

ROBERT J. HACK Vice President, Pricing & Regulatory Affairs

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April 27, 2000

FILED<sup>3</sup>
APR 2 8 2000

Missouri Public Service Commission

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
P.O. Box 360
301 W. High Street
Jefferson City, Missouri 65102

RE: Case No. GC-2000-611

Dear Mr. Roberts:

Enclosed for filing in the above-referenced case, please find an original and fourteen (14) conformed copies of Missouri Gas Energy's Notice of Satisfaction of Complaint.

A copy of this filing has been mailed or hand-delivered this date to counsel of record.

Thank you for bringing this matter to the attention of the Commission. Please call me if you have any questions regarding this matter.

Sincerely

C: F. Jay Cummings Service List

**Enclosures** 

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



Beverly M. Ward IV and Ward,	Rosalind D. )	Missouri Public Service Commission
	Complainants,)	of the state of th
	)	
VS.	)	Case No. GC-2000-611
	)	
Missouri Gas Energy,	)	
	Respondent. )	

## **NOTICE OF SATISFACTION OF COMPLAINT**

Comes now Missouri Gas Energy ("MGE"), a division of Southern Union Company, by and through counsel, and respectfully states as follows:

- 1. On March 30, 2000, Beverly M. Ward IV and Rosalind D. Ward ("Complainants") filed a complaint with the Missouri Public Service Commission ("Commission") against MGE. Complainants allege, among other things, that MGE improperly transferred an unpaid bill for gas service at 2609 Indiana (Kansas City, Missouri) from October 1998 through March 1999 to Complainants' account for gas service at 2609 Indiana (Kansas City, Missouri).
- 2. Without admitting any of the allegations in the Complaint, MGE states that it believes it has satisfied the Complaint. Specifically, MGE has removed \$669.05 (the amount of the unpaid bill for gas service at 2609 Indiana from October 1998 through March 1999) from Complainants' account (See Attachment 1). The owner of the property at 2609 Indiana, a Mary Hawkins (whom MGE understands to be related to Complainants) has agreed to make payments on the unpaid bill for gas service at 2609 Indiana and, in fact, has already made one such payment (See Attachment 2).

WHEREFORE, having fully satisfied the Complaint, MGE respectfully request that the Commission issue its Order closing this case.

Respectfully submitted,

Robert J. Hack

MBE #36496

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Kansas City, MO 64111

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Attorney for Missouri Gas Energy, a division of Southern Union Company

## Certificate of Service

I hereby certify that a true and correct copy of the above and foregoing document was either mailed or hand delivered this 27th day of April, 2000 to:

Mr. and Mrs. Beverly Ward 2609 Indiana Kansas City, MO 64127 Mr. Douglas E. Micheel

P.O. Box 7800

Jefferson City, MO 65102



April 25, 2000

Mr. and Mrs. Beverly Ward 2609 Indiana Kansas City, MO 64127

Dear Mr. and Mrs. Ward:

This type of feedback provides an opportunity for us to continue to improve our service levels. Our goal at MGE is to provide quality customer service, and I regret any inconvenience you experienced concerning this matter.

MGE did credit your account \$669.05, on 04/25/2000. Mary Hawkins has agreed to pay MGE \$669.05 for service at 2609 Indiana from 11/1998-03/1999. Again, I apologize for any inconveniences you were caused and look forward to providing you with quality service in the future. We intend to inform the Missouri Public Service Commission that the above action resolves the formal complaint you have filed. If you have any questions or concerns, please contact Maurice Ragland at 816-360-5567.

Sincerely.

April 25, 2000

Mary E. Hawkins 11907 E 58<sup>th</sup> Terrace Kansas City, MO 64133

Dear Mrs. Hawkins:

Please sign and return this letter confirming that you have entered into an agreement with Missouri Gas Energy (MGE), to pay \$669.05, which in turn will clear the debt owed for service at 2609 Indiana between 11/1998-03/1999. By signing and returning this letter, MGE will remove the before mentioned charges from Rosalind Ward's account.

Thank you for your payment (\$117.45). Enclosed is a receipt for \$117.45. This amount has been applied to the debt owed at 2609 Indiana, the balance now totals \$551.60. If you have any additional questions, please give me a call at 816-360-5567.

Sincerely,

Maurice Ragland

Customer Affairs Specialist

Mary E. Hawkins

Enclosure