

Complaint Case Response Form

In the Matter of Linda Light v. Missouri Gas Energy
Case No: GC-2008-0045

Listed below are several statements about your case. These statements come from the answer the utility company gave to your complaint and from the investigation done by the PSC staff. After each statement, you must either check the “true” box or give a reason why the statement, or any part of the statement, is not true. If you need more room to respond to a statement than given by the lines on the form, you may attach additional sheets and note the number of the statement you’re continuing to respond to. If you do not mark the “true” box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true.

Laclede Gas Company’s Statements. (These statements are in the same order as Laclede Gas Company’s numbered responses in its Answer to the Complaint.)

1. Missouri Gas Energy (MGE) first installed meters at Ms. Light’s address, 3421 NW67th Street, and two adjacent residences in a “three-plex” in October of 2000.

This whole statement is true.

This statement is not true because _____

2. When the meters were installed at Ms. Light’s residence and the two adjacent residences, the meter numbers were transposed. Accordingly, although the meters and the lines were properly set, MGE billed Ms. Light and the other two customers for gas used by one of the other residence of the “three-plex”.

These whole statements are true.

These statements are not true because _____

3. Ms. Light became a MGE customer on June 2, 2005. Ms. Light contacted MGE because she was concerned about the amount of her bills.

These whole statements are true.

These statements are not true because _____

4. In response to an inquiry by Ms. Light, MGE initiated a service order investigation and confirmed that Ms. Light was being billed for her neighbor's gas usage.

This whole statement is true.

This statement is not true because _____

5. MGE corrected the transposed meter numbers in its computer system to ensure that the three customers, including Ms. Light, would be properly billed.

This whole statement is true.

This statement is not true because _____

6. After an analysis of the billing records and payments, MGE determined that Ms. Light had been over billed by \$105.47.

This whole statement is true.

This statement is not true because _____

7. After the analysis of the billing records and payments, MGE reimbursed Ms. Light \$105.47.

This whole statement is true.

This statement is not true because _____

8. Ms. Light paid \$49.00 for a plumber to independently confirm the meter number. MGE credited her account \$49.00 for this service.

These whole statements are true.

These statements are not true because _____

9. MGE also credited Ms. Light's account \$25.00 for the length of time it took the company to complete the corrected transactions.

This whole statement is true.

This statement is not true because _____

10. When Ms. Light continued to express concern about receiving the proper bill, MGE initiated another service order that was completed on August 31, 2007. MGE verified that Ms. Light's meter went to her residence and matched her bill.

These whole statements are true.

These statements are not true because _____

11. On September 19, 2007, MGE removed Ms. Light's meter. MGE tested Ms. Light's meter on September 21, 2007.

These whole statements are true.

These statements are not true because _____

12. The September 21, 2007 testing of Ms. Light's meter showed that the meter was within the accuracy tolerance required by the Company's General Terms and Conditions and by the Missouri Code of State Regulations.

This whole statement is true.

This statement is not true because _____

13. Ms. Light has been properly reimbursed for overpayment and her bills have been accurate, since the meter numbering error was found and corrected.

These whole statements are true.

These statements are not true because _____

Missouri Public Service Commission Staff's Statements. These statements are from the "FACTS" and "RECOMMENDATION" sections of the Report of the Staff filed on October 26, 2007.)

1. In October 2000, meters were set at 3419 NW 67th Street, 3421 NW 67th Street and 3423 NW 67th Street under the name of Maggie Jones Construction.

This whole statement is true.

This statement is not true because _____

2. Ms. Light initiated service at 3421 NW 67th Street on June 2, 2005.

This whole statement is true.

This statement is not true because _____

3. When the meters for the three units were set, they were installed at the correct premises; however, the service technician reported incorrect meter numbers for the three customers' premises thus MGE billed the three customers incorrectly. Ms. Light's residence, 3421 NW 67th Street, was billed based upon on meter #05612831, but was connected to meter #00636630.

These whole statements are true.

These statements are not true because _____

4. On December 21, 2006, MGE completed a service work order confirming that meter #00636630 went to Ms. Light's address of 3421 NW 67th Street and the meter index was recorded at x3859.

These whole statements are true.

These statements are not true because _____

5. MGE corrected its records to show the correct meter numbers for each residence and the actual usage of each residence based on the correct meter number. The company issued

a spread sheet to Ms. Light showing what she was originally billed and what she should have been billed. The corrections resulted in an overpayment credit of \$105.47 to Ms. Light's account.

These whole statements are true.

These statements are not true because _____

6. On May 14, 2007, Ms. Light told an MGE representative that she still believed her meter was switched with the meter for 3419 NW 67th Street and felt she should have been given as much credit as the customer at 3419 NW 67th Street.

This whole statement is true.

This statement is not true because _____

7. The reason the customer at 3419 NW 67th Street received a larger adjustment than Ms. Light was because that customer had been incorrectly billed for a longer period of time (2001-2006) and had been billed at a commercial rate instead of a residential rate.

These whole statements are true.

These statements are not true because _____

8. MGE credited Ms. Light's account \$49.00 for a December 20, 2006 service call by a licensed plumber who verified that the appropriate meter runs to her residence.

This whole statement is true.

This statement is not true because _____

9. MGE credited Ms. Light's account a courtesy adjustment of \$25.00, due to the length of time it took MGE to complete the corrected transactions.

This whole statement is true.

This statement is not true because _____

10. On July 18, 2007, the Commission's Staff sent Ms. Light a closure letter advising her that the meter registering her usage was being billed to the resident at 3423 NW 67th Street and the meter she was being billed on was for the resident at 3419 NW 67th Street. That letter also advised Ms. Light of the credit issued by MGE to correct the billing on her account and the \$49.00 and \$25.00 additional credits MGE applied to her account.

These whole statements are true.

These statements are not true because _____

11. On August 22, 2007, MGE completed a work order which checked and read the meter at Ms. Light's residence.

This whole statement is true.

This statement is not true because _____

12. On August 31, 2007, MGE completed a service work order which traced the gas lines to Ms. Light's residence with her present at the time of the inspection. That service report indicated that all the lines checked were satisfactory.

These whole statements are true.

These statements are not true because _____

13. Ms. Light's gas appliances consist of a dryer, fireplace logs, furnace, and water heater.

This whole statement is true.

This statement is not true because _____

14. In its August 31, 2007 service work order, MGE's technician noted that there were no problems with Ms. Light's gas.

This whole statement is true.

This statement is not true because _____

15. On September 19, 2007, MGE replaces the meter at Ms. Light's premises, 3421 NW 67th Street. On September 21, 2007, MGE tested the removed meter and the test results show that the meter tested within accuracy Commission standards.

These whole statements are true.

These statements are not true because _____

16. On October 18, 2007, a Commission Gas Safety Staff member made a site visit to Ms. Light's premises, 3421 NW 67th Street, and determined that Ms. Light is being billed on the correct meter following the changes made by MGE in December 2006.

This whole statement is true.

This statement is not true because _____

17. MGE has corrected the problems associated with incorrect meter reading for the customers at 3419, 3421 and 3423 NW 67th Street.

This whole statement is true.

This statement is not true because _____

18. MGE is not rendering correct bills for Ms. Light's premises.

This whole statement is true.

This statement is not true because _____

19. MGE has not violated any Commission rule or its filed tariffs for the billings rendered to Ms. Light.

This whole statement is true.

This statement is not true because _____

Thank you for responding to these statements. Please return this form to the PSC by no later than November 19, 2007, so that we can continue to work on your complaint. If you do not return this form, we will assume that you do not want to continue with your complaint and it should be dismissed.