

Respondent's Exh. A.

FILED  
May 13, 2008  
Data Center  
Missouri Public  
Service Commission

Call By Hortense Harrison to Laclede to Initiate Service at 40 Gateview Ct.

Laclede Telephone Service Representative = Barb  
Dr. Hortense Harrison = HH

10/23/06; 2:20 p.m.

Barb: Good afternoon. Laclede service this is Barb may I help you.  
HH: Ok. Just a second Barb.  
Barb: Ok.  
HH: Oh my goodness that'd be great, that would be great.  
Barb: Hello?  
HH: Can you hold on again Barb?  
Barb: Sure  
HH: Thanks...I'm sorry ma'am.  
Barb: Yes, this is Laclede.  
HH: I was calling because I need to have gas switched on at my new address.  
Barb: What's the address?  
HH: Um, #40 Gateview Ct., Wentzville 63368  
Barb: I do not have a Gateview in Wentzville. We have a Gateview at O'Fallon 63367. Is that the correct one?  
HH: No ma'am and I was told you might need a meter number because-  
Barb: Do you have a meter number?  
HH: -this is a new residence.  
Barb: Ok. What is the meter number?  
HH: 000174014  
Barb: Ok. And the last name you'd like on that account?  
HH: Harrison.  
Barb: First name?  
HH: Hortense  
Barb: Are you Hortense?  
HH: Yes ma'am.  
Barb: Your social security number?  
HH: 212-XX-XXXX. [Deleted for purposes of confidentiality]  
Barb: And your phone number, please.  
HH: 314-517-0747  
Barb: There is an activation fee of \$36. Would you like that billed one time or spaced out over 4 months?  
HH: One time.  
Barb: The next date we have available to turn the gas on would be the 25<sup>th</sup> or after but we do need to have access to the residence.  
HH: I'll need it turned on by 11/16. Actually it'll just need to be switched I think from the builders name to mine but I don't know whether it's on or not as far as progress on the house goes but I need service by November 16.  
Barb: And the location at 225 Fairway Green - do you want to discontinue that at this time?  
HH: As of 11/16

Resp Exhibit No. A  
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Reporter MV

Barb: Ok, just a moment please...Thank you for holding. At the old location at Fairway Green, you had a scheduled shut off for 11/17. Did you want to change that to the 16<sup>th</sup>?

HH: Hold on again Roy. (to Roy: Ok. Yeah. Alright. I will do that. Thanks.) Yes, ma'am?

Barb: Did you want to change that order? You now have it scheduled for the 17<sup>th</sup>.

HH: Lets leave it at that.

Barb: Ok. And the other location you want scheduled for the 16<sup>th</sup>. Would you like morning or afternoon for the 16<sup>th</sup>? We do have to get in.

HH: Oh. Well then let's do it on the 17<sup>th</sup> because I close on the 16<sup>th</sup> so I'm probably not going to be able to take residency until after the closing and I don't know what time that will be.

Barb: Ok so we'll schedule it for the 17<sup>th</sup>. Would you prefer morning or afternoon?

HH: Morning.

Barb: At the old location at Fairway, it's an outside meter so you do not need to be there. At the new location I'll schedule for the 17<sup>th</sup> and that's in the morning between 7:30 and 12:00.

HH: Alright.

Barb: Ok. Thank you.

HH: Thank you.

Barb: Bye bye.

HH: Bye bye.