

AMR

LEAKS on face

PLATE

12 ADDRESSES] [2 ADDRESSES] -

[6 ADDRESSES]

Handwritten signature

Handwritten signature

LEAKING FROM [11 ADDRESSES]



03/14/2006 08:50 PM

To customerservice@lacledegas.com
cc
bcc
Subject LACLEDE GAS YOU HAVE ENDANGERED THE LIFE OF
ONE OF YOUR CUSTOMERS. PLEASE RESPOND!

My name is . I reside at My phone
#314-367-2671. I called and scheduled the required meter change service for 3/3/06 originally. I
called Laclede 2/27/06 and rescheduled the appointment for 3/8/06.

I just happened to still be at home on 3/3/06 at 12 noon when young lady knocked at my door. She introduced herself as Kathleen stating she was there to switch the meter to the new service for reading. I asked her why her badge did not say Laclede Gas? She stated Laclede had subcontracted the service to Honeywell (I'm not a 100% sure that is the name of the company.) She had a badge and seemed legitimate.) I told her I had rescheduled today's appointment but she said that information had not been relayed to her. I asked her how long the process would take and she said it would take about 15 minutes. I showed her to my meter in the basement and she proceeded with her job. About 20 minutes passed and she told me she was having difficulty getting all the screws off the meter box. She showed me where the screws had rusted. Kathleen stated she had called her supervisor, Brian for assistance. Stated he would be there within the hour.

Brian arrived about 12:45pm and the two of them proceeded to do their job. About 1pm Brian informed me they were unable to get the screws off and that he would be contacting Laclede Gas to resolve the issue. I told Brian I had an appointment already with Laclede Gas for 3/8/06 that I was going to cancel. Brian stated not to cancel that appointment and he would call Laclede Gas and inform them of the problem with my meter and Laclede Gas should send someone out to complete the job on my meter with the appointment I had for 3/8/06. Kathleen and Brian left. I locked up my home and left also.

I arrived home approximately 9pm and upon entering my home there was a strong odor. I recognized it as GAS. It was throughout the first floor. I went into the basement where Kathleen and Brian had been working and it also smelled of gas.

I was scared and panicky. I tried to remain calm. I'm know this is a dangerous situation. I wondering what did that crew from Honeywell do to my meter to cause this problem?

I called the emergency # for Laclede Gas and the person told me not to turn on anything and to leave what was already on on. She said someone would be there in 30 to 90 minutes. There was nothing to do but wait in the cold and dark upstairs.

Two men came within the hour. I sorry I don't remember their names. Maybe because I was very tired and stressed at this time but their badges were in order. I told them about the visit earlier from the people to change my meter over. They did their assessment and told me gas was leaking and had been leaking since the work team left earlier in the day from the meter. They went on to

say that the team from Honeywell did not follow procedure. They told me the Honeywell team should have turned off the gas. Notified Laclede Gas immediately to come out to handle the issue and they should have stayed at my home until Laclede Gas took over.

The two men from the emergency team explained to me they has also found other leaks from the pipeline in my home. They stated they worked inside and had called the outside emergency crew to come to fix the problem. I was told that the pipes had corroded and had to be replaced immediately. The emergency team stated that the problem was going to take a while to resolve. They informed me my front yard would be dug up to get to the pipes, new pipes installed. It was midnight by this time. I opened the basement door so work crew could come and go and locked the upstairs basement door so I could go to sleep. It was pretty loud for a while but I knew it had to be done.

Approximated 5:30 am there was a knock at the upstairs basement door and I was told that they had made the repairs. The 2 workman were professional, knowledgeable and I was very glad to have them looking out for me that night. The inside crew said the outside crew would be back later to fill in the whole in my front yard which they did.

I was too tired to be angry at the time this was happening. I'm having a hard time dealing with the fact that the crew from Honeywell left my home with gas leaking. Why didn't they follow procedure as I was told they should have? It's very scary to think Laclede Gas has subcontracted to a company who puts their customers lives in jeopardy.

Thank goodness the emergency crew from Laclede Gas were professional and knew their jobs. They made me feel secure and that everything would be alright. They explained everything. I sorry I don't remember their names but I'm sure Laclede Gas can check the work logs/schedules and locate the two gentlemen. Please thank them again for their support, professionalism and expertise.

Laclede Gas I want you to know it is very alarming every time I think about that situation. Who takes responsibility for emergencies that are caused by your company or in this instance a company you have subcontracted to provide services on your behalf?

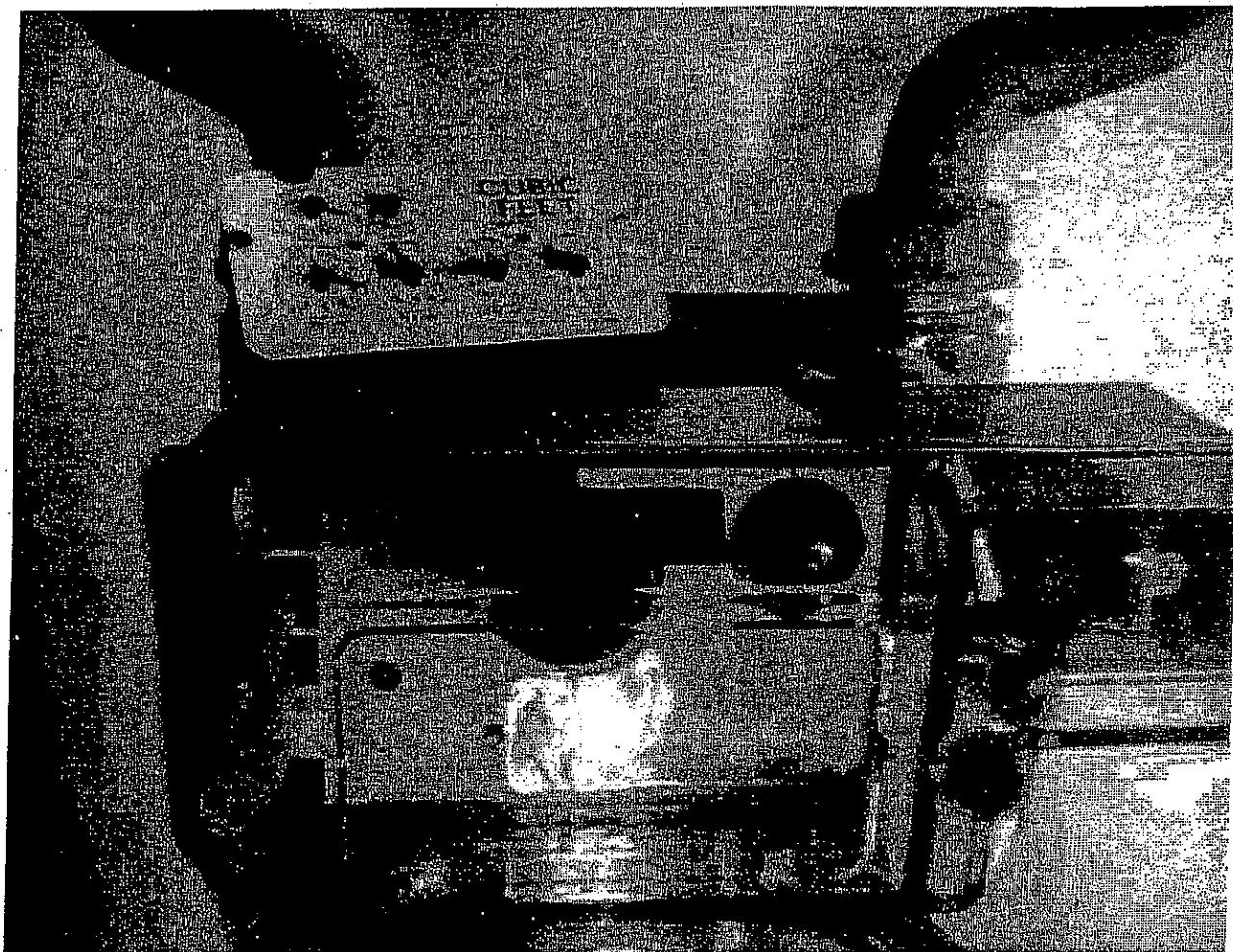
I feel my safety was put at risk. Not to mention my home. It was a grave inconvenience. I've never been in that situation before and hopefully never again.

Please have someone contact me for follow-up regarding this email. This is very important to me.

Sincerely,

gasworkerslocal@sbcglobal.net

From: <3142104019@mms.mycingular.com>
To:
Sent: Tuesday, July 25, 2006 10:53 PM
Attach: ATT00019.jpeg
Subject: Multimedia message



Installed March 15, 2006.

[1 ADDRESS]

Laclede Gas: Who's Installing Automated Meter Readers?

created: 8/2/2006 5:22:22 PM

updated: 8/7/2006 5:26:43 PM

By Leisa Zigman
I-Team Reporter

Click to watch Leisa Zigman's report.

(KSDK) - An I-Team investigation into estimated billing at Laclede Gas has turned up what some employees claim is a potential safety concern.

Related Links

The concern involves the installation of Laclede's new high-tech meter reading system.

In early July, the I-Team detailed two state investigations alleging unlawful billing practices at Laclede. Those investigations are ongoing.

Since then, we have learned day workers from Manpower, a temporary placement agency, are being hired to install the new devices.

Ironically, on the day the I-Team first reported on the allegations of unlawful billing, Laclede sent a notice to my home that I needed a new automated meter reader installed.

So, I set up an appointment and a hidden camera.

While recording, I opened the door and asked, "Are you here to work on the gas meter? Are you with Laclede?"

The worker replied, "Yes."

I asked again, "You're with Laclede?"

The worker again said, "Yes."

The worker, who pulled up to my home in his personal car wasn't really with Laclede. He actually works for Honeywell and is part of a team now installing wireless automated meter readers, also called AMRs, in 650,000 local homes.

George Csolak is the Director of Corporate Communications for Laclede Gas.

He said automated meter reading is going to be a saving grace for the company.

Csolak called the new AMR device 99.7 percent accurate. He said the wireless technology would allow the company to read your meter even if you're not at home.

At my home, I learned even more about the people installing the new AMRs.

The worker said, "Honeywell doesn't have its own employees, so they have to ... get them through Manpower."

I asked, "Does everyone start at Manpower?"

The worker replied, "Yeah, every week there is a new class."

The installer said he had little training regarding gas safety but did say he learned safety and defensive driving lessons, first aid, and how to deal with the dogs.

He said he made ten dollars an hour and a dollar for each reader he installed. The faster he installed, the more he could make.

"People make up to \$200 a day," he said.

Kevin Patterson is the business manager for the gas workers union.

When all the AMRs are installed, about 100 meter readers will lose their jobs. The union claims Manpower and Honeywell workers aren't trained well and are making what could be serious safety mistakes.

"We've been getting a lot of reports that instruments are being installed incorrectly and they're leaking at the faceplate," said Patterson.

Union members sent us reports of what they claim are dozens of cases of leaking faceplates. Patterson explained, in a worse case scenario, the leak would result in an explosion.

Lori Campbell is the building manager and tenant at Pralle Meadows apartment complex in St. Charles.

Campbell said, "They (workers) came in and they changed the meters so they could get the automatic readings. On three of the buildings, we called them back because after they left there was a very strong odor of gas within this room. Twenty-two families could have been without a home, depending on what time of day, who was home. It could have been catastrophic."

Csolak responded: "There is no way you can pierce the box or the actual meter itself. We've installed 465,000 of these devices without incident."

Csolak was asked if the meters ever leaked.

He said the meters have, "never leaked because of improper installation. We never had one case of that."

Csolak said the union has its own agenda and is trying to discredit Laclede. He said he stands by the Manpower and Honeywell installers.

"We're very confident the work force they have in place is top notch."

Csolak also pointed out in rare cases a small amount of gas may have leaked due to a worn gasket but not due to improper installation.

"It's not something that is a hazardous leak," he said.

Csolak went on to say that of the 495,000 new installs, less than one-eight of one percent have malfunctioned.

The Missouri Public Service Commission is investigating the union's complaints. The PSC will have a hearing in October regarding allegations of unlawful billing.

To contact the Public Service Commission, call 1-800-392-4211.

To contact the Office of Public Counsel, which represents the interests of utility customers in proceedings before and appeals from the Missouri Public Service Commission call 573-751-4857.

To contact Laclede Gas, call 314-621-6960 or toll-free 1-800-887-4173.

You can also click the links to the right of this story.

KSDK

NEWSCHANNEL FIVE
WHERE THE NEWS COMES FIRST

USW 11-6/AMR 0007

8/10/2006 11:27 AM

By ED FINKELSTEIN

Labor Tribune Publisher

SECOND IN A SERIES



St. Charles—The residents of this community are the first residents to receive a new automated service free from Laclede Gas. . . but the service has the real potential of putting gas customers at serious risk of loss of property and lives.

Less than two months ago, Laclede Gas embarked on a two-year program to change out almost 650,000 inside and outside gas meters to a new automated meter reader (AMR) device which will eliminate having a gas worker come into homes to manually read a meter for billing purposes. On the surface, this would seem to be a positive advance in technology in an age of growing dependence on technology.

The only problem, it could be a deadly technological advance, a Labor Tribune investigation has revealed.

Last year alone, Laclede had over 80,000 reports of gas leaks, the vast majority of them discovered by the meter readers or gas service staff who go inside your home to read your meter or to turn off or turn on gas service. And while they are there, they discover thousands of gas leaks, many of which are potential killers, from appliances like stoves, water heaters and furnaces. This incidental detection service will no longer be available to gas customers when the new automatic meter is installed in your home — and St. Charles is where it's beginning.

Once an automated reader goes in, meter readers will not come into your home, and thus will not be able to discover leaking gas.

EVACUATED HOME

"I went into a home to read a meter in Kirkwood and had to evacuate the two youngsters about 10 and 12. Mom and Dad were out shopping. The minute I walked into the home, my automatic gas detector when off and the moment I opened the basement door, I couldn't believe the smell! I immediately took the boys out of the home and called in the leak," a meter reader told the Labor Tribune.

(EDITOR'S NOTE: Names of persons quoted in this series are being withheld to protect the identity of the gas workers who fear retribution from the company for talking about the dangerous situation faced by the public.)

The gas workers are members of Gas Workers 11-6 who are affiliated with the United Steelworkers.

The meter reader said it was a miracle that the home didn't explode, adding, but "We're going to have houses explode! if we don't have gas workers going inside on a regular basis."

It seems the gas dryer in the basement was not hooked correctly. The wife later said she "thought" she smelled gas, but wasn't sure. The husband smelled nothing.

Meter readers say they find as many as 40 leaks a day inside homes throughout the Laclede system. One meter reader said that was a "very conservative" estimate.

OUTSIDE GAS LEAKS

And it's not only inside meters that are a problem, outside gas leaks are regularly discovered by meter readers.

Other gas workers told the Labor Tribune that they find as many as two to three outside gas leaks a week as they go to homes to read outside meters. Outside meters are also scheduled for changeover to the AMR devices.

"And it's worse in the winter because the ground freezes, lines split and the gas migrates underground along the gas line itself into the basement.

Added another gas worker: "We are trained to detect leaks, Cellnet's people just don't seem that concerned when you hear the stories about how they operate. Make the changeover and get on to the next one." Cellnet is the company hired by Laclede Gas to install and operate the AMR readers.

And the potential results of not quickly finding leaks is evident in the headlines in local newspapers over the years: explosions that maim and kill people, destroy homes and businesses.

"We know that Laclede is concerned about safety," said another meter reader. "So it's beyond me why they are doing this because it increases the dangers for the

public. I would hope it's not just for profits, but when you realize what they are doing and the potential dangers they are subjecting the public to, you have to wonder..."

A Laclede spokesman said that safety is always the company's number one concern but that the gas system in the home is the customer's responsibility.

CHANGEOVER CAUSING LEAKS

Laclede Gas does not have its experienced gas workers installing the new automated reading devices. Instead, they have hired a firm called Cellnet Technology, Inc. of Atlanta to do the work.

And their performance on the job is often shoddy, according to meter readers and service workers who have to follow-up on Cellnet's work because the Cellnet crews have caused gas leaks.

"They install them too tight and that freezes the meter or they crack the faceplates and gas leaks," said a Laclede service worker who has had to follow-up behind Cellnet crews to fix their problems.

One meter reader found the new dials that were supposed to replace the older ones were not even installed, they were left on top of the meter even after the old dials were removed. "That could cause a gas leak," the reader said.

It also meant a break for the homeowner: no dials, no charges for the use of gas and Laclede is losing money.

"The sad thing," said another, "is that the Cellnet guys don't bother to check for gas leaks. They change out the face plates as best they can, and quickly move on to the next one."

Laclede workers find old glass faceplates laying in the lawn. Supposedly, Laclede has already had to replace several lawnmowers broken when they ran over the carelessly discarded faceplates, according to the scufflebutt on the street. Laclede says they have no record of buying any lawnmowers.

NOT THE FIRST TIME

Surprisingly, it's not the first time Laclede has tried to automate its meter reading, only to fail, it's the fifth time!

In the 80's they first tried with a device call the Remote Index. It was too costly and was dropped. That was followed by a Meter Extension that had a box on the outside our a house wired to the inside meter. A meter reader would come along and tap into the outside box for a reading. But the copper connectors corroded quickly and that was abandoned.

The third time they tried a device called the Real Extension. It too failed.

The fourth time, about a decade ago, Laclede installed hundreds of thousands of devices called "trace meters" that could be read

--continued next page

Published on October 13, 2005



505 South Ewing Avenue
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It's frightening!

When you talk with experienced gas service repair workers who have to follow-up on leak calls after an independent firm, Cellnet Technologies Inc., has installed a new automated meter reader (AMR) at a residence, you begin to understand the scope of concern of gas workers.

A Laclede spokesman says he's been told that it's impossible for the AMR devices to leak.

Here's only a few examples of the problems left behind by Cellnet workers as told to the Labor Tribune by Laclede employees who are out on the job everyday.

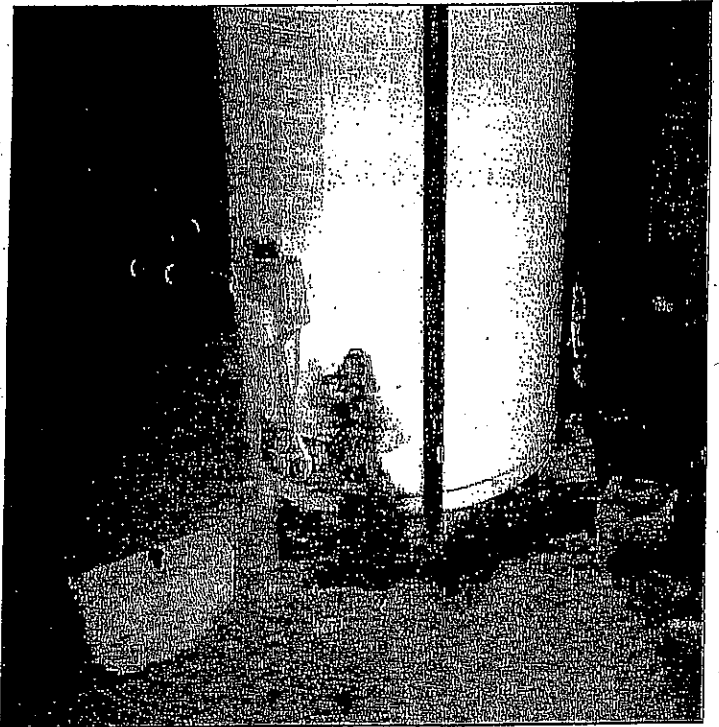
- 'Baker 1' leak (the code that calls for an immediate response by a Laclede Gas service crew because leaking gas is so prevalent). After a Cellnet employee left a home, homeowner called in a gas smell. There was a major leak coming from the ground at the meter. It was obvious. But the Cellnet worker either didn't know what he was smelling or simply ignored it, not informing the homeowner or the gas company.

- In an attempt to install the AMR, the Cellnet employee broke the bolts off the existing meter when removing the faceplate. He couldn't install the AMR so he left the old meter in place, now leaking gas, since the bolts holding the faceplate were broken.

- Another meter that was changed out was missing its tamper proof locks that prevents anyone from manually turning back the dials.

Only two months into the program to put new AMR devices on gas meters, gas workers say they are responding to 10-15 gas leak calls a month after the AMR devices are installed.

" said Dave Foster, United Steelworkers District 11 director. The gas workers are part of the steelworkers. "Not only about the accuracy and dependency about these new devices, but more importantly about the fact that a Laclede worker will not be reading meters which eliminates their on-site inspections that find incidental leaks from appliances, furnaces and hot water heaters. That's the bigger danger to the consumers and their families."



FLORISSANT — Water heaters frequently leak and rusts out the heaters legs, as it's doing in this photo. Eventually, the heater will only be supported by the gas pipe, and could eventually fall over, wrenching the gas pipe open and leak gas into the basement. Note the cover protecting the flame at the heater's base is rusted and has fallen off, exposing the flame to any potential gas leak. This was discovered by a gas meter reader.

Laclede meter installer not registered to do business in Missouri, City of St. Louis

Cellnet Technologies, Inc., hired by Laclede Gas to install new automated meter readers (AMR) on its existing gas meters, is not registered to do business in Missouri or the City of St. Louis, a check with the Missouri Secretary of State's office and the St. Louis License Collector shows.

While previously registered with the state, Cellnet's legal status in Missouri was administratively dissolved by the Secretary of State on April 25, 2005 for failing to file an annual report as required by law.

St. Louis County does not require a business license. But the City of St. Louis does and Cellnet has no such license. It's an out-of-town contractor with a 15-year deal with Laclede.

Interestingly, Laclede has sold off the entire meter reading program, installation and maintenance, to Cellnet, who will be responsible for the meters, reading them and then providing Laclede with billing information. Laclede refused to reveal the sale price.

"This means that Laclede can wash its hands of all liability for meter reading, liability it had in the past when its own employees would install and read gas meters. It also means

that the company is moving to eliminate all meter readers and in so doing, put the public at great risk since the meter readers frequently find thousands of inadvertent gas leaks when they are in a person's home," said Dave Foster, United Steelworkers District 11 director.

"It certainly can save Laclede money, but is it in the public's best interest safety wise?"

About 40 percent of Laclede's 650,000 meters are indoors. All 650,000 are scheduled for automated readers.

Last year, gas workers made about 80,000 inspections in homes or apartments while they were reading meters or turning gas on or off. As a result of those inspections, many thousands of gas leaks were discovered that homeowners did not know existed, averting potential tragedy and possible loss of life. That backstop will no longer be available to the public once all AMR's are installed.

Laclede says that the home gas system is the customer's responsibility. However, if they suspect a gas leak, Laclede will respond quickly. There is a service charge for the call.

—continued next page



Gas hazards (con't.)

In real numbers, that's approximately 279,000 housing units or about 697,500 people (at the rate of 2.5 persons per household, a number statisticians use to determine occupancy per unit). Laclede Gas has some 630,000 customers.

PROFIT THE MOTIVATOR?

Labor Tribune research shows that Laclede Gas is a very profitable company. The company's public records show Laclede earned an annual average profit of \$30 million over the past five years.

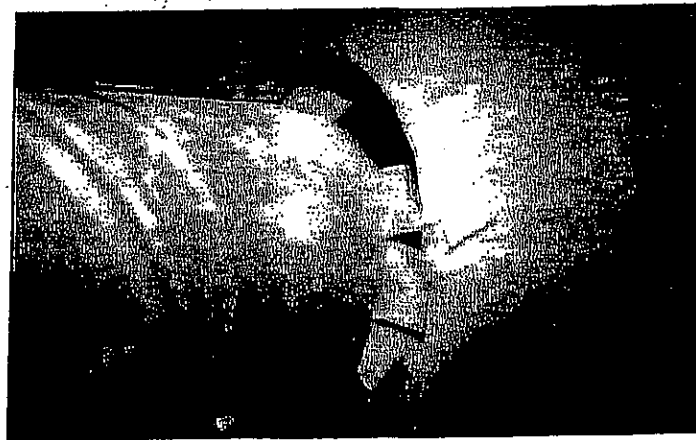
* Laclede Gas insists that safety is still its number one concern. (EDITOR'S NOTE: Names of persons quoted in this series are being withheld to protect the identity of the gas workers who fear retribution from the company for talking about the dangerous situation faced by the public.)

You don't need to let scabs put new device on your meter

If you don't want a scab putting an automatic meter reading device (AMR) on your gas meter in your home, just say so when they call and they will send out a union gas worker to do it. . . and you'll be assured that it's a safe installation.

Cellnet Technologies, Inc., the Georgia firm hired by Laclede Gas to install the new AMR devices, is non-union. Based on field reports noted throughout this series, it appears their work ethic is less than stellar since they are getting a bonus based on speed (see separate story on this page). Many gas leaks have been reported after a Cellnet installation.

For anyone who has an inside gas meter and gets a call from Cellnet to schedule a change over appointment, you can tell them that you don't want a scab in your home. They will inform Laclede Gas, who will call to make an appointment for a qualified, skilled union gas worker to make the installation.



Furnace exhaust pulled away from the main exhaust trunk line allowing deadly carbon monoxide back into a basement. This was discovered by a gas worker on a TFTO trip.

Automatic meter installers get 'speed' bonus. . . and lots of leaks

Last week the Labor Tribune series noted the problems occurring with the installation of automatic meter readers (AMR) by a Georgia company, Cellnet Technologies Inc., for Laclede Gas.

Despite Laclede Gas' protestations that the meters cannot leak when installed, frontline Laclede Gas workers who are called in to repair Cellnet's work say otherwise. Since the article, one service man has received five calls in a single day about gas leaks after a Cellnet installation.

We wondered why Cellnet's staff would be so careless? We may have our answer.

Seems that Cellnet's employees, while earning \$7.50 an hour (\$60 a day), are also paid a bonus for each new AMR device installed: \$1 for each installation from one to 40 per day; \$1.25 for installations from 40 to 70 a day; \$1.50 for all those over 70 per day.

A worker installing 50 AMRs will earn a bonus of \$62.50; 70 AMRs a bonus of \$105.

But wait, if you do the math, to install 50 AMR devices would mean having to install one every 9.6 minutes without a bathroom or lunch break; to install 70 meters a worker would have to install one every 6.8 minutes. And that doesn't take into account the time to move from one meter to the next, which means the actual time to physically change an AMR device is much less.

Cellnet publicity says an AMR device can be changed in about 5 minutes. Laclede Gas workers says to do it properly and safely, would take about 15 minutes.

"No wonder we're finding so many leaks," said one gas worker. "Given what they are being paid, they're working for the bonus. They can make more from the bonus than their pay! Speed is the issue for them, not safety."

When told that a Laclede spokesman said that leaks were impossible, he replied, "It's crazy if they think they can't leak. Someone should get off his duff and check the records. They are leaking and putting homeowners at risk. Frankly, I don't think Laclede's front office really knows the truth!"

Scab gas worker risks lives

Enough gas pours from 2-inch hole to "blow up building"

By ED FINKELSTEIN
Labor Tribune Publisher
A CONTINUING SERIES



St. Louis — Despite gas pouring into a basement from a two-inch hole in the back of a gas meter, a Laclede Gas subcontractor installing new automated meter reading devices walked away from a two-apartment flat without reporting the gas leak to Laclede. He told the apartment manager, "I don't smell any gas and anyway, I'm not responsible for that."

He didn't even suggest that the resident call the gas company, he simply changed the face on the old meter and quickly left. The worker is employed by Cellnet Technologies, a scab Georgia firm, hired by Laclede Gas to install automated gas meter readers (AMR) on existing gas meters. This will allow Cellnet to read the meters from outside a home without ever having to go inside, an issue the Gas Workers Union says will put lives at risk.

Because the smell was so strong and Cellnet refused to help, Sunny Kogbo, who lives in the 3200 block of Taft Ave., immediately called the gas company. Because the meter was touching the wall, the lime in the stone ate a hole in the meter, a common hazard in older St. Louis homes. Lime is found in both brick and stone, the major foundation material of most older St. Louis homes.

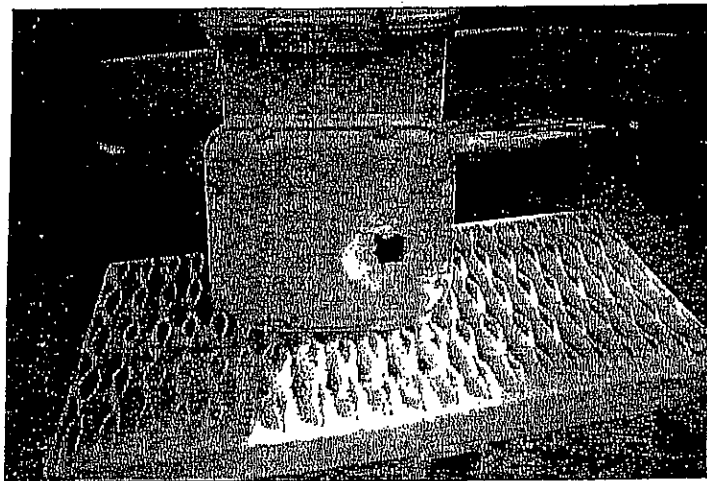
Living in the two-family flat are Kogbo, his wife and 14-year old daughter. A police sergeant working at the airport lives in the second unit. It was her gas meter that was leaking.

In an interview with the Labor Tribune, Kogbo, a student attending the University of Missouri, St. Louis, was furious. Shortly after they began to smell gas in their apartment, they received a call from Cellnet asking if they could come out and change the meter. Kogbo assumed that the Cellnet employee was actually a gas company employee, and in fact, Kogbo said, he identified himself as such when they met the next day and Kogbo took him to the basement where the meter was located.

ENOUGH GAS LEAKING TO BLOW BUILDING'

"He said he didn't smell anything. He was only here to install a computer. He told me he wasn't responsible for gas and just left. He didn't even call the gas company or suggest that I call, no help," Kogbo said angrily.

"The gas man who finally fixed the problem told me, 'You're very fortunate. There was enough gas leaking to blow



THIS HOLE was discovered in the back of a gas meter that had been touching a masonry foundation. A scab Cellnet Technologies worker changing the meter's face to install an automated reader, said he didn't smell gas and quickly left without offering any help or advice to the apartment manager. Enough gas leaked into the basement to blow up the building, a union gas worker said after changing the entire meter.

up this building," Kogbo said.

"We're going to have more fires, more explosions," Kogbo said when he learned that it's now Laclede Gas' goal to have all automated readers so that the gas workers won't have to manually read meters and make on-site safety inspections while in the home. "What about equipment that's not accessible from the outside? They can't see if it's in working condition."

"I can't believe Cellnet's guy didn't smell any gas," said Gas Workers Local 5-6 Business Representative Joe Schulte. "The size of that hole, and the amount of gas that had to be accumulating in the basement could have caused a huge explosion."

"This new Laclede system is going to save them money because they'll be able to downsize the number of meter readers,

," said Dave Foster, Steelworkers District 11 director. The gas workers are part of the United Steelworkers of America.

MAKING MATTERS WORSE

Once a new meter was installed and the gas turned back on, no one bothered to tell the second floor tenant, police sergeant Lisa Young.

The next morning when she tried to turn on her stove — no gas. She went to the basement to check and discovered she had a new meter. She immediately called the gas company and was told they had no record of a meter being changed. They did, however, come out and re-light her appliances.

When she complained about her high gas bills that were obviously caused by the hole in the meter, Laclede Gas told her they had no record of a meter with a hole in it!

Her gas bills jumped from a normal of \$120 to \$360 a month.

And even with the new automated reader, she said her current bill says it's "estimated."

"This is no way to do business," she added.

—continued next page

Published on February 9, 2006



505 South Ewing Avenue
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(314) 535-9660
FAX: (314) 531-8131

Check gas flue for family safety

If you live in an older home that has some form of a masonry foundation, you need to check that your gas meter is not putting your family and property at risk.

Make sure that the gas meter and/or any flue from the furnace or water tank is NOT touching the foundation. Masonry has lime in it, and over a period of time, that lime can eat through the meter and cause a gas leak.

So, right now, put down your Labor Tribune and go down to the basement and check. A few minutes RIGHT NOW can save you a lot of grief later.

Don't procrastinate: check to make sure your gas meter or furnace/hot water heater flues are not touching your home's foundation.



Gas leak (con't.)

DANGEROUS SITUATION

Laclede Gas workers going into homes and apartments to turn gas on or off last year discovered gas hazards in more than 17,000 places. Laclede is moving forward with its plan to replace meter readers with these automated devices.

A recent series in the Labor Tribune documented personal stories of gas workers finding serious hazards that could have caused either explosions or asphyxiation from carbon monoxide poisoning.

Here's a small sampling of what gas workers have found on routine calls:

- A leaking flex connector to the back of a gas stove was taped with duct tape.
- A flue line from a water heater was almost rusted out, forcing carbon monoxide back into the home.
- Bicycle tire inner tubes used as gas line hoses.
- An aluminum flex connector that was going through a masonry wall. The line in the brick corroded the aluminum and leaks occurred.
- Furnaces with cracked heat exchanges (quite common) force carbon monoxide back into the basement and then up into the home.
- Lots of defective water heaters; some leaking badly enough that it causes the heaters legs to rust out and the heater is hanging in mid air kept upright only by the gas service line itself. This pressure on the line can cause a gas leak or, as has happened, the water heater falls over and the gas line breaks, allowing gas to flow into the home.
- Because of blockages in a furnace, flames blowing back out into the basement.
- A baggie held by a rubber band over a live gas line. The bag was inflated like a balloon and gas was leaking into the apartment.
- A dryer not vented to the outside as required by law. Instead, it was vented back into the basement.
- Ranges leaking at the knobs.
- Birds building nests on rooftop flues, forcing carbon monoxide back into the home.
- A butane gas tank hooked to a gas water heater after the gas had been shut off.
- Rooftop flues damaged or pushed against the roof during hail damage repair work, causing deadly gas fumes to back up into the house.

"We're the eyes and ears for the customers when it comes to safety," one gas worker told the Labor Tribune. "When we stop the TFTO, those eyes and ears are gone and the customer is totally at the mercy of luck."

TFTO is the "turn off, turn on" synonym used by gas workers who go into homes or apartments to change gas service.

At special risk are the elderly, said another gas worker. "Too often they can't smell very well. And there are times when the gas doesn't have its distinctive odor because it's filtered out as it passes through the ground where a leak has occurred before coming into your home.

"And of course, everyone's at risk for carbon monoxide poisoning; and that's something no one can smell but is a serious problem with defective gas appliances."

Scab installers get bonus for speed; safety doesn't net them more pay

Why would a worker for a Laclede Gas subcontractor leave a potential gas hazard so quickly without helping the apartment manager report a potential leak as reported in this week's Labor Tribune?

While no one can read the mind of this Cellnet Technologies employee who professed not to smelling gas that was flooding a basement, could it be because he's paid a BONUS for the number of installations per day?

The Labor Tribune reported in a previous story that Cellnet's employees, while earning \$7.50 an hour (\$60 a day), are also paid a bonus for each new meter face installed: \$1 for each installation from one to 40 per day; \$1.25 for installations from 40 to 70 a day; \$1.50 for all those over 70 per day.

A worker installing 50 meters will earn a bonus of \$62.50; 70 meters a bonus of \$105.

But wait, if you do the math, to install 50 AMR devices would mean having to install one every 9.6 minutes without a bathroom or lunch break; to install 70 meters a worker would have to install one every 6.8 minutes. And that doesn't take into account the time to move from one meter to the next, which means the actual time to physically change an AMR device is much less.

Cellnet publicity says an AMR device can be changed in about 5 minutes. Laclede Gas workers say not done properly and safely, would take about 15 minutes.

"No wonder we're finding so many leaks," commented one gas worker. "Given what they are paid, they're working for the bonus. They can make more from the bonus than their pay. Speed is the issue for them, not safety."

[1 ADDRESS]

Leaking Motor's AMR
Installed New Face By Call
not

[1 ADDRESS]

Put in 03-14-06
Dispatched to Dan Werner - Same Day

[1 ADDRESS]

0-770-6

14779956

157

Motor Oil - 0 Roadblock

0-771-06

[1 ADDRESS]

0-771-06

hank.ing

AMR HEARING

[1 ADDRESS]

INSIDE AT AMR DEVICE
MIKE OWENBEE

[1 ADDRESS]

1/24/06

Leaking AMR

at Device

Leaking MTRS AT NEW
AMR
MARK BOYAL

[8 ADDRESSES]

[1 ADDRESS]

AMR 5-11-66
Found notes
hooked up 2-1-66
pim
Truquet

LEAVING AMRS

#8

[3 ADDRESSES]

Stuck or DE

[1 ADDRESS]

[12 ADDRESSES]

368-6906

LEAD REPORTED

ANDERSON

CHECIL ROUTE 0141,

Q4E #15

LEAK REPORTED

ANDER - METER

WHEN YOU SEE

(W.T.P.) THIS IS

THAT THERE IS NO

11/11/74
TAMPER
PROOF
TABS

on the Air Does

MSO NOT E

[2 ADDRESSES]

THERE WAS A GAS
LEAK PHONED IN.

USW 11-6/AMR 0017

LEAK PROVED IN
AMP-VIETTEL

LEAK PHASE
AIR = METEN

LEAK PIONEER WJ
AMB = METER

DATE - 03/10/2010
TIME - 11:52

NO TAMPER TAB

70-2492-2000-743

17 ADDRESSES1

Leaking
AMR.

Leaking
AMR.

[3 ADDRESSES]

[1 ADDRESS]

AMR Device leading
at top left corner of Device
AMR Device leading

[2 ADDRESSES]

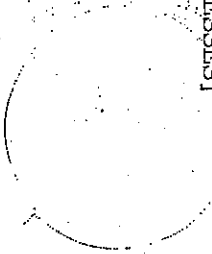
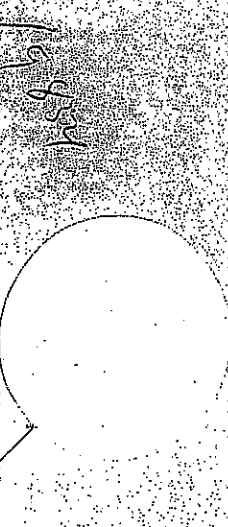
[6 ADDRESSES]

[11 ADDRESSES]

[15 ADDRESSES]

[16 ADDRESSES]

[17 ADDRESSES]



[4 ADDRESSES]

USW 11-6/AMR 0021

[10 ADDRESSES]

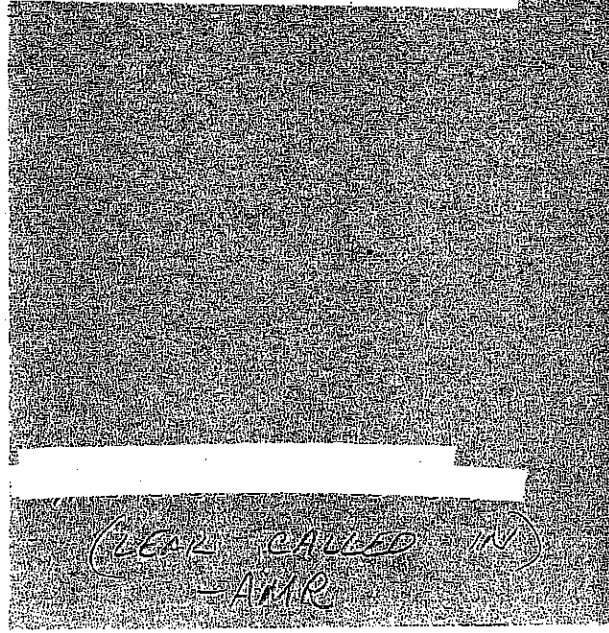
12 MARKS

[20 ADDRESSES]

[12 ADDRESSES]

[8 ADDRESSES]

TOP FACE ON TOP OF



(LEAK CALLED IN)
-AMR

[11 ADDRESSES]

[2 ADDRESSES]

13723 030706
[REDACTED]
Hennepin
Hennepin
Hennepin
Hennepin
Hennepin
Hennepin

13723 030706
[REDACTED]
Hennepin
Hennepin
Hennepin
Hennepin
Hennepin
Hennepin

F-686 2/02 Laclede Gas Co.		CONSTRUCTION AND MAINTENANCE DEPARTMENT WORK REPORT		DATE ORIGINATED 2/12	AREA CODE 12612
ADDRESS REPORTED AS		TOWN		LEAK CONTROL NO.	
NAME				LEAK CLASSIFICATION 1 2 3 4	
WORK LOCATION PER LOCATION		ARM is installed by collector		MISC. WORK	
NATURE OF CALL		Service Raster very thin inside wall falling on		ORIGINATED BY	
REPORT OF WORK DONE (SKETCH ON REVERSE SIDE)		Service here ARM installed wrong (taped on) 2 screw not working 75 RW it leaked not sealed		FORMS PREPARED UE	
				BELL TEL	
				712	
				610	
				736	
RE-LIGHT? (Y/N):		ACCESSIBLE PIPING OK? (Y/N):		APPLIANCES OK? (Y/N):	
				SPOT METER? (Y/N):	
CARBON MONOXIDE FORM 1358		BAR HOLE IN PAVEMENT? <input type="checkbox"/> Yes <input type="checkbox"/> No		CGI NUMBER	
MAIN ANODE INSTALLED		ACCOUNT NUMBER		CGI CALIBRATED DATE	
LEFT LAST JOB		ARRIVED THIS JOB		TRUCK NO.	
		HRS		HRS	
				DATE	
<input type="checkbox"/> NOT COMPLETED		<input type="checkbox"/> COMPLETED BY			

LEAKING AM R

[2 ADDRESSES]

1. LEAKING AMR

2. LEAKING AMR

3. LEAKING AMR

4. FLORISSANT
LEAKING FACE PLATE ON AMR

[4 ADDRESSES]

1-3-06

2. Meter

133-77

Changed leaking inside AMR for 1% reading
at index vent (inches meter)

1-5-06

206-21

Changed leaking outside AMR for 22% reading
at index vent (2# meter)

1-5-06

206-21

Changed leaking outside AMR for 1% ~~reading~~ reading
at index vent (2# meter)

1-5-06

206-21

Changed leaking outside AMR for 8% reading
at index vent (2# meter)

1-6-06

195-81

Changed leaking outside AMR (IMO'S Pizza) for
26% reading at index vent (2# meter)

[5 ADDRESSES]

JANUARY 5 / 06

[1 ADDRESS]

AMR METER LEAKING

FACE PLATE

MIKE OWNBY

1. LEAKING A.M.R. FACE PLATE
2. LEAKING FACE PLATE ON AMR.
3. LEAKING FACE PLATE
ON AMR
4. INLET MTR NOT LEAKING AMR
INSTALLED SAME DAY

[4 ADDRESSES]

JANUARY 5 106

APARTMENT 1 EAST

FACE PLATE

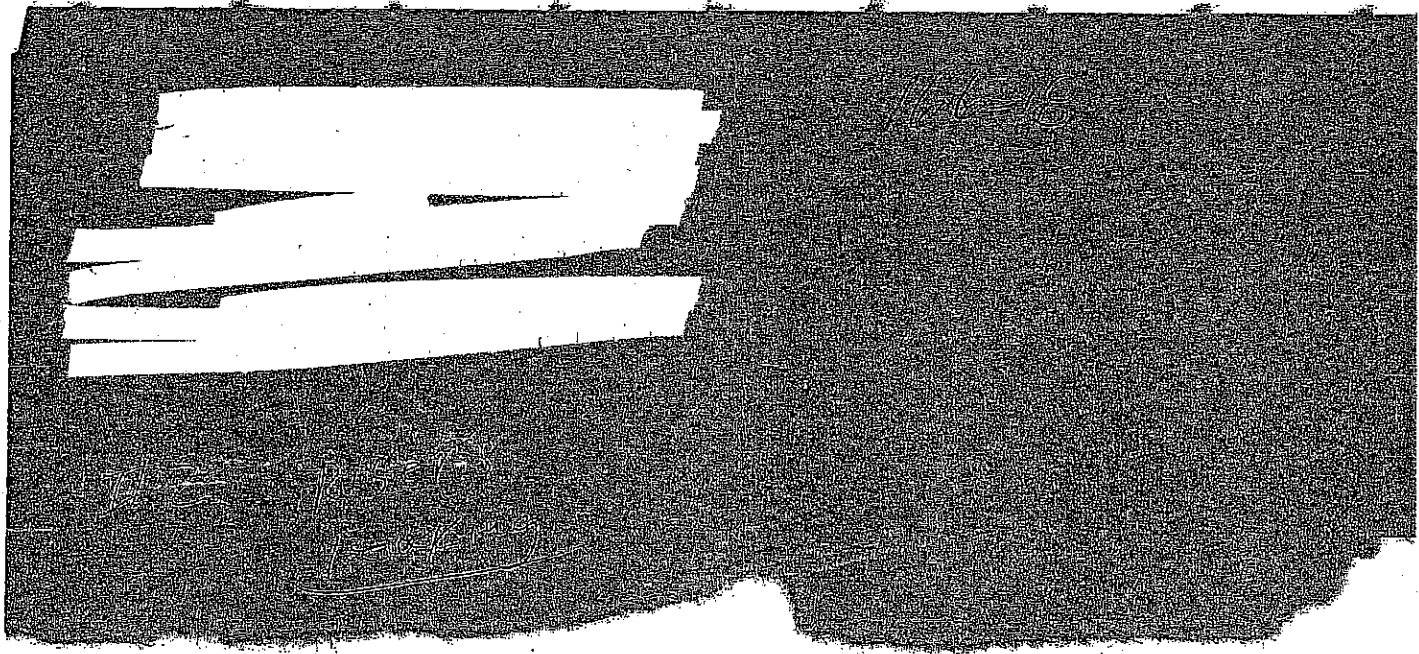
MIKE OWENBY

LEAK ON AMR

[1 ADDRESS]

January 6 at night Sunday
DAVID O'LAY

LEAKING DIAL GLASS



[3 ADDRESSES]

JAN 16/06
Friday

LEAKING AMR

FACE plate.

306-00

John VIOXX - Service man.



1 573 579 9074

CUSTOMER'S NAME

All he has is

- NO phone #

CUSTOMER NOT HAPPY

[1 ADDRESS]

Eliminating
meter readers
TFTO

AMRS. NOT REGISTERING

1.

2.

[2 ADDRESSES]

THURSDAY JANUARY 19 / 06

SERVICE MAN FOUND
5% IN OPEN AIR

CALLED IN BY MANAGER
22 METERS IN METER ROOM

AMR METERS INSTALLED AUG 19TH / 06

AUGUST 22ND T F T O

SERVICE MAN - RICH BOWLER

AMR - APARTMENTS 2, 4, 7, 20
LEAKS ON FACE PLATES

LEAKS ON COMPANY FACILITIES

COMPANY DID MASS METER REPLACEMENT

FRIDAY JANUARY 20 / 66

CELL-NET DRILLED THROUGH
METER.

CONTRACTOR STRIPPED

SCREWS IN FACE PLATE

METER SHOP MADE TEMPLATE

CONTRACTOR STATED ONLY DONE 5 X'S

SERVICE MAN -

SERVICE MAN TOLD NOT TO
FILL OUT DAMAGE REPORT.

[1 ADDRESS]

- AMR-DR

1-30-06 - Changed by J. Radden
meter 123767

- AMR-DR

2-3-06 - Changed by L. Williams
meter 1071100

Hand Note

[2 ADDRESSES]

Leaking AMR Meters

- Leak At Face 6%

07-05-06 Cust. Williams
old meter 1261122-2504

Meter leaking

At Face Found 7% Meter

872780 Cust. Mrs. Green

Hand Note

[2 ADDRESSES]

Tuesday
JANUARY 31/06

Leak on face plate

ownbey

Tuesday
JANUARY 31/06

Leak on face plate

[2 ADDRESSES]

USW 11-6/AMR 0037

ownbey

AMK device leaking

3-2-06

WAS charged

JAN 02

9-14-05

IC changed meter

3-20-06

[3 ADDRESSES]

UNP/09

Regulator Adj

COVER MISSING

FACE changed
took picture

AMR
Meter leaking

1-31-06

Change leaking AMR
3-14-06

Changed
3-6-06

[3 ADDRESSES]

[2 ADDRESSES]

SCIENTIST

Leaking AMR

2-7-06

2-23-06

Here for T F T O
Shut off Bldg. due to
multiple leaks on Header



IMPORTANT MESSAGE

FOR _____

DATE Leak AMR TIME _____ A.M. P.M.

M _____

OF _____

PHONE _____ AREA CODE _____ NUMBER _____ EXTENSION _____

Q FAX _____

Q MOBILE _____ AREA CODE _____ NUMBER _____ TIME TO CALL _____

TELEPHONED	PLEASE CALL
CAME TO SEE YOU	WILL CALL AGAIN
WANTS TO SEE YOU	RUSH
RETURNED YOUR CALL	SPECIAL ATTENTION

MESSAGE _____

[1 ADDRESS]

SIGNED _____

5/25/06

849528 ~~Index~~

Here for Gas odor. Found
foreign odor in garage.
Dials from meter gone.
Cell-net last ones here.

5/30/06

894010 Index - 2011

Here for odor @ meter per
Cell-net man. Changed riser
per leaking regulator. Ran
gas through old meter to
get on up-swing. Dials fell
off of gears inside face. Changed
meter per Decker - turned
meter into 4-Man.

[2 ADDRESSES]

Broken Fuel Return Gas Light By Cell-net
Cust not informed of problem until much later
Resulting in High Gas Bill.

~~FD~~
[1 ADDRESS]

2-7-06

13015 Gr:0

- leaks on riser
- AMR
- AMR
- gas off

[3 ADDRESSES]

AMR

February 13/06

Grid 147-51

DISPATCH AS D.R. METER
ON February 12th/06 Sunday

~~There was a METER FACE change on~~
~~JANUARY 24, 2006~~

METER READING AS OF JANUARY 24 2006
7820 Index

METER READING AS OF February 12, 2006
7820 SAME

METER # 11447375

[1 ADDRESS]

Leaking face plates.

FRIDAY February
27th / 06.

[4 ADDRESSES]

[22 ADDRESSES]

USW 11-8/AMR 0042

3-10-05

MTR FACE PLATE LEAKING FLORISSANT

MO. 63036

I found face plate leaking on meter
Also replaced meter set, due to leaks
and originated a b86- lockcock leaks
at core

[1 ADDRESS]

3/20/06

154-78

2% inside wall after recent AMR installation.

[1 ADDRESS]

MARE BOYAL

[22 ADDRESSES]

3-28-06

changed leaking
AMR 10% from
Index.

154-77
627 on #4 & DRYER

4-21-06
changed stuck
AMR meter
NO GAS thru meter

16367

4-2-06

174-23
changed leaking AMR
5% at Index vent

6-8-06

15443
changed leaking AMR
meter (inside meter)
4% at Index vent

[4 ADDRESSES]

1. - LEAK
DETECTOR WENT OFF IN BASEMENT
CALLED IN 4-6-06 300PM
2. LEAK DETECTOR
WENT OFF IN BASEMENT
CALLED IN 4-7-06 1105AM
3. LEAK DETECTOR
WENT OFF IN BASEMENT CALLED
IN 2:47 PM
4. LEAK DETECTOR
WENT OFF 4-13-06 CALLED IN
11:49 AM
5. - LEAK
DETECTOR WENT OFF 4-15-06
CALLED IN 4-15-06 1:30 PM
6. LEAK DETECTOR
WENT OFF ON 4-15-06 1:20 PM
7. L.N. LEAK
DETECTOR WENT OFF ON 4-15-06

[7 ADDRESSES]

8.

LEAK DETECTOR WENT OFF ON
4-19-06 7:03 AM

9.

LEAK
DETECTOR WENT OFF ON
4-21-06 CALLED IN 2:30 PM

10.

LEAK DETECTOR
WENT OFF ON 4-21-06
CALLED IN 11:19 AM

[3 ADDRESSES]

JOE. Here ARE Some JOBS I did that
 cellnet screwed up - OR meter Readers
 Finding Leaks - MARK

[1 ADDRESS]

5-4-06

Found HAZARD at water heater
 while here on METER change
 Valve Rusted OUT + Spilling BAD
 ord control # 060456028
 627 ISSUED on w/h.

[1 ADDRESS]

4-7-06

Honeywell here
 Approx 2 wks prior
 Damaged meter
 while attempting
 Device change

4-22-06

LEAKS found by MTR
 RDR - 627 ISSUED on
 COST. F/A - insurance
 ord # 060388102

4-22-06

- MTR RDR

Found Leaks on F/S MTR
 Set - ord # 060388139

4-27-06
 Found leak on cellnet installed
 meter device T. Washington here w/
 SIFERTIS -

MTR # 192008 175 RV AMR

[3 ADDRESSES]

look at and
Quarter Foot land

142.62.96

280 AM

17658

390-874-000

4-11-06

1106

[1 ADDRESS]

[6 ADDRESSES]

~~RECEIVED~~

D.E. Reader/AMR

4-13-06

MP 98419 175 RW

16600 - LIGHT POST Service work

[2 ADDRESSES]

Monday
7-10-06

LEAKING AMR METERS

5-24-06

- leak on face plate

5-31-06

leak on face plate

5-31-06

leak on face plate

6-1-06

- leak on face plate

6-5-06

leak on face plate

6-9-06

- leak on face plate

~~6-9-06~~

- leak on face plate.

[7 ADDRESSES]

LEAKING AMR DEVICE

7-28-06

CUSTOMER

[1 ADDRESS]

5/18/06

5/18/06

4/06/06

5/19/06

(FL) 4/29/06

4/29/06

5/16/06

5/16/06

4/29/06

5/16/06

5/19/06

12/16/05

5/03/06

5/02/06

5/02/06

[17 ADDRESSES]

1. LEAKING FACE PLATE ON AMR

2. LEAKING AMR

[2 ADDRESSES]

AMR METER LEAKS

JANUARY 4TH/06

- AMR Leaking -

AMR Device Leaking.

A

Mike O'Leary

SENT TO JACK. AMR METER
INSTALLED SAME DAY.
METER METER NOT.

[2 ADDRESSES]

Hazards Found (AMR)

- Found rubber hose
Oline hooked to gas
meter (picture)
- Hazard on HH - carbonized
and flames coming out. 712 issued
for street leak

[2 ADDRESSES]

Leaking AMR's

(2)

[18 ADDRESSES]

Leaking AMR's (3)

(1-27-06) 1/5 meter

(1-27-06) 1/5 meter

Leaking AMR^s

(4)

AM

[3 ADDRESSES]

7 Leaking AMR's ⑦

(1/24/06)

(1/6²²/2006)

- riser leaking

- " "

- " "

Stuck Dials

(2-1-06)

[3 ADDRESSES]