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

Tracey L. Salisbury and)
Julie A. Salisbury,)
)
Complainants,)
)
vs.)
)
Missouri Natural Gas Company,)
)
Respondent.)

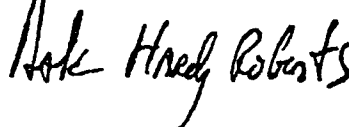
Case No. GC-98-376

NOTICE OF COMPLAINT

Missouri Natural Gas Company
111 South Washington
Farmington, Missouri 63640
CERTIFIED MAIL

Be advised that on March 3, 1998, Tracey L. Salisbury and Julie A. Salisbury filed a complaint with the Missouri Public Service Commission against Missouri Natural Gas Company, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, the Respondent has 30 days after notification to either file an answer or satisfy the complaint. The Respondent shall file an answer or an explanation of the satisfaction of the complaint on or before April 10, 1998, with the Secretary of the Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102, and send a copy to the Complainant. A copy of this Notice was mailed to the Complainant.

BY THE COMMISSION



**Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge**

(S E A L)

G. George, Regulatory Law Judge

Dated at Jefferson City, Missouri,
on this 9th day of March, 1998.

Copy to: Tracey L. and Julie A. Salisbury
1300 S. 3rd
DeSoto, Missouri 63020

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED
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MISSOURI
PUBLIC SERVICE COMMISSION

Tracey L. and Julie A. SALISBURY
(your name)

Complainant

vs.

Case No.

GC-98-376

Missouri Natural Gas

(company name)

Respondent.

COMPLAINT

Complainant resides at 1300 S. 3RD, DE SOTO, MO. 63020.

Disputed bill for property at 709 W. Miller, De Soto, Mo. 63020

1. Respondent, Missouri Natural Gas
(company name)

of St. Louis, Mo., is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, complainant states the following facts:

Bill for 12-17-96 to 01-20-97 for \$143.03 is in dispute.

We sent a complaint letter to The Public Service Commission
in St. Louis 5-19-97. We dispute this exceptionally high bill as
this property has remained vacant since before the disputed bill.

During this time we did not have the furnace turned on; only the
pilot light was on. A new meter was installed and the previous meter
was tested, showing accurate readings. The gas company claims we
used that amount of gas. Realistically though, there is no way
possible that amount could have been used. The bill in question
should be comparable to the bills before and after.

3. The complainant has taken the following steps to present this complaint to the respondent:

We have made numerous phone calls to the local Missouri Natural Gas office in Festus, Mo. and also to Laclede Gas in St. Louis. We sent a letter to the Public Service Commission in St. Louis 5-19-97 explaining our position. We requested the meter be tested which it was. I personally have used many hours out of my work days making phone calls, reviewing records, and writing letters. The problem for us is the gas company's position that we owe the full bill since the meter tested accurately. Reviewing all other bills for this vacant property as well as our home, this is not even a reasonable bill. As stated in our previous letter, the house was cold enough that a water pipe broke; obviously it was not heated. We understand the gas company's point that the meter seemed accurate; however, knowing that the furnace was not used forces us to continue disputing the bill.

WHEREFORE, Complainant now requests the following relief:

Bill for 12-17-96 to 1-20-97 to be adjusted. Also, the remaining bills since then til we had service stopped, 5-28-97. We paid \$20.36 for 4-21-97 to 5-28-97, but would like total claim of \$208.95 adjusted. This is for 12-17-96 to 4-20-97. We were

Willing to pay a reasonable amount for the bill in question, using an average of service used prior to and after this bill. Since this began, we have spent so much time trying to resolve the issue, we are requesting the gas company to adjust the \$208.95 balance.

2-14-98.

Date



Signature of Complainant