

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

In the matter of)
)
USW Local 11-6,) GC-2006-0390
)
and)
)
Laclede Gas Company)

TESTIMONY OF CLAIRE DONNELLY

STATE OF MISSOURI)
) ss
COUNTY OF ST. LOUIS)

Claire Donnelly, of lawful age and being first duly sworn, deposes and states:

1. My name is Claire Donnelly. I am an adult and competent to testify. I reside at

** **
St. Louis, MO 63116. I have resided at this address since 2003.

2. I have been a Laclede customer since 2003. I have a meter in the basement of my house.

3. A man who said he was "with Laclede Gas" installed an AMR device in my home in early spring of 2006. I watched him as he installed the device. I smelled a faint gas scent as he was working and asked him about it. He said that there was no problem and that it would dissipate later.

4. After two weeks, the gas smell did not dissipate. I called Laclede and they sent a gasworker to my house.

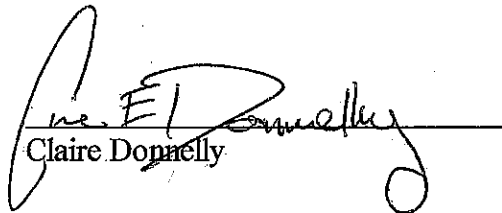
5. The gasworker said that a subcontractor, not a Laclede gasworker, installed the AMR device. He said that my meter was old and had a leak, but the leak was contained in the

faceplate of the meter. However, when the subcontractor removed the faceplate, gas leaked into my house. He noted that if a gasworker had installed the AMR device, he or she would have been able to recognize the bad seal and fix it, thus preventing any leak. The gasworker replaced the entire meter.

6. Several weeks later, the same gasworker and his supervisor came to my house. The supervisor said it was a faulty meter part that caused the leak, not the installer's fault. He then demonstrated how to remove the meter faceplate and assured that it was a safe process. However, I found the supervisor's remarks to be suspect so I asked him whether a leak would have occurred if the AMR device had never been installed. The supervisor admitted that there would have been no leak but for the installation of the AMR device. He also made the gasworker apologize. I found this to be very unprofessional on part of the supervisor because the gasworker was merely trying to inform me of the situation.

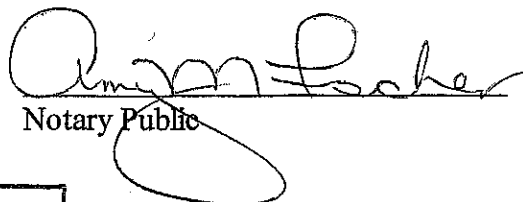
7. I am not an employee or member of USW Local 11-6, nor to my knowledge am I related by blood or marriage to any USW Local 11-6 officer or business representative.

8. I hereby swear and affirm that my statements contained herein are true and correct to the best of my knowledge and belief.


Claire Donnelly

Subscribed and sworn to me this 19th day of September, 2006.

My Commission Expires:


Notary Public

