

FILED

OCT 18 2011

Missouri Public  
Service Commission

Danielle Leach

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I am submitting on October 13, 2011 a writers request for a formal complaint on Complaint Number C201200431. I am dissatisfied with the determination, also this is my 2nd request. I spoke with Kevin (dept. head) and requested paperwork after I notified him that representative Cecelia hung up on me and refused to assist me further regarding my unresolved issue against Laclede Gas, which in accordance with

4 CSR 240-13.050, discontinuance of service, Laclede Tariff Sheets, R-1a through R-12-d; service MAY ONLY be disconnected

\* 14.(A) Nonpayment of an UNDISPUTED delinquent charges.

And the ~~amount~~ requested amount is being disputed.

(D) Failure to comply with terms of settlement.