BEFORE THE PUBLIC SERVICE COMMISSION OF THE

BEFORE 1	OF THE STATE OF MISSOURI	\mathcal{F}	ILED3
Name: David A		MAN.	Υ 7 _~
vs. Company Name: <u>Lacled</u>	e Gas Co.)	tri public Commission
Complainant resides at	COMPLAINT 4 Homestca St. Louis, A	d Acres s of complainant) 10 63132	
1. Respondent, Lac	(compan	ompany y name)	ty under the

jurisdiction of the Public Service Commission of the State of Missouri.

(location of company)

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.



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 I	DATES		
From	To .	THERMS	BILLINGS
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,

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)

Service at 4 HOMESTEAD ACRES Service 11 H HOMESTEAD ACRES Service 12 H HOMESTEAD ACRES Service 13 H HOMESTEAD ACRES Service 14 H HOMESTEAD ACRES Service 15 H HOMESTEAD ACRES		AmerenUE P.O. BOX 66529 ST. LOUIS, MO	63166-6529							
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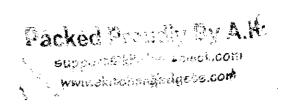
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