

ATTILIO JOHN COSGROVE

13550 Royal Glen Drive
St. Louis, Missouri 63131
(314) 878-2409
(314) 878-0342 Fax
AttilioC@aol.com E-mail

July 20, 2007

Secretary of the Missouri Public Service Commission
Attn: Data Center
P.O. Box 360
Jefferson City, MO
65102-0360

FILED
July 25, 2007
Data Center
Missouri Public
Service Commission

Secretary,

Per the instructions (enclosed) of your Consumer Service manager, Gay Fred, I have enclosed a formal complaint for your review (the original and eight copies).

Thank you in advance for your consideration,



Attilio Cosgrove



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

July 16, 2007

Mr. Attilo Cosgrove
13550 Royal Glen Drive
St. Louis, MO. 63131

Dear Mr. Cosgrove:

This letter is in response to your indication that you wish to file a formal complaint against Laclede Gas Company (Laclede).

A formal complaint must be filed in written form **including an original or duplicate original and eight (8) copies** 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, failure to pay the amount of a bill which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined

above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Gay Fred", written in dark ink.

Gay Fred
Consumer Services Manager

Enc.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: ATTILIO COSGROVE
Complainant

vs.

Case No.

Company Name: LACLEDE GAS COMPANY
Respondent

COMPLAINT

Complainant resides at 13550 ROYAL GLEN DR., ST. LOUIS, MO
(address of complainant)
63131

1. Respondent, LACLEDE GAS COMPANY
(company name)
of ST. LOUIS, MO 63171
(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:

- ON OR BEFORE APRIL 19, 2007, I RECEIVED A BILL FROM LACLEDE LISTING CURRENT CHARGES OF \$1707.19 AND AN AMOUNT DUE OF \$1174.15 FOR THE PERIOD OF 3/28/06 TO 3/28/07.
- PREVIOUS TO RECEIVING THIS BILL, I HAD PAID \$533.04 FOR THIS SAME PERIOD VS. \$619.29 FOR THE SAME PERIOD THE PRIOR YEAR (3/28/05 TO 3/28/06).
- TOTAL CHARGES OF \$1707.19 FOR 3/28/06 TO 3/28/07 VS. \$619.29 FOR 3/28/05 TO 3/28/06 ARE NOT CORRECT AS WE DID NOT USE 2 1/2 TIMES GAS USE VS THE PRIOR YEAR. MY ESTIMATION IS ROUGHLY THE SAME USE AS THERE WAS NO APPRECIABLE CHANGE IN YEAR TO YEAR USAGE. HEATING DEGREE DAYS ARE NOT APPLICABLE AS WE HAVE ELECTRIC FURNACES. GAS IS SUPPLIED "ONLY" TO THE FOLLOWING: (A) STOVE, WHICH LACLEDE STATES "USES MINIMAL GAS" (B) 5 DECORATIVE GAS FIRE PLACES WHICH ARE USED LESS THAN A COMBINED TOTAL OF 20 HOURS ANNUALLY (C) POOL HEATER WHICH I PERSONALLY MONITOR, USAGE IS CONTROLLED TO APPROX 4-5 DAYS AT APPROX 2 TO 3 HOURS EACH DAY. ON 5/4/07 LACLEDE STATED THERE WERE NO GAS LEAKS. ON 5/22 THEY REPAIRED THE METER. I HAVE ALSO RECEIVED A BILL FOR 3/28/07 TO 6/21/07 OF \$344.98 (VS. \$195.16 FOR 3/28/05 TO 6/21/05) WHICH I AM ALSO DISPUTING FOR THE SAME REASONS.

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

4/19/07... I TALKED TO ERICA, LACLEDE, REGARDING THE SHUTTING BILL, SHE STATED THAT THE FIRST STEP WAS AN INSPECTION WHICH SHE SCHEDULED FOR 4/25/07... ALTHOUGH WE WERE HOME W/3 TRUCKS IN THE DRIVEWAY & GARAGE DOOR OPEN ALL DAY, THE SERVICE M/W REPORTED THAT WE WERE NOT HOME. 4/30/07... KEITH, LACLEDE, SCHEDULED ANOTHER APPOINTMENT FOR MAY 4TH. 5/4/07... THE SERVICE TECH REPORTED THAT THERE WERE NO LEAKS 5/4/07... I TELEPHONED JUSTIN, LACLEDE ³¹⁴ 621-6960. HE ADVISED THAT THEY WOULD CHECK BACK 5/7/07... I RECEIVED A CALL FROM MARK (LACLEDE EXT 4001). HE STATED THAT THE BILL IS THE BILL AND THE BEST HE COULD DO WAS TO OFFER A PAYMENT PLAN. HE STATED I COULD NOT TALK TO A SUPERVISOR BUT COULD CALL THE P.U. COMMISSION AT 800-392-4211. HE SCHEDULED A METER CHANGE FOR 5/22 WHICH WAS COMPLETED 5/22 5/9/07... (5/8 WAS A HOLIDAY) MR DELL (PUBLIC SERVICE COMMISSION) PROCESSED MY INFORMAL COMPLAINT 5/24/07... MARK, LACLEDE, SUGGESTED I SHOULD WAIT FOR THE PSC DETERMINATION 7/16/07... MARK, LACLEDE, STATED THAT I SHOULD WAIT FOR LACLEDE RESPONSE.

WHEREFORE, Complainant now requests the following relief:

- THE ADDITIONAL CHARGES OF \$1174.15 FOR 3/28/06 TO 3/28/07 ARE REVERSED TO \$86.25 (\$619.29 - \$533.04 ALREADY PAID) CONSIDERING:
 - I HAVE PAID \$533.04
 - GAS USAGE WAS APPROXIMATELY THE SAME AS THE PREVIOUS YEAR
 - LACLEDE STATES THERE WERE NO GAS LEAKS ON 5/22/07
- THE BILL OF \$344.98 FOR 3/28/07 TO 6/27/07 IS REVISED TO \$195.16
- LACLEDE REVISES THEIR BILLS/STATEMENTS TO MAKE THEM EASILY UNDERSTOOD BY CUSTOMERS. THEIR BILL ADJUSTMENT STATEMENT IS NOT EASILY UNDERSTOOD

7/20/07
Date

Walter Carr
Signature of Complainant

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

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



ATTILO COSGROVE
13550 ROYAL GLEN DR
ST LOUIS, MO 63131

DE AT. 13550 ROYAL GLEN DR NO 424531-010-6 DEPOSIT 0.00 RATE RG GE GAS COST PER THERM: .96852 DEGREE DAYS 4240					BILL DETAIL PRIOR GAS BALANCE 73.73 PAYMENT THANK YOU 73.73- BILL ADJUSTMENT 533.04- CHARGE FOR GAS SVC 03-28-06 TO 03-28-07 1707.19 (INCLUDES A MONTHLY ISRS CHARGE OF \$.45) ACCOUNT BALANCE 1174.15	
SENT DING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS		
180	1861	1319	1.028	1356.4		
CORRECTED BILL HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL. SAFETY TIP - BEFORE YOU DIG, CALL 1-800-DIG-RITE TO HAVE UNDERGROUND FACILITIES MARKED FOR YOU						
CREDIT 533.04- RENT CHARGES 1707.19					AMOUNT AMOUNT DUE \$1174.15	
ENT DUE BY 04-26-07 DELINQUENT AFTER 05-07-07						
3 GAS BILL HAS RECENTLY BEEN ESTIMATED BASED ON PAST USAGE. WE HAVE NOW OBTAINED A METER DING INDICATING THAT YOUR ACTUAL USAGE WAS GREATER THAN WE ESTIMATED AND THAT YOUR ACCOUNT HAS I UNDERBILLED. YOUR CURRENT BILL HAS BEEN ADJUSTED TO CORRECT FOR THE UNDERBILLING. THE RE AMOUNT DOES NOT HAVE TO BE PAID IMMEDIATELY. YOU MAY MAKE ARRANGEMENTS TO PAY THE RECTED PORTION OF THE BILL, ALONG WITH CURRENT AND PAST DUE GAS CHARGES, IN EVEN INSTALLMENTS 3 A TIME PERIOD EQUAL TO THE PERIOD OF THE UNDERBILLING. YOU HAVE NOT BEEN CHARGED FOR ERBILLING IN EXCESS OF 12 MONTHS FROM THE DATE WE OBTAINED THE METER READING. PLEASE CALL 21-6960 OR 1-800-887-4173 IF YOU WISH TO SET UP PAYMENT ARRANGEMENTS.						

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$1174.15

AMOUNT PAID _____

MENT DUE BY 04-26-07
QUENT AFTER 05-07-07
lar Help - Check One!

\$1 [] \$2 [] \$5 []

ATTILO COSGROVE
13550 ROYAL GLEN DR
ST LOUIS, MO 63131

12453101060001174159