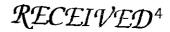
Isabelle Condict 267 Prince Towne Drive St. Louis, MO 63141 cissycondict@gmail.com



MAY 1 × 2007

Records Public Service Commission

November 9, 2007

Secretary of the Missouri Public Service Commission Attn: Data Center P.O. Box 360 Jefferson City, MO 65102-03610 NOV 1 3 2007

Re:

Isabelle Condict v. Laclede Gas Company Missouri Public Laclede Gas Account No: 398014-001-8

Dear Sir or Madam:

Enclosed is an original plus nine (9) copies of the above mentioned Complainant's formal complaint against Laclede Gas Company. Please date stamp the additional copy of the complaint and return in the enclosed self-addressed and stamped envelope.

Please address all future correspondence to my attention at the address listed above. Please contact me at 314-496-5923.

Sincerely,

Isabelle Condict

cc: MARY CAOLA KULLMAN, registered agent for LACLEDE GAS COMPANY at 720 OLIVE ST., ST. LOUIS MO 63101

## BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Name: Jeabelle Condict
vs.  / ACITANT CAC (manage)
Company Name: LACLEDE GAS (MIANY) Respondent
COMPLAINT  7 Pour la Tourse NY
Complainant resides at 267 Prive Town Dr.
St. Louis, MO 63141
1. Respondent, LACUEDE GAS COMPANY (company name)
of 720 Que St. St. Livus MO 63101 , 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:
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PLEASE SEL ATTACHEZ
<ol> <li>The Complainant has taken the following steps to present this complaint to the Respondent:</li> </ol>

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AHN MARY CAOLA MULLMAN LACLEDE GAS COMPANY 720 OLIVE STREET St. LOUIS, MO 63101
WHEREFORE, Complainant now requests the following relief:
PLASE SEE ATTACHED
Mabull Condict  Signature of Complainant

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

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

Respondent has alleged the following:

- 1. An undercharge for gas consumed to malfunctioning meter, later replaced in May 2006, for a period including but not limited to 9/19/06-5/1/07 (hereafter referred to as "disputed period")
- 2. Respondent issued complainant a bill for unmetered gas / estimated undercharge for the disputed period.
- 3. Respondent used the gas consumption for the year preceding disputed period (9/19/05—5/1/06) as its basis for calculating its estimated undercharge amount.
- 4. Complainant disputes and denies that any undercharge has occurred.
- 5. Alternatively, if an undercharge is found, Complainant states the following
  - a. The period one-year prior to disputed period (9/19/05 5/1/06), hereafter "estimate period") is not an accurate basis upon which to calculate an undercharge, if any.
  - b. My 94 year old mother, who died on April 3, 3006, suffered a severe and debilitating stroke in December 2002, rendering her totally and completely disabled. After discharge, she lived with me at my home and under my care. She required twenty-four hour care from numerous medical providers, including a full time home health care provider. She also required durable medical equipment, requiring energy and daily dressing changes, which required multiple loads of laundry on a daily basis. This significant increase of traffic and use of my home caused a dramatic increase in our household consumption of gas.
  - c. As my mother was 94, frail, confined to my home and disabled, she required the temperature in the house to be high, no less than approximately 76 degrees for 24 hours a day.
  - d. My mother passed away on April 3, 2006. Thereafter, I was able to significantly reduce my consumption of gas. I no longer had to care for my mother's stroke related needs. From this period on, I have been able to turn off my heat while away at work in the daytime and lower the temperature in the evening when I am at home. These cost saving measures were not available to me while my mother was alive.

Isabelle Condict v. Laclede Gas Company Laclede Gas Account No: 398014-001-8 Addendum to Complaint 267 Prince Towne Drive St. Louis MO, 63141 314.434.1612 Page 2 of 2

e. Accordingly, if an undercharge is found for the disputed period (existence of same is denied by complainant) the estimate period of 9/19/05 through 5/1/06 is not a valid basis for Respondent's estimated calculation of an undercharge, for reasons stated above.

## WHEREFORE, Complainant now requests the following relief:

- 1. A declaratory judgment declaring Respondent's estimated undercharge invalid, null and void.
- 2. Alternatively, if an undercharge is found, a period other than 9/19/05-5/1/06 be used to estimate the amount owed. Namely, the period of 9/19/07—5/1/08, as it more accurately reflects the current usage and has the benefit of a recently replaced / new meter.
- 3. An Order staying payment of estimated amount owed for alleged undercharge, pending resolution of dispute.
- 4. All other relief deemed fair and equitable by this Commission.

ISABELLE CONDICT

Dated: November 9, 2007