

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED

AUG 18 1999

GERRY MILLER, PRESIDING COMMISSIONER

COUNTY OF BARTON)

(your name))

Complainant)

vs.)

Case No. TC-2000-155

GTE TELEPHONE COMPANY)

(company name))

Respondent.)

Missouri Public
Service Commission

COMPLAINT

Complainant resides at 1004 GULF, LAMAR, MO 64759

1. Respondent, GTE TELEPHONE COMPANY

(company name)

of _____, 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:

BARTON COUNTY WENT ON LINE WITH COUNTY-WIDE 911 SERVICE IN THE FALL OF 1993,

WITH COLLECTION OF SURCHARGE BEGINNING FALL OF 1991. GTE HAS BEEN BILLING VERNON

COUNTY RESIDENTS IN THE SHELDON EXCHANGE FOR THIS SERVICE SINCE THE BEGINNING.

OF THE FALL, 1991.


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

IN 1991, GTE WAS GIVEN THE NAMES AND ADDRESSES OF BARTON COUNTY RESIDENTS TO
BE CHARGED FOR 911 SERVICE. THEN BARTON COUNTY STARTED RECEIVING PHONE CALLS
FROM VERNON COUNTY RESIDENTS THAT THEY WERE BEING CHARGED THE 15% SURTAX FOR
EMERGENCY SERVICE. GTE WAS CONTACTED NUMEROUS TIMES CONCERNING THIS PROBLEM
AND EACH TIME GTE RESPONDED THEY WOULD REMOVE THE VERNON COUNTY RESIDENTS AND
GIVE THEM A REFUND IF WE WOULD IDENTIFY THE RESIDENTS NOT IN BARTON COUNTY
FROM THE LIST THEY SENT. AFTER THIS PROCEDURE WAS DONE FOR THE FOURTH TIME,
WE WERE CONTACTED BY A VERNON COUNTY RESIDENT LAST WEEK THAT THEY WERE STILL
BEING CHARGED.

WHEREFORE, Complainant now requests the following relief:
GTE PAY ALL BACK PAYMENTS, SINCE 1991, TO ALL OUT-OF-COUNTY RESIDENTS BEING
CHARGED FOR BARTON COUNTY 911 SERVICE, AND SUPPLY TO THE BARTON COUNTY COMMISSION
THE NAMES AND PHONE NUMBERS, AMOUNTS PAID AND THE DATE THE REFUND WAS MADE TO
THOSE RESIDENTS OUTSIDE OF BARTON COUNTY.

AUGUST 2, 1999
Date


Signature of Complainant GERRY MILLER
PRESIDING COMMISSIONER


Steven H Kaderly, #36746
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