

MEMORANDUM

TO: Kevin Thompson
FROM: Contessa Poole-King
THROUGH: Gay Fred
DATE: 12/13/2006
SUBJECT: GC-2007-0007 Gwenda Allen v. Laclede Gas Company

On November 28, 2006, the Commission ordered Staff to contact Gwenda Allen no later than December 7, 2006, to confirm that she wishes to further prosecute her complaint. Staff has attempted to contact the customer numerous times.

12/4/06	Dialed 314-428-1966 numerous times, no message recorder available.
12/8/06	Dialed 314-428-1966. A man claiming to be Ms. Allen's brother (Willy) answered the phone. I introduced myself and inquired about an alternate number. Willy provided Ms. Allen's cell phone number 314-398-1138 he also advised Ms. Allen would be available after 4pm.
12/8/06	12:01 p.m. Dialed 314-398-1138. Ms. Allen was not available. I left a message on her cell phone voicemail.
12/8/06	4:18 p.m. Dialed 314-428-1966. Willy advised Ms. Allen was not home. A message was left for Ms. Allen to call me at the Missouri Public Service Commission.
12/8/06	4:19 p.m. Dialed 314-398-1138. Ms. Allen answered. I introduced myself and explained the importance of the call. She indicated she would like to pursue her formal complaint against the company. Her position is that the company is overcharging her. The company transferred \$1,143.81 to her current account from a prior account and she feels the amount is incorrect. Her service is currently shut off. I advised Ms. Allen that the energy assistance she referenced in her formal complaint was posted to the account. Ms. Allen stated she was in transit mode therefore she was unable to review the information she provided. Ms. Allen asked if it was okay to call me after she gets home and reviews her account information. I advised we close at 5:00 p.m., she agreed to call me before 5:00 p.m. To date, Ms Allen has not called back.
12/12/06	3:01 p.m. I again attempted to contact Ms. Allen to determine whether or not she had had an opportunity to review her information, however, Staff was again unsuccessful in reaching Ms. Allen. I left a message on her cell phone voicemail stating it was critical for her to contact me.
12/13/06	3:53 p.m. Staff has never received a response from Ms. Allen from the message left on 12/12/06.