

FILED²

DEC 04 2006

Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: Gale Carpenter)
)
vs.) Case No.
)
Company Name: Missouri Gas Energy)
)

COMPLAINT

1. Complainant, Gale Carpenter, resides at 306 S. 4th Street, Gower, Missouri 64454.
2. Respondent, Missouri Gas Energy of Kansas City, Missouri, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.
3. As the basis of this complaint, Complainant states the following facts:
 - a. Ralph E. Schuh was the owner and resident of a single family dwelling at 604 N. 27th Street, St. Joseph, Missouri 64506.
 - b. Ralph E. Schuh was the account holder for gas service at that address.
 - c. Ralph E. Schuh was the sole occupant at that address at the time of his death and for many years prior to his death.
 - d. Ralph E. Schuh died on December 9, 2005.
 - e. Ralph E. Schuh's sole heir is his son, Ryan Schuh, age 20.
 - f. On and prior to December 9, 2005, Ryan Schuh was in the custody and support of his mother, Gale Carpenter.
 - g. Gale Carpenter was never married to Ralph Schuh.
 - h. Gale Carpenter has not resided at 604 N. 27th Street at any time in the past 20 years.

- i. The house at 604 N. 27th Street, St. Joseph, MO was in serious disrepair at the time of Ralph Schuh's death. The problems included, but were not limited to:
 - 1.) No usable bathroom. The bathroom had been torn up and new fixtures purchased, but not installed.
 - 2.) Holes in the roof and resultant water damage in the kitchen.
 - 3.) Water in the basement.
- j. The house at 604 N. 2th Street remains in the same serious state of disrepair at the present time.
- k. The house has been vacant since Ralph Schuh was hospitalized prior to his death on December 9, 2005.
- l. In late January, 2006 Gale Carpenter picked up Ralph Schuh's accumulated mail from the mailbox at 604 N. 27th Street to begin trying to resolve his affairs on behalf of Ryan Schuh. Outstanding bills included billing for utility services to Ralph Schuh's address.
- m. In early February 2006, Gale Carpenter began contacting creditors to notify them of Ralph Schuh's death. Telephone contact was made with the utility companies.
- n. On or about February 3, 2006 Gale Carpenter talked to a customer service agent at Aquila. Upon telephone notice of Mr. Schuh's death, Aquila agreed to transfer electric service to Ms. Carpenter's name and mail all new bills to her business address.
- o. On or about February 3, 2006 Gale Carpenter talked to a customer service

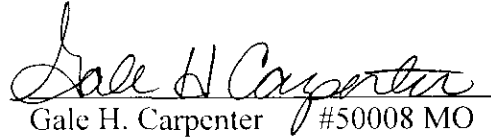
representative at Missouri Gas Energy. Ms. Carpenter explained that Ralph Schuh had passed away and requested that gas service also be transferred to her name and bills for service from that date forward be mailed to her business address. The customer service representative informed Ms. Carpenter that there was an outstanding balance and that the gas service was scheduled for disconnection. Ms. Carpenter explained that she was not legally responsible for Ralph Schuh's outstanding debts, and that she was merely trying to provide proper notification. She further explained to the customer service representative that the house was not inhabitable and that she hoped to have service transferred to her so that work could be done on the house. The customer service representative informed her that gas service could not be continued or transferred until Missouri Gas Energy received a copy of the death certificate.

- p. In early March 2006, Gale Carpenter again picked up mail from the mailbox at 604 N. 27th Street. In that mail was another disconnect notice from Missouri Gas Energy. The notice was addressed to Ralph Schuh at 604 N. 27th Street, St. Joseph, MO 64506 and was dated March 2, 2006.
- q. In early March, 2006 Gale Carpenter had not yet received the Death Certificate for Ralph E. Schuh, which she believed was being mailed to her. Ms. Carpenter picked up a copy of the Death Certificate on March 16, 2006.
- r. Gale Carpenter subsequently sent a letter to Missouri Gas Energy with a copy of the Death Certificate. No reply was received.

- s. Gale Carpenter did find a hang tag on the door of 604 N. 27th Street, dated March 14, 2006, as notification that a gas company representative had been to the vacant address and that service was not discontinued. Up until that time Gale Carpenter assumed, based on the previous shut-off notice and the customer service representative's assertion that gas service could not be altered by Gale Carpenter without a Death Certificate, that gas service had already been interrupted.
 - t. Gale Carpenter has since contacted Missouri Gas Energy by telephone and has been denied gas service at 604 N. 27th Street, St. Joseph, MO 64506 until Ralph Schuh's outstanding gas bill is paid.
 - u. Complainant has received no benefit and use of the gas service at 604 N. 27th Street and is not the legal guarantor for the delinquent bill.
4. Complainant has taken the following steps to present this complaint to the Respondent:
- Complainant, Gale Carpenter, contacted Missouri Gas Energy by telephone and explained the circumstances to the customer service representative. The customer service representative was rude and not helpful. Complainant then asked to speak to a supervisor. Complainant again explained the problem and told the supervisor that she had sent the death certificate as soon as she received it.

WHEREFORE, Complainant now requests the following relief: That the Missouri Gas Energy agree to commence service at 604 N. 27th Street, St. Joseph, MO 64506 if Complainant should request service, in accordance with 4 CSR 240-13.

Respectfully Submitted,
MONTEE LAW FIRM


Gale H. Carpenter #50008 MO

P.O. Box 127

St. Joseph, MO 64502-0127

(816) 364-1650

Fax (816) 364-1509

6000 MARTWAY ST
SHAWNEE MISSION, KS 66202-3339



RETURN SERVICE REQUESTED

DATE: 1/10/2006
TELEPHONE: 913-362-3950

ALL FOR AADC 640 61a01846.071 0008



RALPH SCHUH 00866987 74
604 N 27TH ST
SAINT JOSEPH MO 64506-2802

IF PAYING BY CREDIT CARD, PLEASE FILL OUT BELOW	
CHECK CARD USING FOR PAYMENT	
<input type="checkbox"/> DISCOVER	<input type="checkbox"/> MASTERCARD
<input type="checkbox"/> VISA	<input type="checkbox"/> AMERICAN EXPRESS
CARD NUMBER	AMOUNT
SIGNATURE	EXP. DATE

MONDAY - THURSDAY 8AM - 7PM
FRIDAY 8AM - 4PM
SATURDAY 8AM - NOON

CREDITOR: MISSOURI GAS ENERGY
AMOUNT DUE: \$484.93
ACCOUNT NUMBER: 00866987
REF #: 1001 8025054226
ASSIGNED COLLECTOR NUMBER: 74

CREDIT WORLD SERVICES, INC
6000 MARTWAY ST
SHAWNEE MISSION, KS 66202



MAY WE HEAR FROM YOU?

If this balance is not correct,
please call us at 913-362-3950
during normal business hours.

Visa, Mastercard, Discover and American Express will be accepted.

This is an attempt to collect a debt. Any information obtained will be used for that purpose.

Sincerely

Credit World Services, Inc.
A Full Service Debt Collection Agency

Fax
913-362-7658



MISSOURI GAS ENERGY

OUR SERVICE
PERSON _____

EMPLOYEE ID

WAS AT _____

604 N 27

ADDRESS

TODAY _____

3-14-06

DATE

Pm

TIME



Thank you.

PLEASE CALL
AND LET US
KNOW WHEN
IT WOULD BE
CONVENIENT
TO RETURN.

PLEASE
TURN
OVER

We did ☐ / did not ☐ make repairs today.

We were unable to:

Turn on Gas

☐

Turn off Gas

☐

_____ Meter

For the following reasons:

Not at home ☐

Unable to gain access ☐

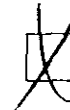
No city inspection ☐

Leak in house piping ☐

Appliance not properly installed ☐

Other _____

Our employee was here to discontinue
your service today.



Your service **WAS NOT** discontinued.
In order to avoid disconnection of
service, you should immediately call
the number listed below.

☐

Your service **WAS** discontinued. To
arrange for restoration of service, you
should call the number listed below.

Telephone Number:

(816) 756-5252 or 1-800-582-1234

523-3 (1/00)

FINAL DISCONNECT NOTICE



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:

1-800-582-1234

P.O. BOX 219255

KANSAS CITY, MO 64121-9255

FOR SERVICE LOCATED AT:

604 N 27TH ST

SAINT JOSEPH, MO

00003215 AB 0.317

*****AUTO** ALL FOR AADC 640

|||||

ACCOUNT NUMBER:

8025054226

NOTICE DATE:

MAR 02, 2006

RALPH SCHUH

604 N 27TH ST

SAINT JOSEPH, MO 64506-2802

YOUR SERVICE IS SCHEDULED TO BE SHUT OFF ON OR AFTER MAR 13

If you have not yet paid the OVERDUE AMOUNT, the only method of avoiding disconnection is to call the telephone number listed above to arrange for payment.

If service is disconnected, you may be assessed the following charges before having your gas turned back on:

Overdue Amount	\$	565.48
Reconnect Fee	\$	45.00
Collection Charge	\$	8.00
Security Deposit	\$	324.19
Total Amount Due	\$	942.67

The charges listed above, plus any amounts which have become past due since the issuance of this notice, must be paid before service is restored.

If the OVERDUE AMOUNT has been paid, please disregard this notice.
Thank you for your cooperation.

OVERDUE AMOUNT of \$ 565.48 must be received before MAR 13

**** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ****

17/09017/15/Z

NOTICE DATE: MAR 02, 2006

ACCOUNT NBR:

RALPH SCHUH

604 N 27TH ST

SAINT JOSEPH, MO 64506-2802

8025054226

**OVERDUE
AMOUNT
must be
paid before
MAR 13, 2006**

\$ 565.48

AMOUNT PAID

\$

80250542260000565480000565480000565480