

Exhibit No.:	
Issue(s):	Estimated Billing Tariff
Witness:	Barb Meisenheimer
Type of Exhibit:	Surrebuttal
Sponsoring Party:	Public Counsel
Case Number:	GT-2008-0374
Date Testimony Prepared:	December 19, 2008

**SURREBUTTAL TESTIMONY**

**OF**

**BARBARA A. MEISENHEIMER**

Submitted on Behalf of  
the Office of the Public Counsel

**Laclede Gas Company**

**Case No. GT-2008-0374**

December 19, 2008

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

In the Matter of the Laclede Gas Company       )  
Tariff Filing to Allow Estimated Billing       )     **Case No. GT-2008-0374**  
Whenever an Automatic Meter Reader Fails    )  
to Send Readings of Actual Usage            )

**AFFIDAVIT OF BARBARA A. MEISENHEIMER**

**STATE OF MISSOURI**    )  
                                      )    ss  
**COUNTY OF COLE**     )

Barbara A Meisenheimer, of lawful age and being first duly sworn, deposes and states:

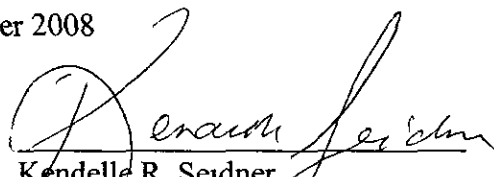
- 1     My name is Barbara A Meisenheimer. I am Chief Utility Economist for the Office of the Public Counsel
- 2     Attached hereto and made a part hereof for all purposes is my surrebuttal testimony
- 3     I hereby swear and affirm that my statements contained in the attached testimony are true and correct to the best of my knowledge and belief

  
**Barbara A. Meisenheimer**

Subscribed and sworn to me this 19th day of December 2008



KENDELLE R SEIDNER  
My Commission Expires  
February 4, 2011  
Cole County  
Commission #07004782

  
Kendelle R Seidner  
Notary Public

My Commission expires February 4, 2011

**SURREBUTTAL TESTIMONY**

**OF**

**BARBARA A. MEISENHEIMER**

**LACLEDE GAS COMPANY**

**CASE NO. GT-2008-0374**

1 **Q. PLEASE STATE YOUR NAME, TITLE AND BUSINESS ADDRESS.**

2 A. Barbara A. Meisenheimer, Chief Utility Economist, Office of the Public Counsel, P.O. Box  
3 2230, Jefferson City, Missouri 65102.

4 **Q. HAVE YOU PREVIOUSLY FILED TESTIMONY IN THIS CASE?**

5 A. Yes, I filed rebuttal testimony on November 18, 2008.

6 **Q. WHAT MATERIAL HAVE YOU REVIEWED THAT IS RELEVANT TO THE PROPOSED TARIFF?**

7 A. I reviewed the rebuttal testimony of Public Service Commission (PSC) Staff witness Carol  
8 Gay Fred and tariffs on file with the Commission.

9

10

1 **Q. PLEASE RESPOND TO MS. FRED'S CLAIM THAT THE COMMISSION DIRECTED LACLEDE TO**  
2 **FILE A TARIFF TO CLARIFY THE PROCEDURES THE COMPANY WILL FOLLOW IN**  
3 **RESPONDING TO A METER THAT HAS STOPPED OR FAILED TO REGISTER. (CAROL GAY FRED**  
4 **REBUTTAL AT PAGE 3, LINE 11)**

5 A. Although I have researched the issue I have found no evidence that the Commission directed  
6 Laclede to file such a tariff. Ms. Fred does not reference a case number or the date of any  
7 Order directing such a filing. Public Counsel has issued a data request to Staff to clarify this  
8 claim.

9 It may be that Ms. Fred was referring to Case No. GW-2007-0099 in which the  
10 Commission conducted an investigation into the service and billing practices for residential  
11 customers of electric, gas and water utilities. In that case, Laclede attempted to file a tariff  
12 after the case was closed. On May 21, 2008, the Commission issued an order removing the  
13 tariff filing and reclosing the case. In the Order the Commission recognized Laclede's right  
14 to file the tariff but neither directed it to do so nor prescribed what the content of any such  
15 filing should be.

16 **Q. DO THE NUMBER OF MEETINGS BETWEEN THE PARTIES OR THE PERIOD OF TIME OVER**  
17 **WHICH DISCUSSIONS OCCURRED HAVE ANY RELEVANCE TO THE ISSUES IN THIS CASE?**

18 A. No.

1     **Q.     MS. FRED REFERENCES THE UNION ELECTRIC D/B/A AMERENUE TARIFF THAT ADDRESSES**  
2     **ESTIMATED BILLING WHEN A GAS METER FAILS TO REGISTER. IN WHAT WAYS DOES THE**  
3     **AMERENUE TARIFF DIFFER FROM THE TARIFF PROPOSED BY LACLEDE IN THIS CASE?**

4     A.     The tariff sheet Ms. Fred references as PSC Mo. No. 2 Sheet 57.1 contains VIII(C)(d) which  
5     is a subpart that is very limited in scope. VIII(C)(d) states only that in instances associated  
6     with a non-registering meter the Company shall estimate the customer's monthly gas usage  
7     in accordance with VIII(C)(a)– VIII(C)(c). The full text of Section VIII(C) is provided in  
8     Attachment 1 to this testimony. It is important to note that VIII(C)(d) addresses only how  
9     usage will be calculated for purposes of preparing an estimated bill. It does not empower  
10    AmerenUE to issue estimate bills to the extent proposed by Laclede, to deny customers the  
11    ability to provide self reads, to alter notification requirements or to shift responsibility to the  
12    customer to provide access within 30 days. It also does not seek to establish a list of what  
13    are to be deemed “unlawful” acts that warrant discontinuance of service. These differences  
14    are significant and are key elements in Public Counsels opposition to the Laclede tariff.

15    **Q.     HOW SHOULD THE COMMISSION ADDRESS THE ISSUE OF ESTIMATED BILLING FOR NON-**  
16    **REGISTERING METERS?**

17    A.     Any change that seeks to increase the practice of estimated billing should be addressed in a  
18    rulemaking and should apply consistently to companies. If the Commission initiates a

1 rulemaking on this issue, Public Counsel encourages the Commission to adopt minimizing  
2 the extent of estimated billing as an explicit goal of the rulemaking.

3 **Q. DO YOU AGREE WITH MS. FRED ON THE SIGNIFICANCE OF THE NUMBER OF INFORMAL**  
4 **CUSTOMER COMPLAINT/INQUIRES?**

5 A. No. I feel that Ms. Fred focuses too much on perceived needs of the Company and too little  
6 on customer concerns. As I pointed out in rebuttal testimony a number of customers have  
7 experienced repeated problems and inconvenience due to malfunctioning devices. In order  
8 to protect customers' reasonable expectations of bills being based on actual use and to avoid  
9 shifting additional responsibility for equipment failures from the Company to consumers,  
10 Public Counsel requests that the Commission reject the proposed revised tariff.

11 **Q. DOES THIS CONCLUDE YOUR SURREBUTTAL TESTIMONY?**

12 A. Yes.

# UNION ELECTRIC COMPANY GAS SERVICE

Missouri Public  
Service Commission

Applying to MISSOURI SERVICE AREA

REC'D DEC 14 2001

## VIII. Billing Practices

### A. Monthly Billing Periods

Company will render bills over twelve (12) monthly billing periods in a year, with each bill based upon the service used between regularly scheduled meter readings. While Company's work schedules provide for the orderly reading of all meters over intervals of approximately 30 days, holidays, weekends, inclement weather and other operating constraints may cause the billing interval to vary during various portions of the year.

### B. Inaccessible Meters

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at his own expense have Company relocate the meter to an accessible location, if feasible.

### \*C. Estimated Bills for Full Billing Periods

Monthly bills may be rendered to the Company's natural gas customers based upon estimated gas usage (which may include the use of readings furnished by the customer), where conditions reasonably beyond the control of the Company prevented it from obtaining actual meter readings. These conditions include extreme weather, operating and other emergencies, labor agreements, work stoppages, and the Company's inability to gain access to the meter. The Company will provide a copy of customer's estimate, upon request. All estimates are subject to the provisions of Section VII.G. Billing Adjustments, of these Rules and Regulations, and will be determined as follows:

#### \*a. Single-Month Estimated Bills

A single billing month's estimated natural gas usage will be determined on the basis of the customer's prior month's usage, adjusted by a factor reflecting the difference in weather between the prior and current monthly billing periods. This adjustment factor will be based upon the ratio of the current month to the prior month's natural gas usage of similarly situated customers for which the Company has obtained actual meter readings. For purposes of this application,

\* Indicates Change

DATE OF ISSUE December 14, 2001 DATE EFFECTIVE January 14, 2002

ISSUED BY C. W. Mueller Chairman & CEO St. Louis, Missouri

Name of Officer

Title

Attachment 1

FILED JAN 14 2002

02 - 70

Service Commission

**UNION ELECTRIC COMPANY**  
**GAS SERVICE** Missouri Public Service Commission

Applying to \_\_\_\_\_

MISSOURI SERVICE AREA

REC'D DEC 14 2001

similarly situated customers are those customers within the same rate class, located within the same weather reporting area (e.g., Columbia or Cape Girardeau, MO airport recording stations) and that have meter reading dates approximately the same as the customer whose bill is being estimated.

**\*b. Multiple-Month Estimated Bills**

When it is necessary to estimate any customer's natural gas usage for periods of two or more billing months, such estimated usage will be developed by an analysis of the gas usage at the customer's premises from prior periods, the number of days in the prior and current billing periods, and the current and historic weather data from the National Weather Service climatology reporting site within which the customer's premises is located. The analysis will include a determination of the customer's non-heating (Base) usage and heating sensitive (Seasonal) usage, based upon the following concepts:

CCF = A unit of gas measurement equal to one hundred cubic feet

HDD =  $65 - [(Daily\ High\ Temperature - Daily\ Low\ Temperature) / 2]$

Note: Daily HDD values cannot be less than zero.

**Estimated Non-Heating (Base) Usage CCF:**

$(Prior\ Year\ June-September\ Usage / Prior\ Year\ June-September\ Days) * Days\ In\ Current\ Month$

Note: June-September Estimated Usage shall be limited to the lower of customer's Base Usage or Customer's actual usage during the same billing period in the prior year.

**Estimated Heating Sensitive (Seasonal) Usage CCF:**

$(Usage\ In\ Prior\ Year\ Month - Base\ Usage) * Current\ Year\ Month\ HDD / Prior\ Year\ Month\ HDD$

Note: Estimated Seasonal Usage will be zero for any month with a HDD total below 100.

Total Estimated Usage CCF = Base Usage CCF + Seasonal Usage CCF

\*Indicates Change

DATE OF ISSUE December 14, 2001

DATE EFFECTIVE January 14, 2002

ISSUED BY C. W. Mueller  
Name of Officer

Chairman & CEO St. Louis, Missouri  
Title Address

FILED JAN 14 2002  
02-70

Attachment 1

Service Commission



# UNION ELECTRIC COMPANY

## GAS SERVICE

Missouri Public  
Service Commission

Applying to       

MISSOURI SERVICE AREA

REC'D DEC 14 2001

\*c. Other Bill Estimation Methods

Where the aforementioned methods of estimating natural gas usage cannot be utilized or may not be appropriate for either residential or non-residential customers, other reasonable methods may be employed to estimate the gas usage at the customer's premises. These methods may utilize the metered gas usage at the premises from earlier months, customer supplied meter readings, comparable customer gas usage, or other available gas consumption information.

\*d. Billing Estimates for Re-Billing Purposes

In instances associated with a non-registering meter, the Company shall estimate the customer's monthly gas usage in accordance with the provisions of paragraphs (a)-(c) of this Section C, as applicable, for purposes of rebilling the customer.

D. Estimated Initial and Final Bills

The Company will normally be granted access to customer's premises for purposes of obtaining initial and final meter readings and the associated connection and disconnection of gas service. However, where such access cannot be obtained, or other conditions beyond the control of Company prevent obtaining an actual meter reading, estimated initial and final bills may be rendered by Company. When obtained, meter readings will be adjusted to customer's service responsibility date. However, customer will be responsible for all gas utilized until access is provided to Company for obtaining actual meter readings and the disconnection of gas service. No final bill will be rendered where the amount of the bill for gas usage is less than \$1.00, except for those accounts where a customer deposit is being refunded to customer.

E. Budget Billing Plan

Customers who are billed under the Residential Service Classification or General Service Classification with postcard billing and, at the Company's option, certain eleemosynary customers may elect to be billed and pay for all service under Company's Budget Billing Plan provided customer shall have satisfied Company's credit requirements. The provisions of the Budget Billing Plan are as follows:

\*Indicates Change

DATE OF ISSUE December 14, 2001

DATE EFFECTIVE January 14, 2002

ISSUED BY C. W. Mueller

Chairman & CEO

St. Louis, Missouri

Name of Officer

Title

FILED JAN 14 2002

Attachment 1

02-70  
Service Commission