

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

JUL 07 2003

Name: Cleveland Hardy
Complainant

vs.

Case No.

Company Name: Missouri Gas Energy
Respondent

Missouri Public
Service Commission

COMPLAINT

Complainant resides at P.O. Box 220768 K.C.Mo. 64127
(address of complainant)

1. Respondent, Missouri Gas Energy
(company name)
of 3420 Broadway K.C.Mo. 64111, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

1. Missouri Gas Energy has transferred another individual's account onto his without his verbal or written consent.

2. Adjustments have been^{made} to remove the \$2277.56, but the transaction fee's, taxes and total amount still remains which shouldn't have never been.

3. All balances should also be transferred back to the originator's account Mr. Young.

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

1. Has filed initial complaint in an effort to resolve issue.

2. Provided copies of original transferred transaction to Missouri Public Service Commission as requested.

3. Protested decision on the grounds that his balance \$1029.09 would not have been should the transferred transaction had not ^{been} made, for he in no manner had given no approval. verbal nor written.

WHEREFORE, Complainant now requests the following relief:

That his account be only what it should have been, \$519.00 and some cents before transaction. That this bill be forwarded to his P.O. Box 270268 Kansas City, Mo. 64127 so he may pay on his bill until paid in full and obtain residence with a zero balance

June 30, 2003

Date

Cleveland Hardy

Signature of Complainant

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

Before The Public Service Commission
of The
State of Missouri

on this date

06-30-03

I, Cleveland Hardy vs. Missouri Gas Energy; having not obtained residence since the transactions of another individual's account to my account without my verbal/written consent, do hereby make this formal complaint against The Missouri Gas Energy for not completely adjusting my account thus causing a great deal of punitive damages to include loss of Home and my not being able to obtain residence until arrangements have been made to pay outstanding debt. to Missouri Gas Energy.

There has been one adjustment made to remove the \$2,277.56 but the complete adjustment hasn't been made as explained and outlined in previous correspondence.

Now I submit the present formal complaint to Dale Hardy Roberts: Secretary / Chief Regulatory Law Judge of
(P.1)

(cont'd)

the Commission along with eight copies of the original bill of transaction which caused a great deal of damages (punitive damages). //

Once again, I place emphasis on my not making any verbal or written agreements to be responsible for someone else's account.!

Signed

Cleveland Hardy
on this date

06-30-03



MISSOURI GAS ENERGY
a division of
Southern Union Company

3850 MAIN
KANSAS CITY, MO 64111-1915

KANSAS CITY, MO 64110-3411

07/SYS

STATEMENT DATE
FEB 15, 2001

CLEVELAND HARDY
6231 HARRISON ST
KANSAS CITY, MO 64110-3411

DEPOSIT: NONE
ACCOUNT NBR: 4417433753

SVC TYP	SERVICE PERIOD FROM - TO		NBR DAYS	METER READINGS PREVIOUS - PRESENT		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	01-12-01	01-23-01	11	02112			91.55	.68056	62.31
GAS	01-24-01	02-12-01	20		02370		166.45	.98161	163.39
GAS	TOTAL		31				258.00		225.70

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	9.05	28.24	225.70	16.79	.00	.00	.00	279.78
SERVICE CHARGES								8.00

PREVIOUS BALANCE	645.37
PAYMENTS RECEIVED ** THANK YOU	126.00CR
TRANSFERRED BALANCE	2,277.56
OTHER TRANSACTIONS	4.47
OTHER TRANSACTIONS TAX	.29
TO AVOID DISCONNECT PAY BEFORE FEB 27, 2001	2,801.69
TOTAL CURRENT CHARGES DUE BY MAR 9, 2001	287.73

If PAST DUE AMOUNT has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE
PERIOD	DAYS			CCF	CCF/DAY	\$ 3,089.47
CURRENT	31			258	8.323	AMOUNT DUE
LAST YEAR	N/A			N/A	N/A	WITH LATE CHARGE \$ 3,093.94

*** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ***

STATEMENT DATE: FEB 15, 2001

12/09061/07
ACCOUNT NBR:
4417433753

CLEVELAND HARDY
6231 HARRISON ST
KANSAS CITY, MO 64110-3411

MAIL PAYMENT TO:

MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

AMOUNT DUE
\$ 3,089.47
AMOUNT DUE WITH LATE CHARGE
\$ 3,093.94
AMOUNT ENCLOSED
\$

44174337530000287780003089470003093948