

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

Exhibit A  
Complainant  
Exhibit No. A

Name: Dr. Hortense Linda Harrison  
Complainant

Date 4/23/08 Case No. GC 2008-009  
Reporter NW

vs.

Case No.

Company Name: Laclede Gas  
Respondent

COMPLAINT

Complainant resides at #40 Gateway Court, O'Fallon, Missouri 63367  
(address of complainant)

1. Respondent, Laclede Gas Company  
(company name)  
of Drawer 2, St. Louis, Missouri 63176 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:

I closed on my new home and took occupancy on 12-6-06. On 1-29-07 I called Laclede Gas for a billing amount as I had not received a bill. I was told that they were not my service agent. After much convincing they stated that they did not have a bill for me yet. To avoid being in arrears, I paid \$200 on my account, randomly. On 1-31-07, I called Laclede Gas again for a billing amount since I still had not received a bill. At that time I was told that I had a credit and the new billing should be mailed to me within the next few days. While I was in California on Spring Break the week of March 26-30, a Laclede Gas bill for \$29.91 was received. This bill was paid in full on 4-1-07. On 4-16-07, I received a gas bill for \$803.19. It read "Your gas bill has recently been estimated based on past usage. We have now obtained

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