
From: Kimberly Jones
Sent: Thursday, March 13, 2008 11:27 PM
To: Data Center - PSC
Subject: Laclede Gas

Hello, Kimberly Jones received call from Rick a representative from Laclede Gas on 03/12/2008 & 03/13/2008. In reference to the letter and notice from Public Service Commission. As indicated to PSC, I know that, Kimberly Jones does not owe Laclede Gas for un-metered. I would like to have a hearing as soon as possible. I will never agree to make payment arrangements with these guys. Rick asked me about hot water heater and dryer. I told Rick the truth, My furnace is not on and has been off and my home is smaller. As stated, I turn my furnace off each year to prove that, Laclede Gas has been overcharging Kimberly Jones for service for years. This un-metered reading is away Laclede Gas overcharge customers when, defects and malfunction occurs. How can you charge a customer for un-metered gas when the customer has turned off their furnace? You can not, if the meter is reading the same for two months, at the same you can not assume that, the meter is broken and charge customer for service that's not accurate and that's exactly what happens on Kimberly Jones billing Laclede Gas assuming that Kimberly Jones meter was broken and charged un-metered. Which Kimberly Jones turned off her furnace which pulls the most heat which causes large dollar amounts when in use, Kimberly Jones furnace was not in use and that's why Laclede Gas assumes there was no actual reading and there was an actual reading it just was very low, because the furnace was turned off, like it is now. Rick stated Laclede Gas has no way of proving how much gas was used. So Laclede Gas actually assumes Kimberly Jones furnace was on, which Kimberly Jones furnace was off so there is no un-metered gas usage, because Kimberly Jones turned off the furnace and is not obligated to pay for un-metered. Kimberly Jones furnace is off now, Which will make my bill lower. I actually proved that, Laclede Gas has made an error on Kimberly Jones account and needs to credit Kimberly Jones account for the un-metered, The bills that, Kimberly Jones received are accurate because her furnace was turned off for the time period that, Laclede Gas stated un-metered. I was not using the gas, Like, I'm using it now, my furnace is truly off, which pulls the most usage. It doesn't take an expert to figure that, out.

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