

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

RECEIVED
OCT 09 2008

Name: STEPHEN D. CHANERL
Complainant

vs.

Case No.

Company Name: LACLEDE GAS CO.
Respondent

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

COMPLAINT

Complainant resides at 9508 WEYBURN
(address of complainant)

FILED²

OCT 10 2008

1. Respondent, LACLEDE GAS CO
(company name)
of ST. LOUIS MO
(location of company), is a public utility under the

Missouri Public
Service Commission

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

THE COMPLAINANT DID NOT USE OR CONSUME THE AMOUNT OF GAS THAT IS BEING CLAIMED BY THE COMPANY. DURING THE PERIODS IN WHICH LACLEDE GAS CO. USED AN ESTIMATE READING, THE RESIDENT 9508 WEYBURN WAS BEING HEATED BY A KEROSENE HEATER, MY MANAGER AT ST. LOUIS VILLAGE SUGGESTED THAT OTHER TENANTS BILL BE REVIEWED. THE NUMBERS FROM THE METER READING AND THE THERMS DO NOT ADD UP. THE THERMS NUMBER SHOULD BE SINGLE DIGIT, BECAUSE ONLY THE WATER HEATER WAS USING GAS. BECAUSE MY THERMS WAS NOT AS HIGH AS MY NEIGHBORS LACLEDE GAS THEN CLAIM THE METER WAS BROKEN AND CHANGED METERS.

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

LACHEDE GAS DOES NOT ~~WANT~~ WANT
CONSUMERS SAVING MONEY ON SERVICES.

WHEREFORE, Complainant now requests the following relief:

THE COMPLAINANT REQUEST RELIEF IN THE
CORRECT BILL FOR SERVICES USED AND NOT
ESTIMATED

10-9-08
Date

Stephen D. Charles
Signature of Complainant

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

DEPT. 9

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

CHANERL, STEPHEN D
P O BOX 663
ST LOUIS, MO 63188

PAGE 0002

SERVICE ADDRESS: 9508 WEYBURN DR
ACCT. NO: 703701-005

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
02-20-07	LATE PAY CREDIT-GAS SERVICE				4.66-	180.54-
03-08-07	PAYMENT-GAS SERVICE				30.00-	210.54-
03-14-07	REBILL	05/17/06-02/15/07	4955E	115.5	257.73	47.19
04-03-07	REBILL	02/15/07-03/19/07	4970E	15.5	31.28	78.47
04-05-07	PAYMENT-GAS SERVICE				30.00-	48.47
05-03-07	REBILL	03/19/07-04/18/07	4980E	10.3	25.18	73.65
05-07-07	PAYMENT-GAS SERVICE				25.00-	48.65
06-04-07	PAYMENT-GAS SERVICE				25.18-	23.47
06-12-07	BILL ADJUSTMENT CREDIT				314.19-	290.72-
06-12-07	REBILL	05/17/06-05/17/07	5038R	200.9	399.23	108.51
06-20-07	BILL	05/17/07-06/18/07	5072R	34.7	53.27	161.78
07-06-07	PAYMENT-GAS SERVICE				25.00-	136.78
07-13-07	LATE PAY CHRG-GAS SERVICE				2.05	138.83
07-20-07	BILL	06/18/07-07/18/07	5077R	5.1	19.23	158.06
08-06-07	PAYMENT-GAS SERVICE				21.28-	136.78
08-14-07	LATE PAY CHRG-GAS SERVICE				2.05	138.83
08-18-07	BILL	07/18/07-08/16/07	5082R	5.1	20.81	159.64

TOTAL ACCOUNT BALANCE \$159.64

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

DON'T ADD UP

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DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 01-19-06						11.08
01-19-06	BILL	12/14/05-01/17/06	4790R	16.5	35.80	46.88
02-06-06	PAYMENT-GAS SERVICE				35.80-	11.08
02-13-06	LATE PAY CHRG-GAS SERVICE				0.17	11.25
02-17-06	BILL	01/17/06-02/15/06	4809R	19.6	38.19	49.44
03-07-06	PAYMENT-GAS SERVICE				38.19-	11.25
03-14-06	LATE PAY CHRG-GAS SERVICE				0.17	11.42
03-21-06	BILL	02/15/06-03/17/06	4821R	12.4	28.80	40.22
04-13-06	LATE PAY CHRG-GAS SERVICE				0.60	40.82
04-20-06	BILL	03/17/06-04/18/06	4833R	12.3	28.66	69.48
05-08-06	PAYMENT-GAS SERVICE				34.74-	34.74
05-15-06	LATE PAY CHRG-GAS SERVICE				0.52	35.26
05-19-06	BILL	04/18/06-05/17/06	4843R	10.2	25.77	61.03
06-06-06	PAYMENT-GAS SERVICE				31.03-	30.00
06-13-06	LATE PAY CHRG-GAS SERVICE				0.45	30.45
06-20-06	REBILL	05/17/06-06/16/06	4850R	7.2	21.92	52.37
07-07-06	PAYMENT-GAS SERVICE				21.92-	30.45
07-13-06	LATE PAY CHRG-GAS SERVICE				0.46	30.91
07-20-06	REBILL	06/16/06-07/18/06	4858R	8.2	23.42	54.33
08-07-06	PAYMENT-GAS SERVICE				23.42-	30.91
08-14-06	LATE PAY CHRG-GAS SERVICE				0.46	31.37
08-18-06	REBILL	07/18/06-08/16/06	4865R	7.2	22.14	53.51
09-05-06	PAYMENT-GAS SERVICE				25.00-	28.51
09-12-06	LATE PAY CHRG-GAS SERVICE				0.43	28.94
09-18-06	REBILL	08/16/06-09/14/06	4872R	7.1	22.01	50.95
10-11-06	LATE PAY CHRG-GAS SERVICE				0.76	51.71
10-12-06	PAYMENT-GAS SERVICE				22.01-	29.70
10-17-06	REBILL	09/14/06-10/13/06	4881R	9.2	24.72	54.42
11-09-06	LATE PAY CHRG-GAS SERVICE				0.82	55.24
11-16-06	REBILL	10/13/06-11/14/06	4893R	12.3	28.89	84.13
12-04-06	PAYMENT-GAS SERVICE				50.00-	34.13
12-11-06	LATE PAY CHRG-GAS SERVICE				0.51	34.64
12-18-06	REBILL	11/14/06-12/14/06	4910R	17.5	33.54	68.18
01-08-07	PAYMENT-GAS SERVICE				34.64-	33.54
01-10-07	LATE PAY CHRG-GAS SERVICE				0.50	34.04
01-19-07	REBILL	12/14/06-01/17/07	4939R	29.9	48.03	82.07
02-07-07	PAYMENT-GAS SERVICE				34.00-	48.07
02-13-07	LATE PAY CHRG-GAS SERVICE				0.72	48.79
02-20-07	BILL ADJUSTMENT CREDIT				224.67-	175.88-