

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>

JUL 10 2007

Missouri Public  
Service Commission

C.K. Lacks, LLC,	)	
	)	
Complainant,	)	
	)	
Vs.	)	Case No.:
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**COMPLAINT**

Complainant is a limited liability company with offices at 11723 Lakeshore Dr., St. Louis, Missouri 63141. The service address relating to the Complaint is 7100 Roland Blvd., St. Louis, Missouri 63121.

- 1) Respondent, Laclede Gas Company of St. Louis, 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:
  - a) On or about March 28, 2005, Complainant, together with Eric and Barbara Rosenbloom, purchased the property located at 7100 Roland Blvd. for the purpose of rehabbing and selling the property.
  - b) During the time that Complainant owned the property it had no gas service until on or about September 28, 2005, at which time the gas service was "turned on" and Complainant received and paid \$339.85 noted as a "prior gas balance."
  - c) In 2005, Complainant made insulation improvements to the home, including a new roof and new windows.

- d) Until Complainant sold the residence at 7100 Roland Blvd. in late December, 2006, it remained vacant, and the only gas powered appliance that was in regular use was the water heater.
- e) Complainant paid in full all monthly invoices to Respondent.
- f) Respondent's invoices to Complainant were between \$13.33 and \$13.58 beginning in March, 2006. Because the water heater was the only appliance in regular use, Complainant didn't find the low monthly bills out of the ordinary.
- g) On or about December 12, 2006, Complainant sold the residence at 7100 Roland Blvd., and split the final proceeds with its partners, Eric and Barbara Rosenbloom.
- h) In late January, 2007, Complainant received an invoice from Respondent in the amount of \$1,899.57, consisting of \$2,033.36 in 'charge for unmetered gas,' \$1.63 for service 12-08-06 to 12-12-06, and allowing \$134.59 for bill adjustment.
- i) On or about February 3, 2007, Complainant spoke with "Mrs. C. Thomas, Customer Relations," a representative of Respondent, regarding the unmetered gas charge for the vacant property.
- j) On or about February 5, 2007, Respondent sent a letter to Complainant, notifying that Respondent gave a credit of \$467.00 to Complainant.
- k) On or about February 14, 2007, Complainant sent a letter to Respondent disputing any amounts due to Respondent.
- l) On or about February 24, 2007, Complainant received an amended invoice in the amount of \$1,432.57, for the unmetered gas charges to the vacant house.
- m) In spring of 2007, Complainant purchased a house with the intention of rehabbing and selling it. When Complainant called to have gas service turned on in its name, Complainant was denied because of the previous balance due relating to the disputed unmetered gas at the vacant house located at 7100 Roland Blvd.

- n) Complainant is now finished with the rehab of the new house and needs a Laclede Gas Inspection prior to sale, but cannot obtain same because of the previous balance due relating to the disputed unmetered gas at the vacant house located at 7100 Roland Blvd.
- 3) The Complainant has taken the following steps to present this Complaint to the Respondent:
- a) Complainant has spoken with and requested resolution with customer representatives of Respondent on many occasions, specifically "Mrs. C. Thomas," as well as others.
  - b) Complainant has spoken with and requested resolution via fax and telephone with both Sam Powers and Richard L. Schiefer, representatives of CACi, collection agency for Respondent.

WHEREFORE, Complainant now requests the following relief:

- i. That Respondent amend the invoice for account number 328130-006-9, to a balance due of \$0.00 and credit Complainant with the \$339.85 paid erroneously;
- ii. That Respondent allow Complainant to obtain service in its name;
- iii. That Respondent pay Complainant the amount of \$1,000 for its time and expenses relating to the denial of service to additional property; and
- iv. That Respondent pay Complainant the amount of \$2,000 for its time, expenses and attorneys' fees in defending itself in this action.

July 4, 07  
Date

CK Lacks LLC by Cynthia K. Lacks  
C.K. Lacks, LLC, by Cynthia K. Lacks, Owner

DAVID B. LACKS, P.C.

By:

[Signature]  
David B. Lacks, #29176  
Attorney for Complainant  
231 S. Bemiston, Suite 910  
Clayton, Missouri 63105  
(314) 863-4100 - Telephone  
(314) 863-4340 - Facsimile

**Laclede Gas Company**DRAWER 2  
ST. LOUIS, MO 63171

SERVICE AT: 7100 ROLAND BLV

ACCT NO. 328130-006-9 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM: .78500 DEGREE DAYS 78

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
7669	7667		2	1.022	2.0

ACTUAL READING	AMOUNT
GAS ARREARS	339.85
CURRENT CHARGES	15.95

**AMOUNT DUE \$355.80**

PAYMENT DUE BY 10-28-05 DELINQUENT AFTER 11-08-05



PRESORTED

FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
POST CARD RATE  
PERMIT NO. 735

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	339.85
CHARGE FOR GAS SVC 09-15-05 TO 10-14-05	14.35
NORTHWOODS TAX	1.60
ACCOUNT BALANCE	355.80

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

pd 10-22-05

DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
MAY 17, 2007

CK LACKS LLC  
11723 LAKE SHORE  
DR  
ST LOUIS, MO 63141

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SERVICE ADDRESS: 7100 ROLAND BLV  
ACCT. NO: 328130-006

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
	BALANCE AS OF 09-23-05					0.00
09-23-05	SERVICE INITIATION FEE				36.00	36.00
10-10-05	REBILL	03/17/05-09/15/05	7667R	207.7	303.85	339.85
10-18-05	BILL	09/15/05-10/14/05	7669R	2.0	15.95	355.80
10-24-05	PAYMENT-GAS SERVICE				355.80-	0.00
11-18-05	BILL	10/14/05-11/15/05	7812E	146.7	174.19	174.19
12-07-05	PAYMENT-GAS SERVICE				174.19-	0.00
12-20-05	BILL	11/15/05-12/15/05	7905R	96.2	155.77	155.77
01-12-06	LATE PAY CHRG-GAS SERVICE				2.34	158.11
01-20-06	BILL	12/15/05-01/18/06	8054R	154.1	235.03	393.14
02-06-06	PAYMENT-GAS SERVICE				393.14-	0.00
02-21-06	REBILL	01/18/06-02/16/06	8054R	0.0	13.33	13.33
03-16-06	LATE PAY CHRG-GAS SERVICE				0.20	13.53
03-16-06	PAYMENT-GAS SERVICE				13.33-	0.20
03-22-06	REBILL	02/16/06-03/20/06	8054R	0.0	13.33	13.53
04-17-06	LATE PAY CHRG-GAS SERVICE				0.20	13.73
04-17-06	PAYMENT-GAS SERVICE				13.53-	0.20
04-21-06	REBILL	03/20/06-04/19/06	8054R	0.0	13.33	13.53
05-05-06	PAYMENT-GAS SERVICE				13.53-	0.00
05-22-06	REBILL	04/19/06-05/18/06	8054R	0.0	13.33	13.33
06-08-06	PAYMENT-GAS SERVICE				13.33-	0.00
06-21-06	REBILL	05/18/06-06/19/06	8054R	0.0	13.37	13.37
07-14-06	LATE PAY CHRG-GAS SERVICE				0.20	13.57
07-21-06	REBILL	06/19/06-07/19/06	8054R	0.0	13.58	27.15
08-15-06	LATE PAY CHRG-GAS SERVICE				0.41	27.56
08-19-06	REBILL	07/19/06-08/17/06	8054R	0.0	13.58	41.14
08-31-06	PAYMENT-GAS SERVICE				41.14-	0.00
09-19-06	REBILL	08/17/06-09/15/06	8054R	0.0	13.58	13.58
10-05-06	PAYMENT-GAS SERVICE				13.58-	0.00
10-18-06	REBILL	09/15/06-10/16/06	8054R	0.0	13.58	13.58
11-08-06	PAYMENT-GAS SERVICE				13.58-	0.00
11-17-06	REBILL	10/16/06-11/15/06	8054R	0.0	13.58	13.58
12-07-06	PAYMENT-GAS SERVICE				13.58-	0.00
01-06-07	BILL ADJUSTMENT DEBIT				2,033.36	2,033.36
01-23-07	LATE PAY CREDIT-GAS SERVICE				1.01-	2,032.35
01-23-07	BILL ADJUSTMENT CREDIT				134.59-	1,897.76
01-23-07	BILL	12/08/06-12/12/06	0000R	0.0	1.81	1,899.57
02-06-07	BILL ADJUSTMENT CREDIT				467.00-	1,432.57

DEPT. 9

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ACCT. NO: 328130-006

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
TOTAL ACCOUNT BALANCE			\$1,432.57			2

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