

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

MAY 22 2000

Missouri Public  
Service Commission

JOSH DAVIS  
(your name)  
Complainant

vs.

) Case No. GC-2000-771

LACLEDE GAS  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 8502 APT D PARK CRESTWOOD DR  
ST LOUIS MO, 63126.

1. Respondent, LACLEDE GAS CO.  
(company name)  
of ST. LOUIS, MO., 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:

SEE ATTACHED

I moved into this apartment on March 17, 2000. I transferred all the utilities into my name. The former tenant left out standing debts with Ameren UE. All that was needed for them to differentiate me from the former tenant was I had to provide them with my employers address and telephone number. I called Laclede Gas soon after I moved in and transferred service. All pertinent information was in their system. Time goes by and no bill or introductory paperwork arrived.

I call again and am told that I needed to come down to their Olive St. office and provide proof of residency, and documentation of my Social Security number. I.E. a copy of the lease and a birth certificate. I delay doing this, due to the fact that I did not have the inclination or the time to go downtown to present myself to these people. Especially when no other utility co. had said for me to go to their office.

After about a week, the hot water goes out and the heating unit starts to blow luke warm air. The air was coming, but it was not hot. Two weeks go by and I call apartment maintenance to look into the problem. They inform me that the meter is locked and I would have to call Laclede.

I call again and am told to come downtown. I then call once more to see if I could fax the information to them. They said they had to physically see me so as to prevent someone from transferring service from their name to their child's name. They thought I was fifteen, because, they were judging my birth date and the date I got my number as one in the same. I was born in 1973, and got the number in 1985. (According to the Social Security Administration, this is perfectly acceptable.)

On Friday April 28, 2000, I mention the situation to my father because my mother is on the lease with me. He calls the main office of Laclede and tries to confirm that I am not 15 and that I do live in the apartment. He is told that I would still need to come downtown with the documentation. He then calls Michelle Bocklage from your office to discuss the situation.

I then go to my landlady to have her call and confirm that I am who I say I am and live where I say I live. I tried this first, but I needed to bring a signed copy of the lease with me, which I did not have. I needed to go to her office anyway. She is told I had to come downtown. I leave her office and go to my bank to get my birth certificate and as it turns out there is a Social Security office upstairs from where I bank. As you might imagine, I was concerned with the fact that there may be a problem with my SS #. I speak to a woman in the SS office and explain the situation. She confirms that everything is as it should be with my number. She even offers to talk to someone from Laclede Gas, because she was disgusted with what I was going through. I call from the SS office in Sunset Hills and tell them that according to the United States Government, everything was fine with my number. I am still told I had to come downtown with the proper documentation.

I was relieved to find that this SS # problem is only with Laclede Gas and not with the SS Administration. It is not a law that a person is issued a SS # at birth. Some hospitals started doing this later on for tax purposes. My brother was issued one at birth and he was born in 1976. However, the SS administration says that all is well with my number and when I received it.

At this point, I could have gotten the Pope to call down there and that still would not have been good enough. So as I proceed downtown to their office, I get a call from Gloria Jansson. She had spoken with my father and told him she would meet me when I arrived at the Olive St. office. I arrive and she was not there to meet me. I go to the proper department, where the front desk woman makes no reference to Ms. Jansson coming to see me. I hand the documents (My birth cert. and a copy of the signed lease) to the woman at desk 9. She then tells me she does not need to see my birth cert. And I need to go across the street to another SS office and get some sort of printout documentation that this is my number. In spite of the fact that I showed her my drivers license and SS card. She still insists that I have to do this task.

I come close to doing what she requests just end this episode quicker. I don't do this, I then call my father at which point he tells me he is coming down to the office. Time passes and he arrives expecting to see Ms. Jansson waiting for him and I. We then talk to the front desk woman and she calls Ms. Jansson. Through this woman, Ms. Jansson tells my father that she was sorry she gave the impression that she would be meeting us. And that we should just deal with the people in the service department. My father, in a rather aggravated state then threatens to go above Ms. Jansson's head to get this resolved. He goes out to his car and calls Ms. Jansson. After some discussion, she agrees to meet us.

She then apologizes for this having to turn into such a big deal. We all go in to see the woman at desk 9. The desk 9 woman still says I needed to go across to the SS office. My father informs everyone there that we would not be doing that at all. Ms. Jansson then has her get my account in order. My father and Ms. Jansson then go to the waiting room while the desk 9 woman does her duties. I inform her that on Monday May 1, 2000, I needed to leave for work at 11:30 A.M. She makes note of that fact on paper.

Monday at 11:30, no one has shown up to take the lock off or re-light my pilot light. I call to check if any special comments had been made on my work order to the effect of my having to leave for work at 11:30A.M. Nothing had been noted on my order. Finally at 11:50A.M. a man shows up and performs the tasks. In anticipation of this spiteful act from the woman at desk 9, I told them 11:30 but it was 12:30 when I had to leave. This was retaliation from desk 9 for getting Ms. Jansson involved. After some initial static, Ms. Jansson was the most cooperative person we met that day.

The only names I have are Gloria Jansson and Arnette, the woman I spoke to when I checked the work order on Monday, May 1. And the desk 9 woman.

Thank you for reading this saga. It was even less pleasant to live through it. For this episode, I feel it is appropriate to ask for restitution. I feel a \$200.00 credit on my account is within the confines of reason.

Sincerely,



*Commissioners*

SHEILA LUMPE  
Chair

HAROLD CRUMPTON

CONNIE MURRAY

ROBERT G. SCHEMENAUER

M. DIANNE DRAINER  
Vice Chair

## Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.ecodev.state.mo.us/psc/>

BRIAN D. KINKADE  
Executive Director

GORDON L. PERSINGER  
Director, Research and Public Affairs

WESS A. HENDERSON  
Director, Utility Operations

ROBERT SCHALLENBERG  
Director, Utility Services

DONNA M. KOLILIS  
Director, Administration

DALE HARDY ROBERTS  
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE  
General Counsel

### Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

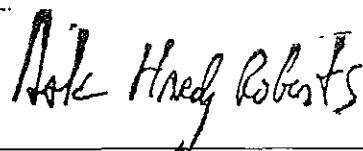
In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

Date: January 25, 1999



---

Dale Hardy Roberts  
Secretary of the Commission

RECEIVED

MAY 26 2000

COMMISSION COUNSEL  
PUBLIC SERVICE COMMISSION