

Laclede Gas Company
Exhibit No. 3 Community Services Department
Date 9-13-19 Reporter SET **Missouri Public Service Commission**
File No. GC-2019-0331 EFIS Received: 03/16/16
CASD Investigator: Danielle Holland For MPSC Representative: Suzanne Comstock



Customer Info: **Account ID: 6645430000**
Mary Ann Jackson
5641 Summit Pl.
St. Louis, MO 63136

Complaint ID: C201601447
Rate: GH Residential

Comments / Resolution:

Ms. Jackson filed a complaint with the MPSC stating that her January bill was \$149.00 and since then her bill amounts have increased. Ms. Jackson stated that she contacted the Customer Service Department and has been unable to get an explanation for the increase. She is requesting the MPSC investigate her concerns.

On 03/16/16, I advised Ms. Jackson that I would investigate her concerns and contact her back with my findings.

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OCT 1 2019

Account Details:

**Missouri Public
Service Commission**

- On 08/14/15, Ms. Jackson's gas service was disconnected for non-payment.
- On 08/14/15, a final bill was rendered in the amount of \$498.17.
- On 09/01/15, a late fee was assessed in the amount of \$7.29; increasing the balance to \$505.46.
- On 10/10/15, Ms. Jackson received a pledge for \$400.00; under the CWR plan that was enough to restore her gas service.
- On 10/21/15, the gas service was restored and the account was placed on the CWR plan.
- **NOTE:** Ms. Jackson's account is coded Elderly/Disabled was the reason she was able to be restored in October under the CWR plan.
- On 11/04/15, a bill was rendered reflecting an account balance of \$602.22; the CWR plan amount due was \$173.00.
- On 11/05/15, a payment posted in the amount of \$173.00.
- On 11/16/15, Ms. Jackson called the Customer Service Department and cancelled her CWR plan.
- On 11/30/15, the pledge for \$400.00 paid on the account.
- On 12/03/15, a bill was rendered reflecting an account balance of \$146.24.
- On 12/23/15, a payment in the amount of \$160.00 posted leaving a credit balance of -\$13.76.
- On 01/06/16, a bill was rendered reflecting an account balance of \$145.99.
- On 02/03/16, a payment in the amount of \$150.00 posted to the account.
- 02/03/16, a bill was rendered reflecting an account balance of \$176.51.
- On 03/03/16, a bill was rendered reflecting an account balance of \$349.46
- On 03/12/16, a payment in the amount of \$100.00 posted to the account lowering the balance to \$249.46.
- On 03/16/16, Ms. Jackson contacted the Customer Service Department inquiring about her account balance. The Representative explained that she cancelled her CWR plan, the Representative advised her that her full balance is due each month; she explained that a bill was rendered in February and March and a partial payment was made is the reason for her balance. Ms. Jackson was not satisfied with the explanation and requested to speak to a Supervisor. The Representative took her call back information.

On 03/22/16, I left a message for Ms. Jackson requesting she call me directly at 314-342-0674. When Ms. Jackson returns my call, I will go over the above information with her. I reviewed the billing and found that the bill rendered on 01/06/16 was for \$159.75 (236 CCF) and 707 Heating Degree days (HDD). The gas service was restored on 10/21/15 so the bill rendered on 11/04/15 for \$96.76 was for 13 days is the reason that bill was lower; her December bill amount was \$117.02 (148 CCF) and there were only 422 HDD.

On 03/24/16, I spoke to Ms. Jackson, and apologized for her inconvenience. Ms. Jackson advised me that no one has been able to explain her billing to her. She stated that her sons are no longer in the home and her usage has increased, I compared her usage from last winter from November to March to this winter and advised her that her usage had actually decreased this heating season. I explained heating degree days, amount of days in a billing cycle and CCF. I offered to send Ms. Jackson copies of her bills and the spreadsheet with her bills and payments but she

declined and stated that I did not explain why her bills are high. Ms. Jackson stated she will see if the MPSC can explain her high usage and ended the call.

THIS REPORT CONTAINS SPECIFIC CONFIDENTIAL CUSTOMER INFORMATION

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