

Ms. Jones needs fax number, so previous
property manager + employee can fax proof
to Public Service Commission

FILED
March 26, 2008

Data Center

Missouri Public

Service Commission

Complaint Case Response Form

included Gas has no right to send disconnect notice
my bill is current + the trigger is on unmetered
In the Matter of: Kimberly Jones v. Laclede Gas Company
Case No: GC-2008-0258

Listed below are several statements about your case. These statements come from the answer the utility company gave to your complaint and from the investigation done by the PSC staff. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you need more room to respond to a statement than given by the lines on the form, you may attach additional sheets and note the number of the statement you're continuing to respond to. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true.

Laclede Gas Company's Statements. (These statements are in the same order as Laclede Gas Company's numbered responses in its Answer to the Complaint filed on March 12, 2008.)

1. Ms. Jones established a gas account at 1618 Arlington in November 2004 and terminated the account in November 2007.

☐ This whole statement is true.

This statement is not true because

no that not actual
and the acct #
my service was transferred to acct # 3500 charge
fee. From 11/24/07 - 07/24/07 these are
actual reading Ms. Jones was not a resident
+ did not consume any energy, which mean
there is nothing to charge Ms. Jones except 15.50.
you can not be bill for something that is not being used/consume
not 200 In September 2007, Laclede rendered a bill at 1618 Arlington for unmetered gas
caused by the meter's stoppage or failure to register.
that is why Laclede is stating unmetered + meter working

☐ This whole statement is true.

This statement is not true because

Also, Laclede gas rendered
a bill for un-metered, because Ms. Jones
did call Laclede gas + inform them when
she turns off her furnace, so Laclede
gas assumed meter stoppage or failure to
register. Ms. Jones never have to call or
report her gas in use, so why would she
have to report when she not using. Same thing
Laclede gas + employees
ALC

3. Ms. Jones believes that, since the meter belongs to Laclede, the Company should be responsible for the unmetered gas.

☐ This whole statement is true.

This statement is not true because

There is no unmetered gas, my stove was not in use, my furnace was not in use. As stated always. If you are not using gas then, Laclede can't bill ^{for un-metered} except for \$15.50

4. The Commission-approved tariff directs the Company to estimate the amount of gas used by a customer during the time that the meter failed, based upon the customer's use of gas in a similar period.

☐ This whole statement is true.

This statement is not true because

The meter did not fail. I was not using gas stove or furnace what, part do Laclede gas do not understand, that's why Laclede gas worker's assume meter failed & they need to be terminated from employment, and the amount they assumed un-metered, needs to be deducted from the check.

5. Laclede properly assessed a reasonable charge for the unmetered period.

☐ This whole statement is true.

This statement is not true because

The only charge is exactly ^{\$15.50} what, I was charged. You can not charge customers for un-metered gas to you assume customers are using. I turn my furnace off meaning Laclede can not overcharge me because they assume meter failed. The meter work and Laclede was aware it work the meter show less than, previous year because it was not in use, that's why Laclede assumed un-metered gas. There was no unmetered gas, it was not been used. End of conversation.

6. In September 2007, Laclede billed Ms. Jones an unmetered gas charge in the amount of \$432.16. At the same time, however, Laclede credited Ms. Jones for previous billings in the amount of \$232.05. This left a net amount due for unmetered gas charges of \$200.11.

☐ This whole statement is true.

This statement is not true because the 232.05 was paid by

Ms. Jones, that's why it was credit.
Ms. Jones understands that when you are
not using gas there's no unmetered charges
I have employment proof + neighbor proof + resident
that Ms. Jones was never home to use gas proof

7. After discussing this bill with Ms. Jones, Laclede issued an adjusted bill that provided a credit to Ms. Jones of \$70.33 for the unmetered period.

☐ This whole statement is true.

This statement is not true because The only reason the

\$70.33 credit was adjusted to the account
because laclede gas figure they would
scam Ms. Jones out of money for unmetered
that's not unmetered, laclede has nothing to
support unmetered all proof. The previous years
has nothing to do with me turn my heat off in 2007.

8. Therefore, the final net amount owed by Ms. Jones as a result of estimated gas usage during the unmetered period is \$129.78.

☐ This whole statement is true.

This statement is not true because No, \$129.78 or whatever

the charge is not owed by Ms. Jones
Ms. Jones was not using stove, furnace.
The furnace always have pull the most
energy, so when it's off there's know
energy being pull, which lower your energy
bills. Ms. Jones + her family are out for
dinner

9. Laclede is entitled to collect this sum [\$129.78] pursuant to Section 10A of its tariff, which states that, in the event of a stoppage or failure of the meter to register, the Company shall bill the customer for such period based on an estimate of the customer's like use in a similar period.

☐ This whole statement is true.

This statement is not true because Laclede gas owns the meter, not Ms. Jones. Ms. Jones turns her furnace off, so there's NO usage, so Laclede gas can not charge Ms. Jones for unmetered, only charge is the \$15.50 which has been paid several times in that time frame

10. Laclede's unmetered gas estimate in this case is not only similar to both the usage pattern and the actual amount of gas used by Ms. Jones in a like period in 2005 and 2006, it is actually a little lower.

☐ This whole statement is true.

This statement is not true because As, I stated there is NO unmetered gas, this is call Ms. Jones turned off her energy & Laclede gas ^{LMP/04/06} assumed unmetered gas, so Laclede gas employee can use their funds to pay someone else payments. It's not happen. I'm sure Laclede gas employee assume, Ms. Jones was section 8 not @ all.

11. The meter is Laclede's property; however, Laclede is not responsible for unmetered gas.

☐ This whole statement is true.

This statement is not true because Laclede gas is always responsible for unmetered gas, do to it's there property. Example if anything goes wrong in your home you can charge someone else, that's your property & you have to take responsible for your property you can not bill someone else for your property.

12. Laclede did not issue estimated bills throughout 2007. To the contrary, nearly every bill issued in 2007 was based on actual readings, although a few of those readings were based on a meter that had stopped registering usage.

☐ This whole statement is true.

This statement is not true because Laclede gas workers
altered^{edit} Timberly Jones bills. I know
exactly what I'm talking about. The
bills are already generated & Laclede gas
workers can change everything except ^{heating}
Do you all understand now?

13. Laclede has not been overcharging Ms. Jones for years.

☐ This whole statement is true.

This statement is not true because Laclede has been ^{over} charging
all customers & stating un-metered, yes including
Timberly Jones

14. Ms. Jones' gas usage at 1618 Arlington was very modest. Her annual gas usage of just over 600 CCF was not only low for the size of the property (a two-story with 1600 square feet), but is nearly 30% below the annual usage of a typical Laclede customer.

☐ This whole statement is true.

This statement is not true because Timberly Jones worked
5-16 days a week 10-13 hrs a day.
Eating out everyday, meaning buying fast
foods. Children @ school not consumed
gas & furnace been off. Only gas appliance
is stove

15. The portion of the monthly bill representing the fixed customer charge of \$15.50 is owed regardless of the amount of gas use.

☐ This whole statement is true.

This statement is not true because Ms. Jones paid in full

16. To the extent that a customer, such as Ms. Jones, conserves her gas usage, she can, and did, reap considerable benefits by reducing the impact of volumetric charges on her bill.

☐ This whole statement is true.

This statement is not true because Ms. Jones has not
benefit anything, because she still paid
her bill in full each month.

Missouri Public Service Commission Staff's Statements. (These statements are from the "FACTS" and "RECOMMENDATION" sections of the Report of the Staff filed on March 13, 2008.)

1. On October 26, 2007, Ms. Jones (Complainant) filed an informal complaint with the Consumer Services Department by phone.

☐ This whole statement is true.

This statement is not true because by phone + internet

2. Ms. Jones' meter is on the outside of her home.

☐ This whole statement is true.

This statement is not true because

That's not my home
that, somebody else property

3. On December 8, 2006, an automatic meter reading (AMR) device was installed on the outside meter.

☐ This whole statement is true.

This statement is not true because

hacle de gas stated that
commission say every resident in the state
of Missouri Meter has to be changed. hacle de
Gas never contact Ms. Jones on meter
change. Anytime changes are made it's only
right to inform the residents of changes.

4. AMR device readings were obtained and used for monthly billings through March 26, 2007, meter index of x0263.

☐ This whole statement is true.

This statement is not true because

My billing for January,
February + March are actual reading.
February, I stayed with my mom to
help with personal thing, that's why bill
was low in March + it was actual reading
mom will submit letter. JAN - JUNE are all actual
reading, I come by to check on house. I don't
feel it really hacle de Gas business, I do have a
life + family. Missouri also had a power outage
in 2007. Without electric, you can not use gas.
+ the outage occurred around summer time France.
call U. K. 11618 Arlington was affected

5. The AMR device failed to emit readings from March, 2007 through July, 2007. Consequently, the usage was originally billed at zero consumption with the minimum customer charge from March through June 2007.

☐ This whole statement is true.

This statement is not true because

No, my reading are actually usage, haclede gas employees edit the bill & type estimated, & type in Present Reading & Previous Reading & Usage (CCF) x NUMERIC

6. The July 2007 bill was issued based on estimated usage of 15 CCfs.

☐ This whole statement is true.

This statement is not true because

haclede gas employees change the actual reading to estimated usage and of CCfs. That's why Rick Zucker need to terminate these employees to teach them not to try to scam customer for their own personal gain.

7. On July 24, 2007, the stalled AMR was re-programmed which resolved the meter reading issue.

☐ This whole statement is true.

This statement is not true because

There was never nothing wrong with the stalled AMR

8. On September 17, 2007, Laclede issued an adjusted bill for 299 CCfs of unmetered gas service from January 24, 2007, to July 24, 2007.

☐ This whole statement is true.

This statement is not true because

All those bills are actual
reading except two ^{of them} which states estimate
that was edit by laclede Gas employees

9. The September 17, 2007 adjusted bill canceled the previously rendered bills for this period. The charge for gas service was \$432.16 and, after an adjustment for the previous bills and payments, the remaining balance was \$200.11.

☐ This whole statement is true.

This statement is not true because

It was \$157 or something
like that, that's no unmetered the
meter worked, & if change, it was
ordered by Public Service Commission
stated laclede Gas.

10. The September 17, 2007 bill also included gas service from July 24, 2007, to August 22, 2007, of 26 CCfs (actual usage), in the amount of \$45.98, for a total account balance of \$246.09.

☐ This whole statement is true.

This statement is not true because

As I stated My gas
is turned off each year in some months
& turned on each year in some months
so, there has never been unmetered gas
what part laclede do not understand.
You can not charge customers for unmetered
gas when not in use.

11. On September 27, 2007, a Laclede representative offered Ms. Jones a 20% allowance on the adjusted bill.

☐ This whole statement is true.

This statement is not true because

That was to cover up
these mistakes. I have two bills that states
meter change

12. Letters were mailed to Ms. Jones on September 28, 2007, and October 10, 2007.

☐ This whole statement is true.

This statement is not true because

As, stated to cover up
these mistakes, and try to confuse Ms. Jones
about unmetered.

13. The letter dated September 28, 2007, explained the method used by the Company to calculate an unmetered gas charge and provided a breakdown of the unmetered gas charge by month.

☐ This whole statement is true.

This statement is not true because

Any bill that Ms. Jones
paid + it states less than normal it's
accurate, Ms. Jones did not use gas
in those time frame, Ms. Jones was
never home to use gas + I'm not obligated
to call Laclede gas or anyone for that matter
indicating when, I'm not using gas.
I have that right, so stop trying to
get money that's not owe, that is against
the law scanning customers for things that's
not been used. You can never assume. You will
only make an --- out of yourself.

14. The letter dated October 10, 2007, explained that Laclede had recalculated the unmetered gas charge, which resulted in an allowance of \$70.33, and that the allowance would be reflected on her next gas bill.

☐ This whole statement is true.

This statement is not true because

As stated there was nothing wrong with meter @ 11618 Arlington. I have neighbor as witness. My neighbor has always been aware of Ms. Jones not been home smart

15. On October 26, 2007, a Laclede representative advised Ms. Jones that no further allowances would be given and that the unmetered usage was in line with past actual usage history.

☐ This whole statement is true.

This statement is not true because

Why Laclede gas representative stated no further allowances Rick would have it, I agree on payments ask him. So those black females need to be terminated for lying about everything including unmetered.

16. As shown below, a comparison of the estimated usage for the adjusted bill appears to be reasonable when compared to Ms. Jones' prior two years of gas usage for the same period of time:

Dates of Service	HDDs ¹	CCfs	Average Usage
01/24/05 - 07/25/05	1,833	286 - Actual Usage	.1560 CCfs per HDD
01/24/06 - 07/25/06	1,777	267 - Actual Usage	.1503 CCfs per HDD
01/24/07 - 07/24/07	2,016	239 - DR Estimated	.1195 CCfs per HDD

☐ This whole statement is true.

This statement is not true because

There's no comparison when a customer turns off the energy that pull the most energy. Furnace is how we all heat & cool our residents when cost us, when the furnace is off the cost is less.

¹ Heating Degree Days (HDD).

17. On January 4, 2008, a closure letter was sent to Ms. Jones by Consumer Services which provided the information previously provided to Ms. Jones by Laclede along with a copy of the Commission's rule on billing adjustments, statement of bills and payments and detailed billing adjustment provided by Laclede.

☐ This whole statement is true.

This statement is not true because

There was no need
to submit Ms. Jones's that information
because it does not apply to Ms. Jones
Those rules only apply when customer
are actually using, understand. So gas
was not consumed. Because all Thomas never been in his house
meaning they will stop assuming everything customers.

18. The usage information and calculation used to determine Ms. Jones estimated usage is reasonable.

☐ This whole statement is true.

This statement is not true because

NO, BECAUSE MS. JONES WAS
NOT USING GAS STOVE, DIED ALL FURNACE.

19. No tariff or rule violation exists.

☐ This whole statement is true.

This statement is not true because

NOT ON THE BASIS OF JONES
YES WITH LACLEDE GAS. WHY WOULD YOU
SEND DISCONNECT NOTICE ON UNMETERED.
MS. JONES ACCOUNT IS CURRENT, MS. JONES
IS NOT OBLIGATED FOR UNMETERED SERVICE ONLY
FOR CURRENT. ~~WHAT IS THE BASIS FOR THIS~~

Thank you for responding to these statements. Please return this form to the PSC by no later than April 9, 2008, so that we can continue to work on your complaint. If you do not return this form, we will assume that you do not want to continue with your complaint and it should be dismissed.

MS. JONES UNDERSTANDS SHE DO NOT OWE
FOR UNMETERED. SHOWING STILL WOULD NOT
COST HALF OF UNMETERED IT COST
LESS TO SHOWER THE BURNING ON
FURNACE. T. JONES IS THE ONE WHO



IMPORTANT CONTACT INFORMATION

- All your billing and customer service needs: 314-621-6960 or toll-free 1-800-887-4173
- IN AN EMERGENCY OR TO REPORT A GAS ODOR: 314-342-0800
- Send correspondence to Drawer 9, St. Louis, MO 63166
- www.lacledegas.com

Statement Date: 09/14/2007
Account Number: 881859-004-7
Service Address: 1618 ARLINGTON AVE U RES

Bill at a Glance	Amount
Previous Bill	30.60
Payment/Adjustment	(262.65)
Balance	(232.05)
Total Current Charges	478.14
Amount Due	\$246.09
Due By	09/27/07
Delinquent After	10/08/07



AUTO 13-DIGIT 631
000011 0000114 000 0420074 1000000
KIMBERLY JONES
1618 ARLINGTON AVE U RES
ST LOUIS, MO 63112

Review all bills Ms. Jones
send paperwork laclede send
NONE of them all the same

Present Reading	Previous Reading	Usage (CCF)	BTU Factor	Therms
9202	9147	55	1.030	97.9
40	0	40		
		95		

Gas Consumption Comparison

Current Period: 09/14/07

Same Period: 10/07

	Use in Therms	Source Days	Supplier Cost per Therm	Days in Billing Period
Current Period	97.9	10	1.030	10
Same Period	10.0	10	1.030	10

Important Messages

Meter was change
twice within a year
time 4 months ago
laclede why
they never state
to you all?

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171

SERVICE AT: 1618 ARLINGTON AVE U RES
ACCT NO. 881859-004-7 DEPOSIT: 0.00 RATE: 0.00
AVERAGE GAS COST PER THERM: 82329 DEGREE DAYS 646

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR	THERMS
9202	9147	55			
40	0	40			
		95		1.030	97.9

AMOUNT DUE 5724.95

CURRENT CHARGES 124.95

AMOUNT DUE 5724.95

PAYMENT DUE BY 01-09-07 DELINQUENT AFTER 01-17-07



PRESORTED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	120.
PAYMENT THANK YOU	120.
CHARGE FOR GAS 09-14-07	119.
(INCL. 1.030 BTU FACTOR & 1.030 BTU FACTOR CHARGE OF \$.22)	
ST. LOUIS CITY TAX	5.
ACCOUNT BALANCE	124.

WE APPRECIATE YOUR BUSINESS. HELP US TO ADD A NEW LOG TO OUR LIST OF GAS

Meter change
11-21-06 to
12-21-06
+ Meter again
07-24-07 to
08-22-07

QUESTION did you all receive all those
COPIES of 2007, GAS bills? That Ms. Jones
submitted. Review change for GAS SVC 07-24-07 to
08-22-07 Read above details Actual Reading - Meter change

PAYMENTS Made to WACLED Gas Company ENDING IN 2006

ACTUAL Reading - (Meter change) → 11-21-06 to 12-21-06

Prior Gas Balance \$120.07

Payment (Thank you) \$120.07

Charge for Gas SVC ^{NO METER CHARGE} 11-21-06 to 12-21-06 \$120.95

Charge for Gas SVC 12-21-06 to 01-24-07 \$140.43

Charge for Gas SVC 01-24-07 to 02-23-07 \$138.72

Charge for Gas SVC 02-23-07 to 03-24-07 \$23.74

Charge for Gas SVC 03-24-07 to 04-25-07 \$12.45

Charge for Gas SVC 04-25-07 to 05-24-07 \$12.97

Charge for Gas SVC 05-24-07 to 06-25-07 \$13.03

Charge for Gas SVC 06-25-07 to 07-25-07 \$30.40 (Estimated)

Charge for Gas SVC 07-25-07 to 08-25-2007 \$31.96 (Estimated)

Charge for Gas SVC 07-24-07 to 08-22-07 Actual Reading
Meter change

Meter was changed twice less than a year? (Questionable)