

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>4</sup>

DEC 20 2002

Name: Donita Toogler  
Complainant

vs.

Company Name: \_\_\_\_\_  
Respondent

Missouri Public  
Service Commission

Case No.

**COMPLAINT**

Complainant resides at 8919 Scott Dale Ave  
(address of complainant)

Jennings MO 63130

1. Respondent, \_\_\_\_\_  
(company name)

of \_\_\_\_\_,  
(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 received a Gas bill in Feb 2002  
for Gas Service at 115 Beech Ln APT 2  
The Customer Service Rep I got had  
an attitude I asked to speak to supervisor  
and she would not take my complaint  
against Rep. I was not getting  
mail at my house until Feb  
our mail was stopped. I tried to  
explain to supervisor she had  
attitude and she turned me on  
speaker so everyone could hear  
me I heard them laughing. I  
called the person who was over  
this supervisor and he said  
that some cancellation notice was  
signed by my husband on Dec 22 2001

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

NO Gas Truck showed up. I  
told laclde Gas I will not pay for  
Gas someone else used. They  
added it to my bill at my house  
and until I get a straight bill I  
won't make any payments higher  
then \$50.00. Also my case  
worker told me laclde Gas  
wanted to change the meter  
not read it. The lady at laclde  
Gas also told my husband that  
they was going to change the  
meter. The land lord at Reeb In  
has a thing with uel Gas they have  
to call him be for the utility companys  
are allowed on in the basements

WHEREFORE, Complainant now requests the following relief:

I want The Gas bill wired clean  
and started like new service

12/07/02  
Date

Donita Tegeby  
Signature of Complainant

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