

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

MAR 15 2007

Missouri Public
Service Commission

Name: David Moser
Complainant

vs.

Company Name: Laclede Gas Co.
Respondent

Case No.

COMPLAINT

Complainant resides at 4 Homestead Acres
(address of complainant)
St. Louis, MO 63132

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

When Laclede Gas installed an AMR (automated meter reading) device last year they noted a discrepancy of approximately 410 CCF between what my remote reading device had been telling them and what the inside meter face actually read. Laclede then billed this additional usage as if it all occurred in the previous year, when gas prices were very high.

I live alone and have a moderate income. I have, over the years, made continual efforts to reduce the amount of natural gas I use; especially when prices are high. I used very little gas during the period in which Laclede Gas claims I used quite a lot. During the winter of '05/'06 I consolidated into one room of my house and, using a portable electric heater in that room, was able to set the house thermostat down even lower than usual. As evidence of this please review the attached electric bills for that winter, and for the previous winter, and please note the significant increase in electricity usage. Also please note the attached invoice for an oil-filled portable electric heater dated October 2005.

Laclede claims I used much more gas last year than usual; I claim I used far less than usual. I track my utility bills closely. I still have all my old bills for the last ten years. The variation in usage on these bills are consistent with my efforts to conserve. As to when my remote reading device started falling behind; there are no aberrations in this billing record that would indicate a particular time. The last actual meter reading before the AMR device was installed occurred in October of 1998. I have attached a copy of my gas bill from that month.

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

I have spoken with Mrs. Murray of Laclede Gas Co. at length on three separate occasions regarding this matter. She claims that the rules of the Public Service Commission require Laclede to bill my additional usage as if it all occurred in the year previous.

WHEREFORE, Complainant now requests the following relief:

I ask that Laclede Gas readjust my make-up bill by spreading the additional usage out over the period of time between when the AMR device was installed in 2006 and the last actual meter reading was performed in 1998. I can provide all my gas bills for that period of time if need be.

3-13-07

Date



Signature of Complainant

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



Customer Relations
(314) 621-6960

January 3, 2007

David C. Moser
4 Homestead Acres
St. Louis, MO 63132

Dear Mr. Moser:

At the request of Mrs. Murray, I offer the following.

Based on the reading obtained from the actual gas meter and not the device, an appreciable difference was noted. This produced a **catch-up bill**, which indicated that the previous device was not keeping up with actual usage over a period of time. The last actual reading from the meter was reported in October 1998. The additional usage billed has been distributed over the previous 12-months billing. I have listed the breakdown.

SERVICE DATES		THERMS	BILLINGS
From	To		
10/04/05	11/02/05	51.3	\$ 63.24
11/02/05	12/05/05	107.2	140.89
12/05/05	01/06/06	146.1	204.43
01/06/06	02/06/06	115.4	154.81
02/06/06	03/08/06	122.1	160.90
03/08/06	04/06/06	75.1	104.60
04/06/06	05/08/06	33.8	53.35
05/08/06	06/07/06	25.5	43.20
06/07/06	07/07/06	16.4	32.23
07/07/06	08/07/06	16.4	32.29
08/07/06	09/05/06	17.4	33.51
09/05/06	10/04/06	23.5	40.98
			\$1,064.43
OLIVETTE TAX			118.27
TOTAL			\$1,182.70

I hope this information has been helpful.

Sincerely,

A. J. DeBerry
Mrs. B. DeBerry
CUSTOMER RELATIONS

BD:sah

Comparison of Electric Bills

Winter
September 6, 2004 to April 4, 2005
(-3916 Kwh used)

Winter
September 6, 2005 to April 6, 2006
(5529 Kwh used)

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
22917	22448	469	ACTUAL	1M	32.67
Olivette Muni Chg					3.63
CREDIT					-.04
AMOUNT DUE ON 10/19					\$36.26

99 B-000026198
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 09/06 to 10/05/04 Days 29
Last Payment 09/22/04 \$62.68
Acct. No. 43815-01111 Bill Date 10/07/2004

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
23370	22917	453	ACTUAL	1M	31.80
Olivette Muni Chg					3.53
AMOUNT DUE ON 11/18					\$35.33

99 B-000026392
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 10/05 to 11/03/04 Days 29
Last Payment 10/20/04 \$36.26
Acct. No. 43815-01111 Bill Date 11/05/2004

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
23983	23370	613	ACTUAL	1M	40.47
Olivette Muni Chg					4.50
AMOUNT DUE ON 12/20					\$44.97

99 B-000025831
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 11/03 to 12/06/04 Days 33
Last Payment 11/16/04 \$35.33
Acct. No. 43815-01111 Bill Date 12/08/2004

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
24698	23983	715	ACTUAL	1M	46.00
Olivette Muni Chg					5.11
AMOUNT DUE ON 01/24					\$51.11

99 B-000026211
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 12/06 to 01/09/05 Days 34
Last Payment 12/17/04 \$44.97
Acct. No. 43815-01111 Bill Date 01/11/2005

6.93¢/kwh

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
25281	24698	583	ACTUAL	1M	38.85
Olivette Muni Chg					4.32
AMOUNT DUE ON 02/22					\$43.17

99 B-000026125
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 01/09 to 02/07/05 Days 29
Last Payment 01/21/05 \$51.11
Acct. No. 43815-01111 Bill Date 02/09/2005

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
25836	25281	555	ACTUAL	1M	37.33
Olivette Muni Chg					4.15
AMOUNT DUE ON 03/22					\$41.48

99 B-000024469
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 02/07 to 03/08/05 Days 29
Last Payment 02/24/05 \$43.17
Acct. No. 43815-01111 Bill Date 03/10/2005

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
28364	25836	528	ACTUAL	1M	35.87
Olivette Muni Chg					3.99
AMOUNT DUE ON 04/21					\$39.86

99 B-000026339
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 4 HOMESTEAD ACRES

Service from 03/08 to 04/07/05 Days 30
Last Payment 03/23/05 \$41.48
Acct. No. 43815-01111 Bill Date 04/11/2005

RETURN THIS STUB WITH PAYMENT TO:

AmerenUE
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

Acct. No. 43815-01111

Amt Due \$39.86
Due By 04/21
Delinquent After 05/02



*****AUTO**5-DIGIT 63132

DAVID C MOSER
4 HOMESTEAD ACRES
SAINT LOUIS, MO 63132-3437

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
30285	29579	707	ACTUAL	1M	45.57
Olivette Muni Chg					5.06
AMOUNT DUE ON 10/19					\$50.63

99 B-000026017
Auto 5-Digit

FIRST CLASS
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO.

Service at: 4 HOMESTEAD ACRES

Service from 09/06 to 10/05/05 Days
Last Payment 09/19/05 \$73.68
Acct. No. 43815-01111 Bill Date 10/07/20

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
30903	30285	617	ACTUAL	1M	40.69
Olivette Muni Chg					4.52
AMOUNT DUE ON 11/18					\$45.21

99 B-000032550
Auto 5-Digit

FIRST CL
U.S. PC
PAID 1
ST. LO
PERMIT

Service at: 4 HOMESTEAD ACRES

Service from 10/05 to 11/03/05 Days
Last Payment 10/19/05 \$50.63
Acct. No. 43815-01111 Bill Date 11/07/05

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
31573	30903	670	ACTUAL	1M	43.56
Olivette Muni Chg					4.84
AMOUNT DUE ON 12/20					\$48.40

99 B-000026031
Auto 5-Digit

FIRST CL
U.S. PC
PAID 1
ST. LO
PERMIT

Service at: 4 HOMESTEAD ACRES

Service from 11/03 to 12/06/05 Days
Last Payment 11/17/05 \$45.21
Acct. No. 43815-01111 Bill Date 12/08/05

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
32585	31573	1012	ACTUAL	1M	57.49
Olivette Muni Chg					6.39
AMOUNT DUE ON 01/24					\$63.88

99 B-000016041
Auto 5-Digit

FIRST CL
U.S. PC
PAID 1
ST. LO
PERMIT

Service at: 4 HOMESTEAD ACRES

Service from 12/06 to 01/09/06 Days
Last Payment 12/14/05 \$48.40
Acct. No. 43815-01111 Bill Date 01/11/06

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
33488	32585	883	ACTUAL	1M	52.77
Olivette Muni Chg					5.86
REV SHARING CREDIT					-.71
AMOUNT DUE ON 02/22					\$57.92

99 B-000016923
Auto 5-Digit

FIRST C
U.S. P
PAID
ST. LO
PERMIT

Service at: 4 HOMESTEAD ACRES

Service from 01/09 to 02/07/06 Days
Last Payment 01/19/06 \$63.88
Acct. No. 43815-01111 Bill Date 02/09/06

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
34395	33488	827	ACTUAL	1M	54.38
Olivette Muni Chg					6.04
AMOUNT DUE ON 03/22					\$60.42

99 B-000016445
Auto 5-Digit

FIRST C
U.S. P
PAID
ST. LO
PERMIT

Service at: 4 HOMESTEAD ACRES

Service from 02/07 to 03/08/06 Days
Last Payment 02/15/06 \$57.92
Acct. No. 43815-01111 Bill Date 03/10/06

PREV RDG	PREV RDG	USE	READING	RATE	AMOUNT
35108	34395	713	ACTUAL	1M	45.89
Olivette Muni Chg					5.10
AMOUNT DUE ON 04/21					\$50.99

99 B-000016902
Auto 5-Digit

FIRST C
U.S. P
PAID
ST. LO
PERMIT

Service at: 4 HOMESTEAD ACRES

Service from 03/08 to 04/06/06 Days
Last Payment 03/15/06 \$60.42
Acct. No. 43815-01111 Bill Date 04/11/06

RETURN THIS STUB WITH PAYMENT TO:

AmerenUE
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

Acct. No. 43815-01111

Amt Due \$50.99
Due By 04/21
Delinquent After 05/02



*****AUTO**5-DIGIT 63132

DAVID C MOSER
4 HOMESTEAD ACRES
SAINT LOUIS, MO 63132-3437

Kitchen and Home

Packing Slip

www.iKitchen.com

256 West 36th Street 5th Floor
New York N.Y. 10018

REF. NO.	DATE	ORDER NO.
179515	10/12/2005	202756

SOLD TO

David Moser 636-477-6600
4 Homestead Acres
St. Louis MO 63132
US United States

SHIP TO

David Moser 636-477-6600
4 Homestead Acres
St. Louis MO 63132
US United States

SKU	QUANTITY	DESCRIPTION
07-6707E	1	Delonghi 7 Fin With Electronic Climate Control 6707E

Packed Proudly By A.H.

support@kitchenselect.com

www.kitchenselect.com

For return or exchange information please email the following
information to support@kitchenselect.com

Thanks for your order! Please email support@kitchenselect.com with
questions on your order.

Laclede Gas Company					DRAWER 2 ST. LOUIS, MO 63171	
SERVICE AT: 4 HOMESTEAD ACRES						
ACCT NO. 112192-002-8			DEPOSIT 0.00		RATE GS	
AVERAGE GAS COST PER THERM: .30152 DEGREE DAYS 228						
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	
8848	8806	42		1.019	42.8	
ACTUAL READING					AMOUNT	
GAS ARREARS/LATE PAY					.31	
CURRENT CHARGES					34.22	
AMOUNT DUE					\$34.53	
PAYMENT DUE BY 11-19-98 DELINQUENT AFTER 11-27-98						



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

XXXXXXXXXXXXXXXXXXXX

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	20.82
LATE PAYMENT CHRG GAS	.31
PAYMENT THANK YOU	20.82-
CHARGE FOR GAS SVC 10-06-98 TO 11-04-98	30.80
OLIVETTE TAX	3.42
ACCOUNT BALANCE	34.53

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