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BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Lucille Johnson,)
Complainant,)
vs.	Case No. GC-98-284
Laclede Gas Company,)
Respondent.	<i>,</i>)

NOTICE OF COMPLAINT

Laclede Gas Company
720 Olive Street
St. Louis, Missouri 63101
CERTIFIED MAIL

Be advised that on January 12, 1998, Lucille Johnson filed a complaint with the Missouri Public Service Commission against Laclede 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 February 17, 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

HAKE HARD, RobertS

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(SEAL)

G. George, Regulatory Law Judge

Dated at Jefferson City, Missouri, on this 16th day of January, 1998.

Copy to: Lucille Johnson 4129 North Taylor

St. Louis, Missouri 63115

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI JAN 1 2 1998

	MISSOURI PUBLIC SERVICE COMMISSION
Lucille Johnson) (your name)) Complainant)	
vs.) Case No)	GC-98-284
Laclede Gas (company name))))	
Respondent.)	
COMPLAINT	
Complainant resides at 4129 N. Taylor	
1. Respondent, Laclede Gas (company name)	a mublic utility under the invigdiation of
the Public Service Commission of the State of Missouri.	a public utility under the jurisdiction of
2. As the basis of this complaint, complainant states the	he following facts:
See Attached	
	RECEIVE

JAN 1 2 1998

3. The complainant has taken the following steps to present this complaint to the respondent: On November 15, 1997 Laclede Gas was called because of an odor of gas. When they arrived they stated it was a gas leak and the gas had to be turned On that day it was very cold and I asked them if they could fix the furnace that day. He (Gas Tech) stated it couldn't be fixed because it was on the weekend and it had to be an emergency so it would be Monday before they (Laclede Gas) could fix it. By me being sick and it was so cold I asked how much of an emergency did it have to be. On November 17, 1997 Lacled gas came back between 2:00 and 3:00p.m. and fixed the furnace but, didn't turn it on because he said it didn't have a Flue Liner. I called the Missouri Public Service Commission and spoke to Mr. Leonberger. On November 18, 1997 I got a call from Mr. Feldmann who works for Lacled Gas and he stated they had made a mistake about my furnace that it didn't need a Flue Liner. I was very upset because, at that point I didn't know who to believe. I asked Mr. Feldmann to put it in writing that they made a mistake at First he said no but, later a letter was sent. The gas is on but, I'm still not satisfied because of the way I was treated. On November 22, 1997 Mr. Feldmann sent two technicians out that morning they said it was alright to turn the gas on. Just for clarification can a specific time be given due to these circumstances. Also, what do you consider to be an emergency in this particular situation that I've experienced. WHEREFORE, Complainant now requests the following relief: Since the gas was off and off longer than what it should have I would like to have restitution on my gas bill. been. __D/ <u>- 06 - 98</u> Date Signature of Complainant

F-627 (Rev. 2.96) (PLEASE PRINT)	A : LACLEDE GA	S COMPANY		
		LIANCE REPORT	Date <u>//-</u>	17-97
Address 412	THER	Floor Res	Grid /	2643
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Customer's or Notified Party's S	Signature Touce	Me Jahns		V
Technician 4210	Foreman		Supt.	

F-627 (Rev. 2/96) (PLEASE PRINT)	LACLEDE GA HAZARDOUS APP		Date <u>// // タ</u> フ	
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Technician	Foreman	Dist. S	upt.	

LACLEDE GAS COMPANY

3950 FOREST PARK AVENUE ST. LOUIS, MISSOURI 63108-3212

November 24, 1997

Ms. Lucille Johnson 4129 N. Taylor St. Louis, MO 63115

Dear Ms. Johnson:

On November 22, 1997, an inspection of the Installation and Safety Operation of your furnace was performed. The service technician reports the furnace was installed properly and the operation was normal. A copy of the service technicians report is attached for your reference.

Sincerely,

Robert J. Feldmann

Superintendent

Service and Installation Department

RJF:jc

F-627 (Rev. 2/96) (PLEASE PRINT)

LACLEDE GAS COMPANY HAZARDOUS APPLIANCE REPORT Date 1/-15-77

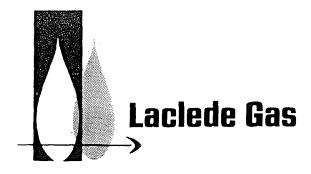
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	Tagged and meter locked	Not advisable	
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F-627 (Rev. 2/96) (PLEASE PRINT)

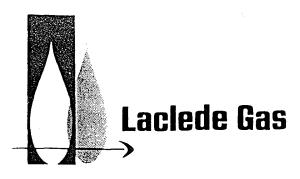
LACLEDE GAS COMPANY HAZARDOUS APPLIANCE REPORT

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Date	11	ι	/	/

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Customer advised that Laclede could n	nake repairs YES NO N/A
APPLIANCE LEFT:	REPAIR DISPOSITION:
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Disconnected, tagged, and fuel run capped	Not within Laclede's Service Policy
Tagged and meter locked	Not advisable
Other (Please specify)	Other (Please specify)
Meter No. 916219	Index 34/0
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Technician / T/W Foreman	Dist. Supt.



JOBBING CHARGED CODE: SEE BELOW	UNITS STOCK USED NO.	DESCRIPTION OF MATERIAL	COST AMT	
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CUST. SIGNATURE				
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O4 WATER HEATER Company for any and all property				
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02 ROOM HEATER to, any assertion that anyone is re-				
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alleged improper or negligent per-	ADDITIONAL	TOTAL COST		
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JAN 16 1998

COMMISSION COUNSEL PUBLIC SERVICE COMMISSION

JOBBING CHARGED CODE: SEE BELOW ADDRESS 4/29 N TAYCOK SERVICE WORK START END DATE	UNITS STOCK USED NO.	DESCRIPTION OF MATERIAL	COST AMT	
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HOUSE SALE INSPECTION REPORT Y/NO MARK APPLIANCES YES=Y NO=NO			, 2.	
O2 CENTRAL HH O4 WATER HEATER O3 RANGE O8 DRYER O2 ROOM HEATER O6 GAS LIGHT O5 AIR COND. O9 CONNECT O4 WATER HEATER O7 CENTRAL HH O8 DRYER O9 CONNECT O9 CONNECT O9 CONNECT O9 CONNECT O9 WATER HEATER O6 CAS LIGHT O7 GRILL O8 CONNECT O9 CONNECT O9 CONNECT O9 CONNECT The Liability, if any, of Laclede Gas Company for any and all property damages in connection with the performance of the inspection referred to herein (including, but not limited to, any assertion that anyone is required to pay for any new appliances because of Laclede Gas Company's alleged improper or negligent performance of such inspection) shall in every case be limited to an amount equal to the charges made by Laclede Gas Company for such	ADDITIONAL MATERIAL Y/N			
01 HSI Lactede das company for such inspection.	LABOR MEN	HRS MIN		
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