

FILED²

MAR 11 2004

Missouri Public
Service Commission

Case No.

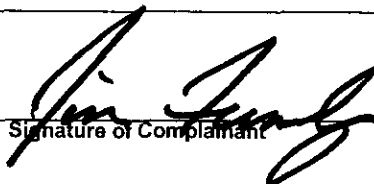
COMPLAINT

I Have written a letter on
A SEPRATE PAGE.

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

WHEREFORE, Complainant now requests the following relief:

03/09/04
Date


Signature of Complainant

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

To whom it may concern:

I am writing this letter as a formal complaint. It seems that La Clede Gas has practiced some questionable billing methods. I live in an apartment that is 568 sq. feet of living sq. space. This is rather small. There are 8 units in the 2 buildings which all have the same sq. footage. The gas co. has meters inside and outside of the buildings which are read I don't know how. The fact is that there are a wide variance in billing from unit to unit. My bill is \$228. for the month of February My neighbors received bills that are quite a lot less. With the exception of the lady that lives behind me who has her meter at the same location as mine. Her bill for the month of February was \$204 I have always paid my bills but this truly unfair and unwarranted.

In Sept. of last year I called LaClede Gas to be put on the Cold Weather Rule. This would allow distribution of the charges over a period of time and according to the Gas Co. some financial help. Up to that time my bill was current. I was told at that time that a meter reading was necessary in order to adjust my bill and qualify for the Cold Weather Rule. Someone was supposed to come read the meter no-one ever did. So I called the Gas co. and was told to take the meter reading myself I am visually impaired and cannot read the numbers. So a neighbor Gary Gendron read the meter and gave to the girl over the phone. This led to my receiving a bill of \$800.00 in November. I called and told them that I cannot pay that amount since I am on a fixed income. They suggested that I pay \$200.00 a month which I cannot pay since disability only goes so far. I have still sent them at least \$70.00 a month thru all of this. After talking to several people at the company I was finally referred to Mr. John Lair. He is Customer relation supervisor and can be reached at (314) 342-0500 ext 603. He admits that there was a malfunctioning reading device. My bill is currently over \$1000.00. For the month of January my bill was \$134.00. January was much colder than it was in February. Again I live in a small apartment that is 568 square feet of living space. My believe is that the meter is still not functioning. The Gas co. also wants me to go to charitable agency's to get money to give them. I feel that money is for poor people to feed their children and not to pay companies who make mistakes and then want other people to pay for their mistakes. I have voiced my concerns to a John Lair who is manager customer relations and who's phone is (314) 342-0500 ext. 603. They persist they have made no mistakes.

Because of all of this I still have not been allowed Cold Weather Rule billing which would make my bill a lot more reasonable. I don't want to have my gas turned off nor do I want a bad credit history because of someone else's mistake. Why? Please help me I am so confused.

Jim Fernandez



5235 So. Grand
St. Louis Mo. 63111
(314) 353-0494

Laclede Gas CompanyDRAWER 2
ST. LOUIS, MO 63171

SERVICE AT: 5235 S GRAND BLV 1FL

ACCT NO. 440041-011-3 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: 74277 DEGREE DAYS 993

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
479	250	229	1.069	244.8

EST'D BASED ON SPECIAL READ

AMOUNT

PAYMENT ARRANGEMENT 40.00

CURRENT CHARGES 228.41

AMOUNT DUE \$268.41

PAYMENT DUE BY 03-17-04 DELINQUENT AFTER 03-26-04

AMOUNT DUE \$268.41PAYMENT DUE BY 03-17-04
DELINQUENT AFTER 03-26-04DOLLAR
HELP**AMOUNT PAID**JIM FERNANDEZ
5235 S GRAND BLV 1FL
ST LOUIS, MO 63111

44004101130000268417



PRESORTED

FIRST CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

BILL DETAIL

PRIOR GAS BALANCE	1066.78
PAYMENT THANK YOU	108.00-
CHARGE FOR GAS SVC 01-27-04 TO 02-26-04	219.27
ST LOUIS CITY TAX	9.14
ACCDUNT BALANCE	1195.19

AMOUNT

HELP SOMEONE IN NEED. GIVE TO DOLLAR-HELP. CHECK
THE RED BOX BELOW TO ADD \$1 TO EACH MONTH'S GAS BILL.