

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

MAR 3 2010

Name:

Bridgette Young
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name:

Laclede gas Co
Respondent

COMPLAINT

Complainant resides at

6708 Black Walnut Ct
(address of complainant)

St Louis Mo 63134

1. Respondent,

Laclede gas Company
(company name)

of

Dwaver 2 city of St Louis City
(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:

Laclede gas Company denied digging up my yard in 2008. I August, I complained of gas being to high my bill I was not at home during the months of July - July of 2007 my bill had remained the same amount I called a helpline to someone about this I had 3 people to come out and investigate my meter and the Co. says that no one has been out and that's all. The Co. Laclede states no one was digging in my yard I got further when I returned home they told me 2 men from Laclede gas had torn up half my yard they said it was a gas leak and Laclede gas is denying that they did not send anyone here. I received a call from my neighbor telling me someone was here digging up my yard I then returned and

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

I called to the gas company they said they were
 here for a gas leak I had complained
 to have gas that my bill was off the high
 for someone that was not at home they then
 in turned sent some one out and about 3 months
 later I came home to find them digging up my
 yard because of gas leak no my bill is not
 the same amount I want credit on my bill.
 I don't want to write would like to talk on
 person, some one else had the same exact
 problem and received credit as well.
 I had been wait for credit on my bill
 since September 9, 08 but has had no
 success in receiving credit.

WHEREFORE, Complainant now requests the following relief:

I want credit on my bill because it is owed to
 me these companies got away with this paying
 on its customers and it has been allowed for
 so many years I'm asking for credit because
 I deserve it they have charged and over charged
 me for years I'm the only one that lives in my
 home and my gas bill is ridiculous - I have
 checked it & etc is much more than I should be

2/11/10
 Date

[Signature]
 Signature of Complainant

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

314-524-6186 home
 314-960-9088 cell



Commissioners
ROBERT M. CLAYTON III
Chairman
JEFF DAVIS
TERRY M. JARRETT
KEVIN GUNN
ROBERT S. KENNEY

Missouri Public Service Commission

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NATELLE DIETRICH
Director, Utility Operations
STEVEN C. REED
Secretary/General Counsel
KEVIN A. THOMPSON
Chief Staff Counsel

February 22, 2010

Bridgette Young
6708 Black Walnut Court
St. Louis, MO 63134

Dear Ms.: Young:

This letter is in response to the complaint you filed against Laclede gas company and your indication that you wish to file a formal complaint.

A formal complaint must be filed in written form and addressed to *Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360*. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Beverly
Consumer Services Specialist II

Enclosure: Chapter 2 - Rules of Practice and Procedure
Formal Complaint Form