

Missouri Public Service Commission

P.O. Box 360

Jefferson City, Mo. 65102

FILED

JUL 28 2003

07-23-03

Missouri Public
Service Commission

As I read the material you have provided pertaining to your investigation concluding that my account balance is still yet to be \$1,015.09, I still disagree with your decision, so in pointing out my facts using the same proof of evidence which has previously been submitted, let me bring your attention to the statement date:

Feb. 15, 2001 as to where payment received and credited to my account:

Previous Balance 645.37

Payment Received * Thank You 126.00 cr.

Balance to my account 519.37

Now your records should show that the payment made \$126.00 was the quoted amount needed for Cleveland Hardy (myself) to be placed on the payment plan MGE had offered. I was denied the payment plan due to the transferred transaction of which I wasn't aware of but was made

(Cont'd)

rudely aware of by the supervisor over the substation at that time and Ms. Young's deceitful ways.!!

You've given dates on which Ms. Young had made phone calls for payment arrangements as she resided at said residence. You received no payments from Ms. Young, for I refused to contribute to such cause of which I had ^{made} no verbal or written consent for the transaction. You've noted that Ms. Young moved soon after her fail negotiations.

With all this information of which you have been presented with, from both parties and your investigation, how is it that you contended that \$423.55 be applied to my account when I disputed the transaction to begin with. ?!!

Signed

Cleveland Hardy



MISSOURI GAS ENERGY
a division of
Southern Union Company

3850 MAIN
KANSAS CITY, MO 64111-1915

KANSAS CITY, MO 64110-3411

07/SYS

STATEMENT DATE
FEB 15, 2001

CLEVELAND HARDY
6231 HARRISON ST
KANSAS CITY, MO 64110-3411

DEPOSIT: NONE
ACCOUNT NBR: 4417433753

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	01-12-01	01-23-01	11	02112			91.55	.68056	62.31
GAS	01-24-01	02-12-01	20		02370		166.45	.98161	163.39
GAS	TOTAL		31				258.00		225.70

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	9.05	28.24		225.70	16.79	.00	.00	.00	279.78
SERVICE CHARGES									8.00

PREVIOUS BALANCE 645.37 *

PAYMENTS RECEIVED ** THANK YOU 126.00CR *

TRANSFERRED BALANCE 2,277.56

OTHER TRANSACTIONS 4.47

OTHER TRANSACTIONS TAX .29

TO AVOID DISCONNECT PAY BEFORE FEB 27, 2001 2,801.69

TOTAL CURRENT CHARGES DUE BY MAR 9, 2001 287.78 *

If PAST DUE AMOUNT has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE
PERIOD	DAYS			CCF	CCF/DAY	\$ 3,089.47
CURRENT	31			258	8.323	AMOUNT DUE
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE \$ 3,093.94

*** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ***

STATEMENT DATE: FEB 15, 2001

12/09061/07
ACCOUNT NBR:
4417433753

CLEVELAND HARDY
6231 HARRISON ST
KANSAS CITY, MO 64110-3411

MAIL PAYMENT TO:

MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

44174337530000287780003089470003093948

AMOUNT DUE
\$ 3,089.47
AMOUNT DUE WITH LATE CHARGE
\$ 3,093.94
AMOUNT ENCLOSED
\$

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Cleveland Hardy,

Complainant,

v.

Missouri Gas Energy,

Respondent.

)
)
)
)
)
)
)
)
)
)

Case No. GC-2004-0023

NOTICE OF COMPLAINT

Legal Department
Missouri Gas Energy
3420 Broadway
Kansas City, Missouri 64111
CERTIFIED MAIL

On July 7, 2003, Cleveland Hardy (Complainant) filed a complaint with the Missouri Public Service Commission (Commission) against Missouri Gas Energy (Respondent), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070, the Respondent has 30 days from the date of this notice to file an answer or to file notification that the nature of the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period will be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due will be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) must be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy must be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read "Dale Hardy Roberts". The signature is written in a cursive, somewhat stylized script.

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,
on this 9th day of July, 2003.

Hopkins, Senior Regulatory Law Judge



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
STEVE GAW
BRYAN FORBIS
ROBERT M. CLAYTON III

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENBERG
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

July 17, 2003

Cleveland Hardy
PO Box 270768
Kansas City, MO 64127

Dear Mr. Hardy,

I am currently working to investigate the issues presented in the complaint you filed dated June 30, 2003, against Missouri Gas Energy. After reviewing the information you provided in your written complaint, and the information I received from MGE, I have developed a summary of the issues and presented it below. If you have any additional information, or if you have questions or concerns about the summary, please feel free to contact either myself, or Tom Imhoff, at your earliest convenience, but no later than July 29, 2003.

1. As of September 25, 2000 your account had a credit balance of \$0.92 (In other words, you had overpaid your balance by 92 cents.)
2. Your account indicates gas usage from September 2000 through May 2001.
3. Actual gas usage from September 2000 through May 2001 amounted to \$1,418.95. (This reflects only the actual gas used during this time period and not the transferred balance.)
4. Delayed payment charges from September 2000 through May 2001 amounted to \$20.61. I have researched these delayed payment charges and found that no part of this amount was a result of the transferred balance from Ms. Young's account.
5. Payments and rebates totaling \$423.55 have been applied to your account.

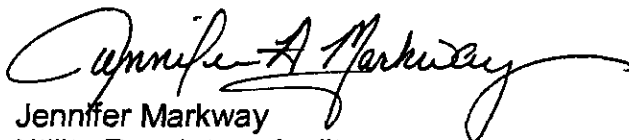
6. These transactions leave a calculated balance due \$1,015.09.

-	.92
+	1,418.95
+	20.61
-	423.55
=	\$ 1,015.09

I have evaluated the transactions relating to the transferred amount of \$2,277.56 from Ms. Young's account. I found that the amount was indeed transferred to your account in February 2001 but was transferred out again on June 10, 2003. After reviewing the account history, I found no evidence that transaction fees, taxes or penalty charges were applied to your account as a result of the transferred amount. While I can certainly understand how confusing this situation has been and how stressful it must have been for you knowing that there was a large outstanding balance transferred to your name, the balance due on your account presented by MGE is based only on actual gas usage from September 2000 through May 2001.

As I stated previously, if you have any questions or concerns, or if you would like to present additional information, please don't hesitate to contact me, or my immediate supervisor, Tom Imhoff. I am required to present my findings to the Commission by July 31, 2003. Therefore any questions, concerns or additional information you might have should be shared with me by July 29, 2003, so that I might have time to look into them.

Thank you,


Jennifer Markway
Utility Regulatory Auditor

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102-0360

(573) 522-8701