

MAY 11 2015

Missouri Public  
Service Commission

On 07/10/06, we received two payments totaling \$77.95. The excess amount of \$25.00 went toward the additional payment agreement installments.

On 07/28/06, a bill was mailed in the amount of \$55.57. This included current charges of \$30.57 and a payment agreement installment of \$25.00.

On 08/28/06, a bill was mailed in the amount of \$166.28. This included current charges of \$30.98, a defaulted payment agreement amount of \$78.89, a prior balance of \$55.57 and late pay charges totaling \$0.84.

We continued receiving partial payments toward the account until service was eventually disconnected for non payment on 04/17/07.

On 03/29/07, a bill was mailed in the amount of \$648.16. This included current charges of \$89.98, a prior balance of \$549.90 and late pay charges totaling \$8.28.

Disconnect notices were mailed on 03/29/07 and 04/03/07 for \$549.90.

On 04/17/07, service was disconnected for non payment.

On 04/19/07, we received a payment of \$200.00.

On 04/25/07, a final bill was mailed in the amount of \$495.78.

On 11/13/07, you called to see what would be needed to restore service. We advised we would reconnect the service for a payment of \$130.00 and a payment agreement on the remaining balance.

On 12/19/07, you called in a payment of \$130.00 and an order was issued to restore service at 23 LAKEROAD CT.

On 12/31/07, a bill was mailed in the amount of \$415.42. This included current charges of \$49.64 and the transferred balance of \$365.78 from the previously finaled account number.

On 01/31/08, a bill was mailed in the amount of \$564.75. This included current charges of \$148.59, a prior balance of \$415.42 and late pay charges totaling \$0.74.

On 02/14/08, you contacted us to advise that the payment agreement had not been established on the new account, as had been previously discussed. The representative tried transferring the call to the billing department. The call must have been lost, however, as there are no additional notes on the account.

Service continued in your name at that location until 04/14/08 when service was disconnected for non payment.

On 04/23/08, a final bill was mailed in the amount of \$846.15.

Complaint Exhibit No. 1  
Date 4-20-15 Reporter WG  
File No. EC-2015-0058



(35) (36)