

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED  
August 10, 2007  
Data Center  
Missouri Public  
Service Commission

Name: Dr. Hortense Lucinda Harrison  
Complainant

vs.

Case No.

Company Name: Laclede Gas  
Respondent

COMPLAINT

Complainant resides at #40 Gateview Court, O'Fallon, Missouri, 63367  
(address of complainant)

1. Respondent, Laclede Gas Company  
(company name)  
of Drawer 2 St. Louis, Missouri, 63171  
(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:

I closed on my new home and took occupancy on 12-6-06. On 1-29-07 I called Laclede Gas for a billing amount as I had not received a bill. I was told that they were not my service agent. After much convincing they stated that they did not have a bill for me yet. To avoid being in arrears, I paid \$200 on my account, randomly. On 1-31-07, I called Laclede Gas again for a billing amount since I still had not received a bill. At that time I was told that I had a credit and the new billing should be mailed to me within the next few days. While I was in California on Spring Break the week of March 26-30, a Laclede Gas bill for \$29.91 was received. This bill was paid in full on 4-1-07. On 4-16-07, I received a gas bill for \$803.19. It read "Your gas bill has recently been estimated based on past usage. We have now obtained

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

a meter reading indicating that your actual usage was greater than we estimated and that your account has been underbilled. Your current bill has been adjusted to correct for the underbilling. The entire amount does not have to be paid immediately. You may make arrangements to pay the corrected portion of the bill, along with current and past due gas charges, in even installments over a time period equal to the period of the underbilling. You have not been charged for underbilling in excess of 12 months from the date we obtained the meter reading. Please call 314-621-6962 or 1-800-887-4173 if you wish to set up payment arrangements." To resolve this matter I called the (621#) gas company and spoke to Jeff on 4-16-07, they sent Mike out on 5-1-07 to check my property, I spoke to Keith J on 5-3-07 and faxed him closing documents and I wrote to Hacklede Gas on 5-12-07 with no resolve.

WHEREFORE, Complainant now requests the following relief:

I also had a representative from my builder's office contact Hacklede Gas to inquire. T R Hughes learned that they were no longer using meter readers. Instead my meter was to be read in an office and that office equipment was currently inoperable. My neighbor's gas bill was \$13.06 for the month of March while my bill was \$803.19. I am also billed for days prior to occupancy and taxed for Lake Saint Louis while I live in D'Fallon, Missouri.

RELIEF: Please dismiss this gross over charge.

8-2-07

Date

Dr. Hosteness, Nanson

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.

On 12-29-06

Called 314-342-0500

Spoke to Linda

Instructed me to call

817-839-2428

Option #3

Paid a random \$200

On acct #9489320025

Receipt #3630026730055

1-31-07

Called to inquire  
about bill, told  
that I had a  
credit and would  
receive a bill  
in the next few  
days

No bill  
received in  
February as  
promised.

Copy of payment  
of \$229.91 for  
1<sup>st</sup> bill received  
Week of Spring Break  
while I was out of  
town March 26-30, 2007.  
Paid in full on 4-1-07

**Notice to Purchaser** - In the event this check is lost, misplaced or stolen, a sworn statement and 90-day waiting period will be required prior to replacement. This check should be negotiated within 90 days.

Date

[illegible]

30-1/1140  
NTX

Banking  
Center

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**Figure 1**

[illegible]

Kemiller (Purchased by)

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2010.01.01

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Bank of America, N.A.  
San Antonio, Texas

**VOID AFTER 90 DAYS**

Authorized Signature

## Non-Negotiable

**Customer Copy**

001641(004779)

## Retain For Your Records

2nd  
Bill

Received

4-16-07



# Laclede Gas Company

DRAWER 2  
ST. LOUIS, MO 63171

4/16  
5 poke  
M Jett @  
3-621-6960  
will conduct another  
rdg + someone  
will call me w/in  
2 days



HORTENSE HARRISON  
40 GATEVIEW CT  
O FALLON, MO 63367

SERVICE AT: **40 GATEVIEW CT**  
ACCT NO: **948932-002-5** DEPOSIT **0.00** RATE **RG**  
AVERAGE GAS COST PER THERM: **.97826** DEGREE DAYS **3287**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
9058	8076	1010		1.019	1029.2

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	229.91
PAYMENT THANK YOU	229.91-
BILL ADJUSTMENT	429.91-
CHARGE FOR GAS SVC 11-17-06 TO 03-27-07 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45)	1171.45
LAKE ST LOUIS TAX	61.65
ACCOUNT BALANCE	803.19

## CORRECTED BILL

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A  
RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

## ACTUAL READING

	AMOUNT
GAS CREDIT/LATE PAY	429.91-
CURRENT CHARGES	1233.10

**AMOUNT DUE \$803.19**

PAYMENT DUE BY **04-25-07** DELINQUENT AFTER **05-04-07**

YOUR GAS BILL HAS RECENTLY BEEN ESTIMATED BASED ON PAST USAGE. WE HAVE NOW OBTAINED A METER  
READING INDICATING THAT YOUR ACTUAL USAGE WAS GREATER THAN WE ESTIMATED AND THAT YOUR ACCOUNT HAS  
BEEN UNDERBILLED. YOUR CURRENT BILL HAS BEEN ADJUSTED TO CORRECT FOR THE UNDERBILLING. THE  
ENTIRE AMOUNT DOES NOT HAVE TO BE PAID IMMEDIATELY. YOU MAY MAKE ARRANGEMENTS TO PAY THE  
CORRECTED PORTION OF THE BILL, ALONG WITH CURRENT AND PAST DUE GAS CHARGES, IN EVEN INSTALLMENTS  
OVER A TIME PERIOD EQUAL TO THE PERIOD OF THE UNDERBILLING. YOU HAVE NOT BEEN CHARGED FOR  
UNDERBILLING IN EXCESS OF 12 MONTHS FROM THE DATE WE OBTAINED THE METER READING. PLEASE CALL  
314-621-6960 OR 1-800-887-4173 IF YOU WISH TO SET UP PAYMENT ARRANGEMENTS.

**AMOUNT DUE \$803.19**

**AMOUNT PAID**

PAYMENT DUE BY **04-25-07**  
DELINQUENT AFTER **05-04-07**

HORTENSE HARRISON  
40 GATEVIEW CT  
O FALLON, MO 63367

94893200250000803199

4-16-07

Asked Jeff to  
send someone  
out to check for  
leaks, improper  
use, etc.

5-1-07

@ 8:50 A.m.

Mike came out; meter read @ 9202; he checked entire house + thermostats; no problems; said upstairs temp was low by 1°; suggested that I ask neighbor about billing. States I could request a new meter.

My neighbor's  
billing

1-19 to 2-26

\$300

2-26 to 3-27

\$13

3-27 to 4-26


\$13.06

3rd

Bill

Received

5-3-07

<b>Laclede Gas Company</b>					DRAWER 2 ST. LOUIS, MO 63171			FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735
SERVICE AT: 40 GATEVIEW CT					ACCT NO. 948932-002-5	DEPOSIT 0.00	RATE RG	
AVERAGE GAS COST PER THERM: .85552					DEGREE DAYS 360			
PRESENT READING	PREVIOUS READING	USAGE (GCF) X	BTU FACTOR	THERMS	BILL DETAIL			AMOUNT
9198	9088	110	1.022	112.4	PRIOR GAS BALANCE			803.19
					CHARGE FOR GAS SVC 03-27-07 TO 04-26-07 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45)			135.74
					LAKE ST LOUIS TAX			7.14
					ACCOUNT BALANCE			946.07
ACTUAL READING					AMOUNT			
GAS ARREARS					803.19			
CURRENT CHARGES					142.88			
AMOUNT DUE					\$946.07			
PAYMENT DUE BY 05-10-07 DELINQUENT AFTER 05-21-07								

Handwritten notes on form: "Paid 5-3-07", "SPK", "Ker", "@ 3:40".

5.3-07

Spoke to Keith; no  
info from Mike yet;  
requested closing  
documents be faxed  
to 314-342-0791;  
Spoke to Keith about  
Lake Saint Louis  
tax; he said it would  
be removed.

# FedEx Kinko's

FedEx Kinko's  
1312 Highway K  
O'Fallon, MO 63366  
(636) 379-3700

5/3/2007 4:34:09 PM CST  
Trans.: 2891 Branch: 1032  
Register: 002 Till:sv111446  
Team Member: Shannon V.

SALE



\* 1 0 3 2 0 0 2 2 8 9 1 \*

Fax - Local Send 2.00 N  
0711 2.00 @ 1.0000

Sub-Total	2.00
Deposit	0.00
Tax	0.00
Total	2.00
Cash	2.00
Total Tender	2.00
Change Due	0.00

Thank you for visiting

FedEx Kinko's  
Make It. Print It. Pack It. Ship It.  
[www.fedexkinkos.com](http://www.fedexkinkos.com)

Customer Copy



## Fax Cover Sheet

FedEx Kinko's of O'Fallon Telephone: 636.379.3700 Fax: 636.379.3709

Date 5-3-07

Number of pages 3 (including cover page)

To:

Name Attn: Keith J

Company Laclede Gas

Telephone \_\_\_\_\_

Fax 314-342-0791

From:

Name Hortense Harrison

Company 40 Gateview Ct; 63367

Telephone 314-517-0147

Comments



## TRANSMISSION VERIFICATION REPORT

TIME : 05/03/2007 16:32  
NAME : FEDEX KINKOS  
FAX : 6363793709  
TEL : 6363793700  
SER.# : 000B6J775924

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

05/03 16:32  
3143420791  
00:00:51  
03  
OK  
STANDARD  
ECM



## Fax Cover Sheet

FedEx Kinko's of O'Fallon Telephone: 636.379.3700 Fax: 636.379.3709

Date 5-3-07

Number of pages 3 (including cover page)

To:

Name

Attn: Keith J

Company

Laclede Gas

Telephone

Fax

314-342-0791

From:

Name

Hortense Harrison

Company

40 Gaterwood Ct; 63361

Telephone

314-517-0147

Comments

## OCCUPANCY AFFIDAVIT AND FINANCIAL STATUS

**DATE:** December 06, 2006

**LOAN NUMBER:** 30000000868292

**APPLICANT:** HORTENSE L HARRISON

**PROPERTY ADDRESS:**

40 GATEVIEW CT  
O'FALLON, MO 63367

**TO:** Fremont Investment & Loan

**The undersigned certify as follows:**

**(CHECK ONE BOX)**

☐ I/We understand that the loan for which we are applying is intended only for the purchase of a home, which at least one of us, the applicants, intends to own and personally occupy as his/her principal residence within 60 days of the close of escrow or settlement. Furthermore, I/we understand that the particular applicant who intends to own and occupy the property as the principal resident must also be obligated to repay the indebtedness to Lender, as will be evidenced by the signing of the Note in addition to the Deed of Trust. I/we understand that the Lender is willing to evaluate my loan application only because I/We certify the intention to occupy the property.

☐ I/We, or at least one of the applicants, now occupies the subject property. I/We understand that the Lender is willing to evaluate my loan application only because I/We certify the intention to occupy the property.

☐ No applicant or owner now occupies the subject property or intends to occupy the subject property within 60 days of the close of escrow or settlement.

I/We, the undersigned borrower(s), also hereby certify that the loan application signed in connection with this loan accurately describes my/our employment, income and loan obligations and there have been no changes in my/our employment, income or loan obligations within the last 30 days, except as noted in the loan application.

I/We understand and hereby acknowledge that this certification is being made for the purpose of inducing a lender to make or purchase the loan herein applied for, and that any intentional or negligent misrepresentation(s) may result in civil liability and/or criminal penalties including fine or imprisonment or both under the provisions of Section 1014 of Title 18, United States Code.

Each of the undersigned acknowledges that he or she has read and understands the statement and certifications made in the Occupancy Affidavit and Financial Status, and, by signing below, declares that all statements and certifications made herein are true.

  
Applicant HORTENSE L HARRISON Date 12/6/06 Applicant

Date

Fremont Investment & Loan  
2727 East Imperial Highway  
Brea, CA 92821

## NOTICE TO BORROWER OF PROPERTY NOT IN A SPECIAL AREA

NAME: HORTENSE L HARRISON

PROPERTY ADDRESS: 40 GATEVIEW CT  
O'FALLON, MO 63367

The Flood Disaster Protection Act of 1973, as amended, requires that all federally insured or regulated lenders require the purchase of flood insurance on all buildings being financed in Special Flood Hazard Areas (SFHAS) of communities participating in the National Flood Insurance Program.


Special Flood Hazard Areas are defined by the Federal Emergency Management Agency (FEMA) and are indicated on FEMA Flood Insurance Rate Maps (FIRMs) or, if the FIRM is unavailable, on Flood Hazard Boundary Maps (FHBMs).

A review of the FIRM and FHBM on which the improved real estate or mobile home securing your loan is located shows that the subject property is NOT located in a FEMA determined SFHA. As a result of this determination, flood insurance is not a requirement for your loan AT THIS TIME.

If, during the term of your loan with us the subject property is identified as being in a SFHA, as defined by FEMA and indicated on a FIRM or FHBM, we may, at our option, require that you purchase and maintain Flood Insurance.

Fremont Investment & Loan

Lending Institution

 12/6/06  
Borrower HORTENSE L HARRISON Date Borrower Date

Borrower Date

Borrower Date

Borrower Date

Borrower Date

Borrower Date

Borrower Date

FLOOD1 RGC 04/05/04

5-12-07

letter to

Wacleda

re: this matter.

5-12-07

To Whom It May Concern:

My gas bill is exceptionally high. I operate several large charter schools with square footage in excess of 100,000 feet. None of my school gas bills are as high as my current house bill. In addition, my neighbors' bills equal or are less than this amount for the entire year. My gas bill is \$946.07 while my immediate neighbor with similar square footage has a gas bill of \$13.09. Am I being profiled? I have lived in this brand new home for four months and have acquired a gas bill thus far in excess of \$1300. Again, my surrounding neighbors pay this amount in a year.

I have learned that my meter is not being read and that the automated system for which it is designed is inoperable. Further, my bill notes that "... gas bill has been estimated based on past usage." There is NO past usage as this is a new home. Please advise me of the next step in disputing this bill.

Concerned Customer,  
Dr. Hortense Harrison

5-23

White van from  
Laclede Gas

Keeps appearing  
but just sits

and watches my  
house. Does not

leave the van

license # 689EA7, Kevin  
(driver)

6-2-07  
@ 2:35 est

Spoke with  
Ms Patterson @

MPSC 800-392-4211

requested

- freeze the \$803 until  
resolved
- never missed a payment
- paperwork to dispute

6-4-07  
@ 8:30 est

Received a call from  
Darrell @ MPSC

636-561-3737.

Very polite and pleasant.  
Gave me good directions.

Mailed paperwork,

received on 6-6-07



7-6-6-0



Commissioners

JEFF DAVIS  
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

*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>

WESS A. HENDERSON  
Executive Director

DANA K. JOYCE  
Director, Administration

ROBERT SCHALLENBERG  
Director, Utility Services

WARREN WOOD  
Director, Utility Operations

COLLEEN M. DALE  
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON  
General Counsel

June 04, 2007

Hortense Harrison  
40 Gateview Ct  
O'Fallon, MO 63367

Dear Ms. Harrison:

This letter is to acknowledge receipt of your informal complaint against **Laclede Gas**. We are in the process of investigating this matter. When the investigation is completed, we will be back in touch with you. Please be advised that our investigation may take up to 30 days.

In the meantime, if you have any questions or additional information to provide concerning this matter, please send it to the Missouri Public Service Commission, Consumer Services Department, P.O. Box 360, Jefferson City, MO 65102 or you may **contact our office at 1-800-392-4211**.

Sincerely,

Consumer Services Department  
Missouri Public Service Commission

6-7-07

24<sup>th</sup>

gas bill

Laclede Gas Company

DRAIVER 2  
ST. LOUIS, MO 63171

26-1-07



HORTENSE HARRISON  
40 GATEVIEW CT  
O FALLON, MO 63367

SERVICE AT: <b>40 GATEVIEW CT</b>					BILL DETAIL		AMOUNT
ACCT NO. <b>948932-002-5</b> DEPOSIT <b>0.00</b> RATE <b>RG</b>					PRIOR GAS BALANCE		946.07
AVERAGE GAS COST PER THERM: <b>.90489</b> DEGREE DAYS <b>22</b>					PAYMENT THANK YOU		148.00-
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS	<b>1.97</b>
9216	9198	18	1.022		18.4	CHARGE FOR GAS SVC 04-26-07 TO 05-25-07 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45)	32.68
						LAKE ST LOUIS TAX	<b>1.72</b>
						ACCOUNT BALANCE	844.44
						DISCONNECT DATE JUN 26, 2007 SEE ENCLOSED NOTICE	
						WE MAY REPORT YOUR PAYMENT PERFORMANCE TO CREDIT REPORTING AGENCIES TO THE EXTENT PERMITTED BY LAW. COMING SOON-A NEW BILL WITH LARGER TEXT & MORE INFO. FOR MORE ABOUT THE REDESIGN, VISIT LACLEDEGAS.COM.	
ACTUAL READING					AMOUNT		
GAS ARREARS <b>LATE PAY</b>					810.04		
CURRENT CHARGES					34.40		
AMOUNT DUE					\$844.44		
PAYMENT DUE BY 06-15-07 DELINQUENT AFTER 06-26-07							

DEPT. 9

PAGE 0001

SERVICE ADDRESS: 40 GATEVIEW CT  
ACCT. NO: 948932-002

*Revised 10-21*

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
JUNE 05, 2007

HARRISON, HORTENSE  
40 GATEVIEW CT  
O FALLON, MO 63367

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 12-29-06						0.00
12-29-06	PAYMENT-GAS SERVICE				200.00-	200.00-
01-17-07	REBILL	11/17/06-12/26/06	8220R	144.0	182.99	17.01-
02-20-07	REBILL	12/26/06-01/25/07	8241E	21.4	38.15	21.14
03-01-07	REBILL	01/25/07-02/26/07	8408E	170.7	208.77	229.91
03-26-07	LATE PAY CHRG-GAS SERVICE				3.45	233.36
04-03-07	PAYMENT-GAS SERVICE				229.91-	3.45
04-13-07	LATE PAY CREDIT-GAS SERVICE				3.45-	0.00
04-13-07	BILL ADJUSTMENT CREDIT				429.91-	429.91-
04-13-07	REBILL	11/17/06-03/27/07	9088R	1029.2	1,233.10	803.19
04-30-07	BILL	03/27/07-04/26/07	9198R	112.4	142.88	946.07
05-15-07	PAYMENT-GAS SERVICE				148.00-	798.07
05-23-07	LATE PAY CHRG-GAS SERVICE				11.97	810.04
05-30-07	BILL	04/26/07-05/25/07	9216R	18.4	34.40	844.44
05-31-07	LATE PAY CREDIT-GAS SERVICE				11.97-	832.47
TOTAL ACCOUNT BALANCE					\$832.47	

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT  
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY  
HAVE MADE. REFER TO YOUR LAST BILL FOR  
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

- R - REGULAR READING
- S - CUSTOMER READING
- E - ESTIMATE

26-14-07

LACLEDE GAS COMPANY  
720 OLIVE STREET  
ST. LOUIS, MISSOURI 63101

June 11, 2007

Dear Customer:

Your inquiry to the **Missouri Public Service Commission** was referred to us for investigation.

If you need assistance with paying your bill, contact your local Community Action Agency:

-In St. Louis City & Wellston, call the Human Development Corporation at  
(314) 535-7607

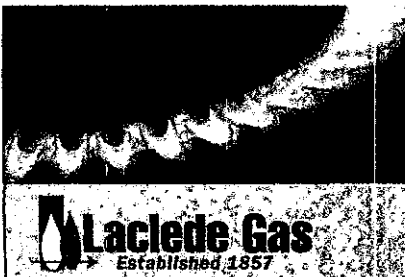
-In St. Louis County, call the Community Action Agency of St. Louis County at  
(314) 863-0015

If you have any further questions pertaining to your account or if you need to make payment arrangements, please contact the Customer Relations Department at (314) 621-6960. The billing office has extended their hours from 7:00 AM to 7:00 PM, Monday through Friday, and from 8:00 AM to 4:30 PM on Saturdays.

Thank you.

5<sup>th</sup> bill

6-29-07



**IMPORTANT CONTACT INFORMATION**

- All your billing and customer service needs: 314-621-6960 or toll-free 1-800-887-4173
- IN AN EMERGENCY OR TO REPORT A GAS ODOR: 314-342-0800
- Send correspondence to Drawer 9, St. Louis, MO 63166
- [www.lacledegas.com](http://www.lacledegas.com)

6-29-07

Account Number: 948932-002-5  
Service Address: 40 GATEVIEW CT

Bill at a Glance	Amount
Previous Bill	844.44
Payment - Thank You	(34.40)
Balance	810.04
Total Current Charges	28.57
<b>Amount Due</b>	<b>\$838.61</b>
<b>Due By</b>	<b>07/11/07</b>
<b>Delinquent After</b>	<b>07/19/07</b>



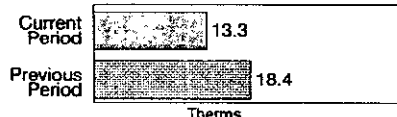
\*\*\*\*\*AUTO\*\*SCH 3-DIGIT 630  
>02937 0001077 003 092049 LECSTME  
HORTENSE HARRISON  
40 GATEVIEW CT  
O FALLON, MO 63367

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
9229	9216	13	1.024	13.3
<b>Actual Reading</b>			<b>Rate: Res. General</b>	

Detail - Current Charges	Amount
Charge For Gas Svc 05-25-07 To 06-26-07 (Includes A Monthly ISRS Charge Of \$.67)	27.14
Lake St Louis Tax	1.43
Subtotal - Current Utility Charges	28.57
<b>Total Current Charges</b>	<b>\$28.57</b>

Detail - Account Balance	Amount
Prior Gas Balance	844.44
Payment - Thank you	(34.40)
Current Charges	28.57
<b>Account Balance</b>	<b>\$838.61</b>

**Gas Consumption Comparison**



	Use In Therms	Degree Days	Supplier Cost of Gas/Therm	Days In Billing Period
Current Period	13.3	0	.90526	32
Previous Period	18.4	22	.90489	29

**Disconnect Notice**

Disconnect date Jul 19, 2007  
See enclosed notice

We may report your payment performance to credit reporting agencies to the extent permitted by law.

**Important Message**

Comments on the new bill? Share your thoughts at [newbill@lacledegas.com](mailto:newbill@lacledegas.com) or (314) 342-3330.

Check connections on natural gas appliances yearly.  
Replace flexible pipe connectors every ten years.



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**STEVE GAW**

**ROBERT M. CLAYTON III**

**LINWARD "LIN" APPLING**

**Missouri Public Service Commission**

POST OFFICE BOX 360  
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Director, Utility Services

**WARREN WOOD**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**KEVIN A. THOMPSON**  
General Counsel

July 10, 2007

Hortense Harrison  
40 Gateview Court  
O'Fallon, MO 63367

Dear Ms. Harrison:

This letter is a follow up to the complaint you filed on June 4, 2007 against Laclede Gas Company (Laclede). In your complaint, you indicated Laclede sent you a bill for \$803.00. After my initial review of your complaint matter, I contacted the company to obtain additional information. The company provided the following information.

Laclede records indicate gas service was established for you on 11/17/06, meter index X8078. On 02/26/07, your usage was estimated to an index of X8408. On or about 03/07/07 when the Automated Meter Reading device (AMR) was installed the meter reading was X9003. The 03/07/07 meter reading determined the company under estimated your usage from 11/07/06 to 3/07/07, meaning you were not billed for all of your usage; therefore, an adjusted bill was rendered on 04/13/07, service dates 11/17/06 to 03/27/07.

When Laclede preformed a high bill premise inspection on 05/01/07, a meter index of X9202 was obtained. Based on the 05/01/07 meter reading it appears the AMR and meter are in sync.

Based on the aforementioned information, the enclosed statement and the enclosed detailed billing adjustment, it appears the Company adjusted your bill in accordance with Missouri Public Service Commission Rule 4 CSR 240-13.025 Billing Adjustments.

Missouri Public Service Commission Rule 4 CSR 240-13.025 (1) B states for all billing errors, the utility will determine from all related and available information, the probable period during which this condition existed and shall make billing adjustments for the estimated period and that in the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods or four (4) quarterly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever was first. I have included a copy of the rule for your review.

The accuracy of your bill is a shared responsibility between you and the company. In re-billing the customer for the energy consumed but not billed, the company is collecting from the party that benefited from the product – not all ratepayers. The company has a certain amount of line loss – which is an expense. This expense is passed along to all ratepayers unless it is collected from the “cost causer”. The Commission Staff feels that it is preferable to collect from the “cost causer” rather than allowing the company to “write it off” and having it become an expense to everyone.

This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter. If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 4 CSR 240-13.070 (4), you may file a formal complaint.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

*Contessa King*

Contessa King  
Consumer Services Coordinator  
Missouri Public Service Commission

Enclosure(s): Commission Rule 4 CSR 240-13.025 Billing Adjustment  
Statement of Bills and Payments  
Detailed Billing Adjustment



prepared for: 948932-002-5  
HARRISON, HORTENSE  
40 GATEVIEW CT

prepared by: Laclede Gas Company  
date:

FROM DATE	TO DATE	HDD'S	CDD'S	CCF	# DAYS	BTU	THERMS	BILL W/O TAXES	BILL W/ TAXES
11/17/06	11/22/06	124	0	35	5	1.011	35.4	\$ 44.01	\$ 46.33
11/22/06	12/26/06	749	0	239	34	1.015	242.6	\$ 275.29	\$ 289.78
12/26/06	01/25/07	814	0	251	30	1.021	256.3	\$ 290.17	\$ 305.44
01/25/07	02/26/07	1173	0	327	32	1.022	334.2	\$ 373.84	\$ 393.51
02/26/07	03/27/07	427	30	158	29	1.020	161.2	\$ 188.14	\$ 198.04
TOTALS:		3287	30	1010	130		1029.7	\$ 1,171.45	\$ 1,233.10

DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
JUNE 05, 2007

HARRISON, MORTENSE  
40 GATEVIEW CT  
O FALLON, MO 63367

PAGE 0001

SERVICE ADDRESS: 40 GATEVIEW CT  
ACCT. NO: 948932-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 12-29-06						0.00
12-29-06	PAYMENT-GAS SERVICE				200.00-	200.00-
01-17-07	REBILL	11/17/06-12/26/06	8220R	144.0	182.99	17.01-
02-20-07	REBILL	12/26/06-01/25/07	8241E	21.4	38.15	21.14
03-01-07	REBILL	01/25/07-02/26/07	8408E	170.7	208.77	229.91
03-26-07	LATE PAY CHRG-GAS SERVICE				3.45	233.36
04-03-07	PAYMENT-GAS SERVICE				229.91-	3.45
04-13-07	LATE PAY CREDIT-GAS SERVICE				3.45-	0.00
04-13-07	BILL ADJUSTMENT CREDIT				429.91-	429.91-
04-13-07	REBILL	11/17/06-03/27/07	9088R	1029.2	1,233.10	803.19
04-30-07	BILL	03/27/07-04/26/07	9198R	112.4	142.88	946.07
05-15-07	PAYMENT-GAS SERVICE				148.00-	798.07
05-23-07	LATE PAY CHRG-GAS SERVICE				11.97	810.04
05-30-07	BILL	04/26/07-05/25/07	9216R	18.4	34.40	844.44
05-31-07	LATE PAY CREDIT-GAS SERVICE				11.97-	832.47

TOTAL ACCOUNT BALANCE \$832.47

cfe

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT  
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY  
HAVE MADE. REFER TO YOUR LAST BILL FOR  
INFORMATION ON YOUR AMOUNT DUE.

## EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE



otherwise requested by the customer and agreed to by the utility.

(11) A utility may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, the utility shall first credit all payments to the balance outstanding for gas, electric or water charges, before crediting a deposit.

(12) During the billing period prior to any tariffed seasonal rate change, a utility shall notify each affected customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.

**AUTHORITY:** sections 386.250(6), RSMo Supp. 1991 393.140(11), RSMo 1986.\* Original rule filed Dec. 19, 1975, effective Dec. 30, 1975. Amended: Filed Oct. 14, 1977, effective Jan. 13, 1978. Rescinded and readopted: Filed Sept. 22, 1993, effective July 10, 1994.

\*Original authority: 386.250(6), RSMo 1939, amended 1963, 1967, 1980, 1987, 1988, 1991 and 393.140(11), RSMo 1939, amended 1949, 1967.

#### 4 CSR 240-13.025 Billing Adjustments

**PURPOSE:** This rule establishes billing adjustments in the event of an overcharge or an undercharge.

(1) For all billing errors, the utility will determine from all related and available information the probable period during which this condition existed and shall make billing adjustments for the estimated period involved as follows:

(A) In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods, or twenty (20) consecutive quarterly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first;

(B) In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods or four (4) quarterly billing periods, calculated from the date of discov-

ery, inquiry or actual notification of the utility, whichever was first;

(C) No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1);

(D) Where, upon test, an error in measurement is found to be within the limits prescribed by commission rules, no billing adjustment will be made; and

(E) When evidence of tampering is found, or there are misrepresentations of the use of service by the customer, the utility will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information.

**AUTHORITY:** section 393.140(11), RSMo 1986.\* Original rule filed Sept. 22, 1993, effective July 10, 1994.

\*Original authority 1939, amended 1940, 1967.

#### 4 CSR 240-13.030 Deposits and Guarantees of Payment

**PURPOSE:** This rule establishes reasonable and uniform standards regarding deposits and guarantees required by utilities.

(1) A utility may require a deposit or other guarantee as a condition of new residential service if—

(A) The customer has outstanding with a utility providing the same type of service, an unpaid bill which accrued within the last five (5) years and, at the time of the request for service, remains unpaid and not in dispute;

(B) The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the customer's premises within the last five (5) years; or

(C) The customer is unable to establish an acceptable credit rating under standards contained in tariffs filed with and approved by the commission. The customer shall be deemed *prima facie* to have established an acceptable credit rating if the customer meets any of the following criteria:

1. Owns or is purchasing a home;
2. Is and has been regularly employed on a full-time basis for at least one (1) year;
3. Has an adequate regular source of income; or

4. Can provide adequate credit references from a commercial credit source.

(2) A utility may require a deposit or guarantee as a condition of continued residential service if—

(A) The service of the customer has been discontinued by the utility for nonpayment of a delinquent account not in dispute;

(B) In an unauthorized manner, the customer interfered with or diverted the service of the utility situated on or about or delivered to the customer's premises; or

(C) The customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive monthly billing periods, or two (2) quarters out of four (4) consecutive quarters. Prior to requiring a customer to post a deposit under this subsection, the utility shall send the customer a written notice explaining the utility's right to require a deposit or include such explanation with each written discontinuance notice.

(3) Deposits for gas and electric service assessed under the provisions of subsection (2)(A) or (C) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6)-month period.

(4) A deposit shall be subject to the following terms:

(A) It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)-month period at the service location or, in the case of a new customer, who is assessed a deposit under subsection (1)(C) of this rule, one-sixth (1/6) of the estimated annual bill for monthly billed customers and one-third (1/3) of the estimated annual bill for quarterly billed customers for utility charges at the requested service location;

(B) It shall bear interest at a rate specified in utility tariffs, approved by the commission, which shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude a utility from crediting interest upon each service account during one (1) billing cycle annually;



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**STEVE GAW**

**ROBERT M. CLAYTON III**

**LINWARD "LIN" APPLING**

***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>

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Executive Director

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Director, Utility Services

**WARREN WOOD**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**KEVIN A. THOMPSON**  
General Counsel

July 17, 2007

Hortense Harrison  
40 Gateview Court  
O'Fallon, MO 63367

Dear Ms. Harrison:

This letter is in response to your indication that you wish to file a formal complaint against Laclede Gas Company (Laclede).

A formal complaint must be filed in written form including an original or duplicate original and eight (8) copies addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney.

Please note, failure to pay the amount of a bill which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

*Contessa King*

Contessa King

Consumer Services Coordinator

Enclosure(s): Formal Complaint Form

Chapter 2 – Rules of Practice and Procedure and Formal Complaint Form