

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

APR 30 2007

Name: LYNN PIWOWARCZYK
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Company
Respondent

COMPLAINT

Complainant resides at 1200 Bonhomme Branch Court
(address of complainant)

Chesterfield, MO 63005

1. Respondent, Laclede Gas Company
(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:

To address my problem with Laclede Gas: In the winter of 2006 Laclede Gas said there would be yet another gas increase at which point my husband and I decided to bite the bullet and reduce our thermostat to 64° this would be a 10° reduction from the 74° that we normally maintained in cold months. We assumed this would make a serious dent in our consumption of gas. Also before the cold season started one of our daughters moved out in July and my other daughter, her fiancée and their small dog moved out in September. So it was just my husband and I in the house.

Apparently Laclede Gas had messed with the meter although they did not inform or ask us. Every bill we received said actual reading. I thought that adjustments from very high summer bills, coupled with our 10° reduction, less cooking, water heating and not using our gas fireplaces was finally paying off

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

Until early summer came and we were cleaning up our yard did we realize someone had put something on our meter because they threw their trash from the meter in our landscaping. At this point Kaciede Gas sent a bill with gas arrears for \$1411.72. No phone call no explanation just a made up figure. When I called I told them they had no idea, they just made that amount up. I wanted the meter checked.

On November 22, 2006 Kaciede Gas tested the meter, which I witnessed and they showed that nothing was wrong with the meter. It was working properly. How is it then that Kaciede Gas can make up a fictitious amount and charge me from a meter that they tested and said had nothing wrong with it?

WHEREFORE, Complainant now requests the following relief:

Kaciede Gas also is slapping late charges on all my bills. They need to come to a reasonable solution, as they say the equipment was performing correctly. What am I to believe?

Please check and see that I have always paid my bills with Kaciede Gas and I continue to pay all the proper monthly charges that are not in dispute. I have and still am an excellent customer.

April 23, 2006

Date



Signature of Complainant

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