

# FILED

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## SUPPLEMENTAL STAFF REPORT

Missouri Public  
Service Commission

TO: Missouri Public Service Commission Official Case File  
Case No. GC-2004-0281, Roy Smith v. Missouri Gas Energy

FROM: James M. Russo, Energy Department, Tariffs/Rate Design

DATE: July 14, 2004

On January 9, 2004, Mr. Roy Smith (Complainant) filed a Complaint with the Missouri Public Service Commission (Commission) against Missouri Gas Energy (MGE or Company). As a basis of his Complaint, the Complainant states that he is being charged by MGE for bills that were incurred by the previous tenant.

On February 9, 2004, the Commission issued an Order in this Complaint requiring the Staff of the Commission to investigate the circumstances set out in the Complaint and to make a written report to the Commission by March 10, 2004.

On March 8, 2004, Staff filed its Report and Recommendation with the Commission. MGE filed its response to the Staff Report on March 17, 2004.

On July 13, 2004, MGE filed a Withdrawal of Waiver in this Complaint with the Commission. Item number 4 in this filing referred to MGE obtaining Department of Revenue documents showing Mr. Smith resided at the 5823 E. 16<sup>th</sup> Street address as early as January 23, 2003.

The Energy Department Staff (Staff) reviewed these documents. The documents were certified to be true and authentic records of the Driver and Vehicle Services Bureau, Missouri Department of Revenue. The documents show that on January 23, 2003, Mr. Smith resided at 5823 E. 16<sup>th</sup> Street, Kansas City, Missouri.

Staff reviewed the account analysis previously provide by MGE to determine the dollar amount of gas used at the Complainant's address. Staff pro-rated the February 3, 2003, bill in the amount of \$223.88, adding one third to the total to account for the January 23, 2003 move in date of Mr. Smith. The reconciliation is listed below:

Balance owed as of 1/23/03	\$327.89
1/3 of 2/3/03 actual bill	74.63
Actual bills 3/3/03 thru 6/3/03	478.02
Subtotal	\$880.54
Less Payments:	-330.00
Balance owed as of 6/3/03	\$550.54

Exhibit No. 10  
Case No(s) GC-2004-0281  
Date 7-18-04 Rptr XF

In addition to the amount above, the bill in the amount of \$32.99 is still outstanding for the period ending July 3, 2003.

Staff finds the additional information provided by MGE in this complaint is sufficient to warrant a change in Staff's original recommendation. The additional information indicates that Mr. Smith, the Complainant, was a member of the household so he benefited from service and is, therefore, responsible for the outstanding bills at 5823 16<sup>th</sup> Street from January 23, 2003, to present. Staff recommends the Commission issue an Order stating that:

1. Evidence indicates and the Commission finds that Mr. Smith appears to have lived at 5823 16<sup>th</sup> Street and to have received benefit from gas service provided at the Complainant's household during the time period of January 23, 2003, to present.
2. MGE is authorized to collect the prior indebtedness outstanding on June 1, 2003, in the amount of \$550.44.
3. MGE is authorized to collect the prior indebtedness for the month of June 2003, in the amount of \$32.99.

Copies:     Director-Utility Operations Division  
              Director-Administration Division  
              General Counsel  
              Manager-Energy Department  
              Manager-Consumer Services Department  
              Robert Hack, Vice President-Pricing and Regulatory Affairs  
              (Southern Union)  
              Roy Smith, Complainant