

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Original

FILED

JUL 18 2006

Name: Ms Louise Shelley
C/o Tony Shetty (son)
Complainant

vs.

Company Name: Lackeda Bar
Respondent

Case No. Missouri Public Service Commission

COMPLAINT

Complainant resides at 4531 ZAMARA
(address of complainant)

1. Respondent, Lackeda Bar
(company name)
of Drawn 9 St Louis 63166
(location of company), 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:

<i>Statement attached</i>

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Ms. Shetley lived at 3832 Ohio for approximately 17 years. In July of 2005 she was put in a nursing home because of her Dementia, and personal safety. For the past 5 years I along with a visiting nurse have been taking care of her. I have acted as her Power of Attorney for the past 3 years. My mother and father were divorced. One of the two had Laclede Gas install an outside reader. This outside reader is what Laclede has been reading for the past 17 years. At no time in the 17 years, or the past 5 years I have taken care of her, has Laclede Gas contacted her to check inside meter. When she entered the nursing home in July of 05. I turned off gas supply to hot water heater, an pilot to furnace. She did not have a kitchen stove for safety reasons. Laclede continued to send her bills, even though no gas was flowing through the meter. I contacted Laclede and had the meter locked out. The final bill was \$589.76 with no meter readings. I questioned the bill and they issued a 2nd bill for \$424.45 again with no meter readings. I questioned the 2nd bill and a 3rd bill for \$1058.49 with a credit of \$634.04 for a final bill of \$424.45. This bill had meter readings that came nowhere close to previous billing statements. An employee from Laclede suggested a meter test. A test was performed on inside meter. Inside meter tested ok, and I suggested they test outside reader. I was told by the supervisor at the Gravois facility they had never tested an outside reader, and had no was of doing so. When I talked to Reathia (employ from Laclede) I asked to have outside reader tested. She said this could not be done, and Laclede had no way to test device. I asked for a letter from Laclede stating the above, and was refused. I have all document mentioned above and welcome the opportunity to present them to the Commission. In conclusion, how can a company install equipment they can't test. Personally, I don't believe the outside reader was synchronized with the inside meter when installed.

Thank you for your assistance

Louise Shetley
P.O.A. for
Louise Shetley