

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

RF  
**FILED**

JAN 27 2004

Name: Charles A. Cooper  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: Missouri Gas Energy  
Respondent

**COMPLAINT**

Complainant resides at 746 E. Eastwood, Marshall, MO 65340  
(address of complainant)

1. Respondent, Missouri Gas Energy

(company name)

of \_\_\_\_\_,  
(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:

On about 15 November, 2003, I contacted Missouri Gas Energy to have gas turned on at 6303 - 6305 Evanston, Raytown, MO and was at that time informed there was an outstanding gas bill on that address and it would be impossible to get the gas turned on until this outstanding bill was taken care of. I informed Mrs. Simmons of Missouri Gas Energy, that I was not responsible for this bill and she informed me, that since I am the owner of the building that becomes my obligation. I explained to her that the area in question had exposed water pipes in the bath rooms and they might freeze if it did not get heat on in this area of the building. The conversation lead to a person by the name of Dave? Basically, I got the same answer from him. I asked them, like I have everyone else, if Missouri Gas Energy was more vigilant in their collections of overdue bills, why was the landlord not notified earlier, no response. My next step has been to contact the Missouri Public Service Commission and that leads us to where we are presently.

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

As landlord of the building in question, I was never asked to sign a contract with Missouri Gas Energy stating that I would be responsible for any unpaid bills of tenants. It is the responsibility of the tenants to contact Missouri Gas Energy and make arrangements for their own utilities. If Missouri Gas Energy does not require a contract from the person requesting services than they should not look to the landlord, who did not request service, to pay any outstanding bills due them from tenants.

WHEREFORE, Complainant now requests the following relief:

I would like to get the gas turned on in my name to avoid any frozen pipes and water damage. As a responsible customer of Missouri Gas Energy, presently in Independence, I believe that my record speaks for itself.

1-23-04  
Date

Charles A. Cooper  
Signature of Complainant

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