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February 2, 2016

Missouri Public
Service Commission

To Concern:

I have decided to move out of 801 Pacific Street Apt 313 Kansas City, Missouri 64106 (Catholic Charities are the owners).

This letter is to sum up my dissatisfaction with Missouri Gas Energy (Iacled Gas). A copy of gas usage beginning 1/7/2011 is in my name and on my new account number. I never had any business with Missouri Gas Energy until August 7, 2014 when I received my first bill. I only used Missouri Gas Energy services four times. [12/9/2014 - 1/9/2015 - 2/9/2015 - 3/10/2015]

A note on my October 7, 2014 statement informed me about a reduced fixed monthly charge from \$27.87 to \$23.00

On January 14, 2016 I received an Infraction Notice from the property manager stating that the facility had to pay a bill that was \$26.41

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The fixed monthly charge was \$23.80. What happen to the fixed monthly charge of \$23.00? If the gas is off, why the charges? I was not delinquent on any of my bills. On December 4, 2015, I was charged twice for ISRS (0.66 and 0.57) The city Franchise Fee should be regulated. Not until April 8, 2015- December 4, 2015 did the Franchise Fee became steady at \$1.47. From July 8, 2015, the ISRS went up from .15 to .29 then to .71 The ISRS Tax increased also from 2¢ to 5¢ Finally, I have a 4-digit number (5087) that is under Present Reading and Previous Reading. Some residents where I live have a 3-digit number. Why?

Beatrice Kone

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Missouri Public Service
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