

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
August 27, 2007
Data Center
Missouri Public
Service Commission

Name: Teresita H. Fujii
Complainant

vs.

Case No.

Company Name: LaCleda Gas Co.
Respondent

COMPLAINT

Complainant resides at temporary address but complaint is
(address of complainant)
regarding complainant's property at 6363 Waterman Avenue
University City, MO 63130
1. Respondent, LaCleda Gas Co.
(company name) (708) 415-2285
of 720 Olive Street, St. Louis, MO 63101, is a public utility under the
(location of company) thfia@earthlink.net

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

See attached pages.

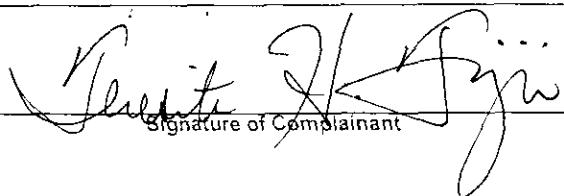
3. The Complainant has taken the following steps to present this complaint to the Respondent:

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| See attached pages. |
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WHEREFORE, Complainant now requests the following relief:

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| See attached pages. |
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08.22.2007
Date


Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

Complainant contends that Laclede Gas Company erroneously overbilled complainant for gas usage at a vacant premises for the period beginning in November, 2006 through March, 2007 ("period in dispute") in the amount of approximately \$2,069.21. Complainant has paid to Laclede Gas any undisputed amount of bills and has paid 50% of all disputed amounts in accordance with Missouri Public Service Commission regulations.

Teresita and George Fujii purchased the property located at 6363 Waterman Avenue on August 16, 2006. From August 16, 2006 to the present date, the house has been vacant because it is being renovated. The only gas appliance in use during this time is the boiler. Electric heat pumps, which were installed in September of 2006 are used to heat the home in the autumn months. Therefore, Complainant did not turn on the gas boiler heat system until the end of November, 2006. Complainant set the thermostat at 58 degrees in the vacant home for the entire period in dispute, except for 2 weeks in December 2006. During those two weeks, the thermostat was reset to between 65 and 68 degrees to allow the new plaster on the walls to dry. Complainant has been at the house on a daily basis during the period in dispute to monitor the renovations. Therefore, Complainant has personal knowledge that the thermostat was maintained at the above described settings. In addition, an ice storm caused a power outage at the property for seven days from 12/01/06 through 12/07/06. During that time, the boiler was not running at all.

Beginning in October 2006, Complainant began to receive bills from Laclede gas which indicated an unreasonably high amount of therms used given that the only gas appliance in use was the boiler. Complainant requested in either October or November of 2006 that Laclede Gas test her automated meter for accuracy. On five separate occasions, Laclede Gas scheduled and repeatedly cancelled appointments to change her meter. Each time, Laclede Gas claimed that they did not have the correct meter available to replace her existing meter. Laclede Gas finally replaced Complainant's meter on or about March 14, 2007. At that time, Laclede Gas upgraded the meter size and determined that a gas leak existed at the street. Complainant requested that Laclede Gas test Complainant's meter. Complainant was informed by Laclede Gas that the tests results were within "quality standards."

Complainant's gas bills from Laclede Gas beginning on August 16, 2006 through the period of May 24, 2007 are as follows:

| | | |
|--------------------------------------|----------|--------------|
| 8/16-9/19 | \$36.82 | 17.4 therms |
| 9/19-10/18 | \$42.24 | 21.5 therms |
| 10/18-11/17 | \$133.45 | 89.2 therms |
| 11/17-12/19 | \$331.30 | 267 therms |
| 12/19-1/22/07 | \$540.47 | 444.2 therms |
| 1/22-2/21 | \$830.88 | 690.3 therms |
| 3/14/07 Meter changed by Laclede Gas | | |
| 2/21-3/22 | \$366.46 | 296.6 therms |
| 3/22-4/23 | \$22.49 | 7.2 therms |
| 4/23-5/22 | \$19.84 | 5.1 therms |

Complainant has contacted Laclede Gas on numerous occasions regarding the excessive usage recorded on her bills. Complainant requested that Laclede Gas inform Complainant of the average winter usage of gas under the previous owner to the premises, but Laclede Gas has failed to do so. Complainant has spoken to Mr. Patterson of Laclede Gas on numerous occasions about the disputed amount of the bill. Mr. Patterson directed Complainant to pay 50% of the disputed amount, which Complainant has paid. Regardless, Laclede Gas has threatened and continues to threaten to disconnect Complainant's gas service to the premises and to report her to collection agencies despite their knowledge that Complainant had filed an informal complaint and had paid the required amounts pursuant to Commission regulations.

Complainant filed an informal complaint on or about June 11, 2007. On June 21, 2007, Complainant received a letter from the Missouri Public Service Commission regarding her informal complaint. On July 31, 2007, Complainant received a letter from the Missouri Public Service Commission informing her of her right to file a formal complaint. Complainant has filed her formal complaint within the 30 day time period.

Complainant contends that the gas usage recorded for the premises at 6363 Waterman was inaccurate for the reason that the thermostat in the house was set at a constant low setting and that the house was and continues to be uninhabited such that the only gas appliance in use was the boiler. The usage recorded by Complainant's automated meter was excessive, inaccurate, and unlawful. Laclede Gas failed to replace the meter in a timely manner to Complainant's detriment. Complainant seeks relief in that the Commission find that Laclede Gas failed to change Complainant's meter on a timely basis, that such failure resulted in unreasonable and unlawful charges to Complainant, and that Laclede gas be ordered to reduce the amount in dispute owed by Complainant to a reasonable amount. Any and all costs to be paid by Laclede Gas.

Signed:

Teresita Fujii

08.22.07

Dated

Please detach and return this portion to Laclede Gas Company, Drawer 2, St. Louis, MO 63171 with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 376909-002-8
Service Address: 6363 WATERMAN AVE

DOLLAR HELP 
CHECK A RED BOX!

Make check payable to:

Amount Due ~~\$1100.62~~ **\$174.70**
Due By 09/04/07
Delinquent After 09/12/07

Laclede Gas Company
Drawer 2
St. Louis, MO 63171


Amount Enclosed: \$

174.70

Please do not write below.

37690900280001100626

FOR UNDISPUTED
CHARGES SINCE
MARCH 14, 2007
METER CHANGE -
AS PER PHONE CONVERSATION ON
08.23.07 WITH MR. PATTERSON, SUPERVISOR
05980 0002423 011964 011964 00001/00001

| | | | |
|---|--|-------------------|------|
| ACCOUNT # 376909-002-8 | | 2-2566/710 | 3061 |
| GEORGE FUJII | | 2920085020 | |
| 6363 WATERMAN AVENUE | TERESITA FUJII UNIVERSITY CITY, MO 63130 | DATE Aug 24, 2007 | |
| 29 DOVER AVE. EX GRANGE, # 00025 | | | |
| PAY TO THE ORDER OF Laclede Gas Company | | \$174.70 | |
| One hundred seventyfour dollars and 70/100 | | DOLLARS | |
|  HARRIS | | Harris N.A. | |
| MEMO | | Teresita H. Fujii | |
| 1:0710256611 | | 2920085020 | 3061 |