

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED³

MAR 30 2000

Missouri Public
Service Commission

MR. Beverly & Mrs. Rosalind Ward

(your name)

Complainant

vs.

Case No. GC-2000-611

Missouri Gas Energy

(company name)

Respondent.

COMPLAINT

Complainant resides at 2609 Indiana Ave, K.C. Mo. 64127

1. Respondent, Missouri Gas Energy
(company name)

of Kansas City 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:

1. We did not live at 2609 Indiana between the months of 10-98 through 1-99.

2. On 9-22-98 I had to certify a letter at the Mexican consulate in
St. Louis itemizing all of my household goods that I planned to take across
the border. The letter also states that I planned to relocate to Mexico indefinitely.

3. 10-1-98 we entered Mexico, 10-2-98 I purchased auto insurance, 10-23-98 I
registered my vehicle

4. Did not call for service on Indiana on 9-25-98.

5. We were made to pay outstanding bill of Dorothy Ward to receive gas
service.

6. Have been threatened with collection, yet they wouldn't and didn't collect on
Acct no. 0645710352 - they simply added that bill to ours.

3. The complainant has taken the following steps to present this complaint to the respondent:

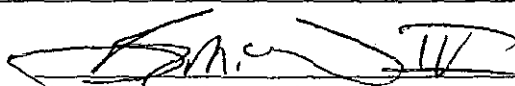
1. kept an open dialogue with MGE concerning problem.
2. supplied copies of everything I have regarding issue.
3. met with Dan at 39th st. Location to discuss issues.
4. ~~we~~ spoke with maurice Ragland and Rob Hack regarding issues.
5. provided letter from landlord at previous Address stating our times of residency - end of 10-98 thru start of 3-99.
6. supplied letter from previous employer's Human Resources Department stating their records indicated our Address to be 1195 E. 77th KC mo. from 11-24-98 hire date thru 3-24-99 end date.

WHEREFORE, Complainant now requests the following relief:

Total refund of monies paid toward acct. no. 0642710352 - Dorothy Wards acct.
Written letter of Apology signed by maurice Ragland, Rob Hack and Dan.

2-21-00

Date


Signature of Complainant

FILED³

MAR 30 2000

March 19, 2000

Missouri Public
Service Commission

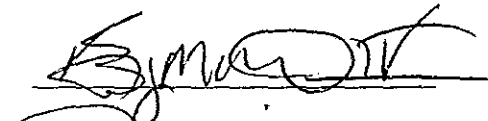

GC-2000-611

Dear Honorable Judge Hardy Roberts, Secretary - Chief Regulatory Law Judge of the
Commission:

Enclosed you will find our formal complaint against Missouri Gas Energy. The basis for our complaint are as follows: We were made to pay an outstanding debt of \$754.90 from a family members account, in order to keep gas service on in our account, in the midst of winter. We feel that we have provided Missouri Gas Energy sufficient evidence to support our claims of non residency at the time and location in question. We also feel as if we have been more than cooperative with them in the efforts to resolving these issues. Thank you for your time and effort in helping to resolve this problem.

Sincerely,

Mr. Beverly M. Ward IV
Mrs. Rosalind D. Ward



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.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainants at the Complainants' address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainants.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,
on this 31st day of March, 2000.

Copy to: Beverly M. Ward IV and Rosalind D. Ward
General Counsel, Missouri Public Service Commission

Hopkins, Senior Regulatory Law Judge

RECEIVED
MAR 31 2000

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION