JUDGE JONES: Do you have access to the commission's
11 electronic file system?

12 MS. TAYLOR: Yes.

13 JUDGE JONES: So you are able to look at it, okay, and
14 is there anything that you all need from me in order to be able
15 to figure this out?

16 MS. TAYLOR: I don't think so.

17 JUDGE JONES: All right. I'll leave you all, I'll be
18 outside if you need me. With that then, Mr. Borgmeyer, is there
19 anything staff would like to add before I leave?

20 MR. BORGMEYER: No, I don't think so, Your Honor,
21 we've got our recommendations with us, from this discussion.

22 JUDGE JONES: I appreciate that. Well we'll go off
23 the record, and I'll leave you all to see if you can figure it
24 out.

25 (Whereupon, prehearing conference concluded at 10:28 a.m.)

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REPORTER'S CERTIFICATE

STATE OF MISSOURI)

) Ss.

COUNTY OF ST. LOUIS)

I, Angie Kelly, Certified Shorthand Reporter,
Certified Court Reporter #1010, and Notary Public, within and
for the State of Missouri, do hereby certify that I was
personally present at the proceedings as set forth in the
caption sheet hereof; that I then and there took down in
stenotype the proceedings had at said time and was
thereafter transcribed by me, and is fully and accurately
set forth in the preceding pages.

Angie Kelly, CSR, CCR #1010

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