

FILED<sup>3</sup>

DEC 27 2018

Missouri Public  
Service Commission

Case No. GC-2017-0348

David Apted, Complainant

v.

Laclede Gas Company, Respondent

Exhibit 101

Staff's Data Requests and Responses

Staff Exhibit No. 101  
Date 12-10-18 Reporter Bjv  
File No. \_\_\_\_\_

**Missouri Public Service Commission****Respond Data Request**

<b>Data Request No.</b>	0001
<b>Company Name</b>	Spire-Investor(Gas)
<b>Case/Tracking No.</b>	GC-2017-0348
<b>Date Requested</b>	8/30/2017
<b>Issue</b>	Revenue-Billing Determinants
<b>Requested From</b>	Rick Zucker
<b>Requested By</b>	Marcella Forck
<b>Brief Description</b>	Technician Notes and Procedure for Testing AMR for a Meter
<b>Description</b>	1. Please provide the technician's notes from when the meters at the apartment complex in question were replaced on February 17th, 2017. a. Was the AMR reading the same as the actual readings of the meter, when the meters were replaced? 2. What is Laclede's procedure for testing the AMR for a meter? Request submitted by Joe Roling (Joseph.Roling@psc.mo.gov).
<b>Response</b>	1. Please see attached. a. Yes. 2. If the AMR matches the meter, this indicates that the AMR device is working properly, because the meter drives the AMR reading. If it does not match the meter, we would note that and re-program the AMR device.
<b>Objections</b>	N/A

The attached information provided to **Missouri Public Service Commission** Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the **Missouri Public Service Commission** if, during the pendency of Case No. **GC-2017-0348** before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in the **Spire-Investor(Gas)** office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions

and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to **Spire-Investor(Gas)** and its employees, contractors, agents or others employed by or acting in its behalf.

**Security :** Confidential  
**Rationale :** Contains customer-specific information.

Field Activity	Heating General Residential Metered, On-line User, Investigate for High Bill, Completed, Scheduled 02-17-2017 07:00:00AM, Appointment Scheduled		Field Act
Service Point ID	5683240025	Heating General Residential Metered/Cycle 08/Route 1017/1736 NICHOLSON PLAPT A, SAINT LOUIS, MO, 63104-2614	
Activity Type	H-BILL	Investigate for High Bill	
	Created on 02-15-2017 05:42:53PM by user ALC00821.		
Schedule Date/Time	02-17-2017 / 07:00:00AM	Appointment scheduled. 02-17-2017 07:00:00AM to 02-17-2017 10:30:00AM, Generation 4.	
Field Activity Status	Completed		
Field Activity Priority	Priority 10 -- Highest	Eligible for Dispatch	<input checked="" type="checkbox"/>
Dispatch Group	G4	Generation 4	
Field Order ID	No Field Order Information		
External ID	5683240025	Intermediate Status	<input type="text"/>
Instructions	CALL 15 MINS AHEAD @ 314-308-9258. ALSO CUST IS REHABING THIS PROPERTY		
Comments	no air issues, all ok		

Service Point ID	5683240028	Heating General Residential Metered/Cycle 08/Route 1017/1736 NICHOLSON PLAPT B, SAINT LOUIS, MO, 63104-2614	
Activity Type	H-BILL	Investigate for High Bill	
	Created on 02-15-2017 05:41:07PM by user ALC00821.		
Schedule Date/Time	02-17-2017 / 07:00:00AM	Appointment scheduled. 02-17-2017 07:00:00AM to 02-17-2017 10:30:00AM, Generation 4.	
Field Activity Status	Completed		
Field Activity Priority	Priority 10 -- Highest	Eligible for Dispatch	<input checked="" type="checkbox"/>
Dispatch Group	G4	Generation 4	
Field Order ID	No Field Order Information		
External ID	5683240028	Intermediate Status	<input type="text"/>
Instructions	CALL 15 MINS AHEAD @ 314-308-9258		
Comments	1 hh doesn't work, other hh thermostat at low 50 degrees for pipe safety. owner currently rehabbing unit.		
Additional Info			

Field Activity	Heating General Residential Metered, On-line User, Investigate for High Bill, Completed, Scheduled 02-17-2017 07:00:00AM, Appointment Scheduled		Field Act
Service Point ID	5683240027	Heating General Residential Metered/Cycle 08/Route 1017/1736 NICHOLSON PLAPT C, SAINT LOUIS, MO, 63104-2614	
Activity Type	H-BILL	Investigate for High Bill	
	Created on 02-15-2017 05:39:17PM by user ALC00821.		
Schedule Date/Time	02-17-2017 / 07:00:00AM	Appointment scheduled. 02-17-2017 07:00:00AM to 02-17-2017 10:30:00AM, Generation 4.	
Field Activity Status	Completed		
Field Activity Priority	Priority 10 -- Highest	Eligible for Dispatch	<input checked="" type="checkbox"/>
Dispatch Group	G4	Generation 4	
Field Order ID	No Field Order Information		
External ID	5683240027	Intermediate Status	<input type="text"/>
Instructions	CALL 15 MINS AHEAD @ 314-308-9258		
Comments	customer rehabbing this unit also, not habitable at this time.		

**Missouri Public Service Commission****Data Request**

<b>Data Request No.</b>	0002
<b>Company Name</b>	Spire-Investor(Gas)
<b>Case/Tracking No.</b>	GC-2017-0348
<b>Date Requested</b>	11/1/2018
<b>Issue</b>	Revenue - Customer Bills
<b>Requested From</b>	Mike Pendergast
<b>Requested By</b>	Whitney Payne
<b>Brief Description</b>	Complainant's First Discovery Requests to Respondent Spire Missouri Inc.
<b>Description</b>	Please provide the Company's response to Complainant's First Request for Production and Interrogatories to Respondent Spire Missouri Inc. which were requested by Steve Donner on October 30th, 2018. Request submitted by Joe Roling (Joseph.Roling@psc.mo.gov).
<b>Due Date</b>	11/21/2018

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission Staff if, during the pendency of Case No. GC-2017-0348 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information.

If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in the Spire-Investor(Gas) office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Spire-Investor(Gas) and its employees, contractors, agents or others employed by or acting in its behalf.

<b>Security</b>	Public
<b>Rationale</b>	NA

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

David Apted,	)	
	)	
Complainant,	)	
	)	Case No. GC-2017-0348
v.	)	
	)	
Spire Missouri, Inc., f/k/a Laclede Gas Company,	)	
	)	
Respondent.	)	

**RESPONSE OF SPIRE MISSOURI INC  
TO COMPLAINANT'S FIRST REQUEST FOR PRODUCTION AND  
INTERROGATORIES DIRECTED TO RESPONDENT**

Set forth below are Spire Missouri Inc. responses to Complainant's First Request for Production and Interrogatories Directed to Respondent submitted on October 30, 2018. It should be noted that Spire Missouri is providing these responses even though much of the information requested has been available to Complainant for over a year now and even though Complainant has failed to pay one half of the disputed amounts in this matter as required by the Commission Rules.

**Requests for Production of Documents**

1. All gas bills for the Property during the Relevant Period.

**Please see attached gas bills.**

2. All documents relating to the repair or replacement of the gas meter located at the Property.

**Please see the attached Report of Staff dated August 10, 2017 and Laclede Gas Company's Amended Answer to Amended Complaint dated November 15, 2017.**

3. All documents containing communications by Spire relating to:

- a. the accuracy or inaccuracy of the Gas Meter(s) located at the Property;
- b. Apted; and
- c. the Complaint.

**Please see the attached Report of Staff dated August 10, 2018 and Laclede Gas Company's Amended Answer to Amended Complaint. Also please see the attached materials for non-privileged communications relating to this matter.**

4. All documents containing the "regular readings of [the Property's] gas usage from the AMR device"<sup>1</sup> received by Spire during the Relevant Period.

**Please see the attached Report of Staff dated August 10, 2017 and the attached Laclede Gas Company's Amended Answer to Amended Complaint dated November 15, 2017.**

5. All documents relating to the accuracy or inaccuracy of the Gas Meter(s) located at the Property, including, but not limited to, studies, reports, analysis, and or memoranda, including any documents that predate the Relevant Period, whether prepared by Spire or a third party.

**Please see the attached Report of Staff dated August 10, 2017 and the attached Laclede Gas Company's Amended Answer to Amended Complaint dated November 15, 2017.**

6. All documents setting forth Spire's policies and procedures relating to:

- a. the verification of the accuracy of Spire Gas Meters;

**Please see the attached Report of Staff dated August 10, 2017 and the attached Laclede Gas Company's Amended Answer to Amended Complaint**

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<sup>1</sup> <https://www.spireenergy.com/gas-meters>

dated November 15, 2017. Also please see: (a) the statistical sampling protocol authorized for meters by the Commission in Case No. GO-91-353 for Spire West and in Case No. GO-95-320 for Spire East; (b) Commission Rules 4 CSR 240-40.030(8) (A)(C)(D)(E) and (F) relating to technical standards, installation, damage protection, and operating pressure requirements for meters. Spire Missouri also conducts periodic leak surveys and corrosion inspections of its facilities.

b. regularly-scheduled inspections of Spire Gas Meters.

**Please see the response to Request 3b.**

c. the “regular maintenance” to the Spire Gas Meters as described on Spire’s website,<sup>2</sup> and

**Please see the response to Request 3c.**

d. “adjust[ing] any difference between [a customer’s] estimated reading and [the customer’s] actual usage on [the] next bill” when the AMR device or meter is not measuring gas usage correctly.<sup>3</sup>

**Please see Spire Missouri’s objection letter dated November 9, 2018.**

7. All instruction manuals relating to the Automated Meter Reading technology on the Property’s Gas Meter.

The current model AMR module registers use via rotations using a magnet attached to smallest volume meter index hand. The index test hand turns while gas use is occurring and the magnet passes a pulse counter. The pulse counts are gathered by the AMR to calculate the meter reading and the AMR then transmits the reading to

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<sup>2</sup> <https://www.spireenergy.com/gas-meters>

<sup>3</sup> <https://www.spireenergy.com/gas-meters>



the MicroCell Controller. The reading is transmitted for only a fraction of a second every 15 minutes at 917Mhz frequency. The MicroCell Controller then sends the reading to a CellMaster which in turn sends the reading to the Landis&Gyr Network Operations Center via a T1 line. The operations center produces a file providing the last AMR reading which registered for the day and this read file is then provided to Spire. The AMR system used by Spire has been in service for more than a decade, has permitted the Company to significantly reduce the number of bills it previously had to estimate, and has provided customers with access to more information concerning their usage. The technology has also been successfully used across the country by utilities to generate usage readings on a cost effective and accurate basis for millions of natural gas customers.

8. All documents setting forth the results of any audit of Spire's Gas Meters.

**Please see Spire Missouri's objection letter dated November 9, 2018.**

9. All documents setting forth a comparison between the accuracy of: (a) Spire's gas meters with the AMR technology and (b) Spire's gas meters without the AMR technology.

**Please see Spire Missouri's objection letter dated November 9, 2018 and response to Production Request No. 7.**

### Interrogatories

1. With respect to each Gas Meter located at the Property during the Relevant Period, identify:

- a. the make and model number;

**Unit A Meter: # 000918701 was installed on 09/01/86.**

**Unit B Meter # 001089655 was installed on 02/04/93.**

**Unit C Meter # 000918628 was installed on 09/01/86.**

- b. the date of installation;

**Meter for Unit A was installed on 09/01/1986**

**Meter for Unit B was installed on 02/04/93**

**Meter for Unit C was installed on 09/01/86**

- c. the date(s) the meter was tested for accuracy, the person requesting the test(s), the person(s) performing the test(s), and describe in detail the results of the test(s);

**Please see the attached Report of Staff dated August 10, 2017.**

- d. the date(s) the meter was repaired, the person requesting the repair(s), the person(s) performing the repair(s), and describe in detail the nature of the repairs; and

**Each of the meters for Units A, B, and C were replaced with new meters on 02/17/17 so that they could be tested in response to concerns raised by Complainant. Meter # 001418654 was installed at Unit A, Meter # 001311972 was installed at Unit B, and Meter # 001367659 was installed at Unit C.**

- e. the date(s) the meter was replaced, the person requesting the replacement(s), the person(s) performing the replacement(s), and describe in detail the reason for the replacement.

**Each of the meters were removed and replaced so that they could be tested for accuracy in response to concerns raised by the Complainant.**

2. Identify the person with the most knowledge at Spire relating to the accuracy of Spire's Automated Meter Reading (AMR) technology.

**This is no one person with the "most knowledge at Spire relating to the accuracy of Spire's Automated Meter Reading (AMR) technology." Spire has multiple individuals with knowledge of such technology and will be sponsoring a witness in this case who will be able to answer questions regarding this matter.**

Respectfully submitted,

SPIRE MISSOURI INC.

**/s/ Michael C. Pendergast**  
Michael C. Pendergast #31763  
Of Counsel  
Fischer & Dority, P.C.  
Telephone: (314) 288-8723  
Email: [mcp2015law@icloud.com](mailto:mcp2015law@icloud.com)  
423 South Main Street (R)  
Saint Charles, Mo. 63301

**CERTIFICATE OF SERVICE**

The undersigned certifies that a true and correct copy of the foregoing pleading was served on the participating parties on this 19th day of November 2018 by hand-delivery, fax, electronic mail or by regular mail, postage prepaid.

**/s/Michael C. Pendergast**

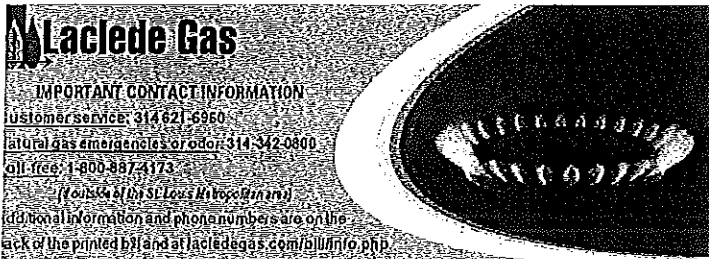
MPSC  
David Apted

C201701762  
1736 Nicholson  
St. Louis, MO 63104

TransDate	TransCode	Bills & Payments	Running Balance
<b>1736 Nicholson A</b>			
12/12/16	INITIATION FEE		\$6.25
12/02/16	BILL	\$29.52	\$35.77
01/09/17	CPAY	(\$35.77)	\$0.00
01/13/17	INITIATION FEE	\$6.25	\$6.25
01/13/17	BILL	\$178.06	\$184.31
02/10/17	INITIATION FEE	\$6.25	\$190.56
02/10/17	BILL	\$132.12	\$322.68
02/10/17	LATE FEE	\$2.67	\$325.35
02/10/17	INITIATION LATE FEE	\$0.19	\$325.54
03/13/17	BILL	\$108.39	\$433.93
03/13/17	LATE FEE	\$4.69	\$438.62
03/13/17	INITIATION LATE FEE	\$0.38	\$439.00
04/12/17	BILL	\$90.58	\$529.58
04/12/17	LATE FEE	\$6.59	\$536.17
05/11/17	BILL	\$54.80	\$590.97
05/11/17	LATE FEE	\$8.04	<b>\$599.01</b>
<b>1736 Nicholson A</b>			
01/25/17	SERVICE WORK		<b>\$97.20</b>
<b>1736 Nicholson B</b>			
01/13/17	INITIATION FEE		\$6.25
01/13/17	BILL	\$249.54	\$255.79
02/10/17	INITIATION FEE	\$6.25	\$262.04
02/10/17	BILL	\$161.99	\$424.03
02/10/17	LATE FEE	\$3.74	\$427.77
02/10/17	INITIATION LATE FEE	\$0.09	\$427.86
03/13/17	BILL	\$70.83	\$498.69

03/13/17	LATE FEE	\$6.23	\$504.92
03/13/17	INITIATION FEE	\$6.25	\$511.17
03/13/17	INITIATION LATE FEE	\$0.19	\$511.36
04/12/17	BILL	\$35.60	\$546.96
04/12/17	LATE FEE	\$7.38	\$554.34
04/12/17	INITIATION FEE	\$6.25	\$560.59
04/12/17	INITIATION LATE FEE	\$0.29	\$560.88
05/11/17	BILL	\$27.41	\$588.29
05/11/17	LATE FEE	\$8.40	\$596.69
<b>1736 Nicholson C</b>			
12/12/16	INITIATION FEE		\$6.25
12/12/16	BILL	\$22.20	\$28.45
01/09/17	CPAY	(\$28.45)	\$0.00
01/13/17	INITIATION FEE	\$6.25	\$6.25
01/13/17	BILL	\$199.49	\$205.74
02/10/17	BILL	\$132.12	\$337.86
02/10/17	LATE FEE	\$2.99	\$340.85
02/10/17	INITIATION FEE	\$6.25	\$347.10
03/13/17	BILL	\$71.98	\$419.08
03/13/17	LATE FEE	\$5.02	\$424.10
03/13/17	INITIATION FEE	\$6.25	\$430.35
04/12/17	BILL	\$74.85	\$505.20
04/12/17	LATE FEE	\$6.55	\$511.75
04/12/17	INITIATION FEE	\$6.25	\$518.00
05/11/17	BILL	\$33.43	\$551.43
05/11/17	LATE FEE	\$7.77	\$559.20
			<b>\$1,852.10</b>

$$\$599.01 + \$97.20 + \$596.69 + \$559.20 = \$1,852.10$$



Statement Date: 12/12/2016  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Bill at a Glance	Amount
Previous Balance	74.14
Payment - Thank you	(74.14)
Total Current Charges	104.72
<b>Total Balance</b>	<b>101.72</b>
<b>Amount Due</b>	<b>\$64.22</b>
<b>Due By</b>	<b>12/27/16</b>
<b>Late Fee Assessed After</b>	<b>01/03/17</b>



000411 SP 0.465

>000041 2235526 0001 092049 10Z

DAVID M APTED  
1910 ALLEN AVE APT 2E  
SAINT LOUIS, MO 63104-3447

38316

Gas Account Summary	
1736 NICHOLSON PL APT A	\$29.52
1736 NICHOLSON PL APT C	\$22.20
Other Charges	
Service Initiation Fee	25.00
Service Initiation Fee	25.00
<b>Total Current Charges</b>	<b>\$101.72</b>

Payment Plans	
Service Init. Installment	12.50

#### Important Message

**DOLLARHELP:** You can help local families struggling to stay warm this winter. Simply check the red box at the bottom of this bill or enroll online at DollarHelp.org. Together we can make a difference.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Amount Due \$64.22  
Due By 12/27/16  
Late Fee Assessed After 01/03/17

#### Make Check Payable to:

Laclede Gas Company  
Drawer 2  
St. Louis, MO 63171

Amount  
Enclosed:

Please do not write below.

126869000070000006422



Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 12/12/2016  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Service Address: 1736 NICHOLSON PL APT A

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
96	54	42	1.036	43.51
Actual		Residential General		

Laclede Delivery 12-08-2016 to 12-11-2016	6.67
Customer Charge (for 4 of 30 days)	2.60
Usage ≤ 30 Therms: 4 @ \$0.91686	3.67
Usage > 30 Therms: 39.5 @ \$0.00	0.00
ISRS (for 4 of 30 days)	0.40
<b>Natural Gas Cost</b>	<b>21.67</b>
Usage ≤ 30 Therms	1.10
Usage > 30 Therms	20.57
<b>Taxes</b>	<b>1.18</b>
St. Louis City Tax	1.18
<b>Total Current Charges</b>	<b>29.52</b>

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
774	745	29	1.036	30.04
Actual		Residential General		

Service Address: 1736 NICHOLSON PL APT C

Laclede Delivery 12-08-2016 to 12-11-2016	6.67
Customer Charge (for 4 of 30 days)	2.60
Usage ≤ 30 Therms: 4 @ \$0.91686	3.67
Usage > 30 Therms: 26 @ \$0.00	0.00
ISRS (for 4 of 30 days)	0.40
<b>Natural Gas Cost</b>	<b>14.64</b>
Usage ≤ 30 Therms	1.10
Usage > 30 Therms	13.54
<b>Taxes</b>	<b>0.89</b>
St. Louis City Tax	0.89
<b>Total Current Charges</b>	<b>22.20</b>





00047 1 SP 0.465

>000047 2240115 0001 092049 10Z

DAVID M APTED  
1910 ALLEN AVE APT 2E  
SAINT LOUIS, MO 63104-3447

Statement Date: 01/13/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Bill at a Glance	Amount
Previous Balance	0.00
Previous Other Charges	101.72
Payment - Thank you	(64.22)
Total Current Charges	652.09
<b>Total Balance</b>	<b>689.59</b>
<b>Amount Due</b>	<b>\$645.84</b>
<b>Due By</b>	<b>01/30/17</b>
<b>Late Fee Assessed After</b>	<b>02/06/17</b>

Gas Account Summary	
1736 NICHOLSON PL APT A	\$178.06
1736 NICHOLSON PL APT B	\$249.54
1736 NICHOLSON PL APT C	\$199.49
Other Charges	
Service Initiation Fee	25.00
<b>Total Current Charges</b>	<b>\$652.09</b>
Payment Plans	
Service Init. Installment	12.50
Service Init. Installment	6.25

#### Important Message

**SAVE ENERGY + CASH BACK:** Get up to \$300 cash back when you upgrade your water heater to a new, high efficiency natural gas model. Learn more ways to save at [SaveWithNaturalGas.com](http://SaveWithNaturalGas.com).

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Amount Due \$645.84  
Due By 01/30/17  
Late Fee Assessed After 02/06/17

#### Make Check Payable to:

Laclede Gas Company  
Drawer 2  
St. Louis, MO 63171

Amount  
Enclosed:

Please do not write below.

126869000070000064584



Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 01/13/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
333	96	237	1.039	246.24
Actual		Residential General		

Service Address: 1736 NICHOLSON PL APT A

Laclede Delivery 12-12-2016 to 01-12-2017	50.03
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.91686	27.51
Usage > 30 Therms: 216.2 @ \$0.00	0.00
ISRS	3.02
Natural Gas Cost	120.91
Usage ≤ 30 Therms	8.31
Usage > 30 Therms	112.60
Taxes	7.12
St. Louis City Tax	7.12
Total Current Charges	178.06

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
7405	7057	348	1.039	361.57
Actual		Residential General		

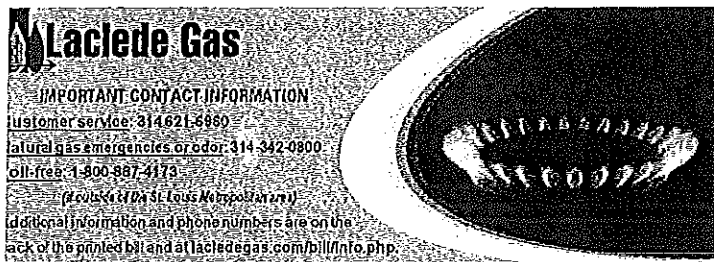
Service Address: 1736 NICHOLSON PL APT B

Laclede Delivery 12-08-2016 to 01-12-2017	60.03
Customer Charge (for 36 of 30 days)	23.40
Usage ≤ 30 Therms: 36 @ \$0.91686	33.01
Usage > 30 Therms: 325.6 @ \$0.00	0.00
ISRS (for 36 of 30 days)	3.62
Natural Gas Cost	179.53
Usage ≤ 30 Therms	9.95
Usage > 30 Therms	169.58
Taxes	9.98
St. Louis City Tax	9.98
Total Current Charges	249.54

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
1049	774	275	1.039	285.73
Actual		Residential General		

Service Address: 1736 NICHOLSON PL APT C

Laclede Delivery 12-12-2016 to 01-12-2017	50.03
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.91686	27.51
Usage > 30 Therms: 255.7 @ \$0.00	0.00
ISRS	3.02
Natural Gas Cost	141.48
Usage ≤ 30 Therms	8.31
Usage > 30 Therms	133.17
Taxes	7.98
St. Louis City Tax	7.98
Total Current Charges	199.49



Statement Date: 02/10/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Bill at a Glance	Amount
Previous Balance	627.09
Previous Other Charges	62.50
Total Current Charges	533.11
Total Balance	1,222.70
Amount Due	\$1,197.70
Due By	02/27/17
Late Fee Assessed After	03/06/17



00006 2 SP 0.67

>000009 2244416 0002 092049 20Z

DAVID M APTED  
1736 NICHOLSON PL APT B  
SAINT LOUIS, MO 63104-2614

#### Gas Account Summary

1736 NICHOLSON PL APT A	\$132.12
1736 NICHOLSON PL APT B	\$161.99
1736 NICHOLSON PL APT C	\$132.12

#### Other Charges

Utility Late Charge	0.19
Utility Late Charge	0.09
Labor	97.20
Utility Late Charge	2.67
Utility Late Charge	3.74
Utility Late Charge	2.99

Total Current Charges \$533.11

#### Payment Plans

Service Init. Installment	12.50
Service Init. Installment	6.25

#### Important Message

Attention - Your account is currently past due. Please pay immediately to avoid additional late fees or collection activity. If you have already made a payment, please disregard this message. Thank you.

Laclede offers several programs to help our neighbors struggling to pay their heating bills. See enclosed insert for details.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Amount Due \$1,197.70  
Due By 02/27/17  
Late Fee Assessed After 03/06/17

#### Make Check Payable to:

Laclede Gas Company  
Drawer 2  
St. Louis, MO 63171

Amount  
Enclosed:

Please do not write below.

126869000070000119770



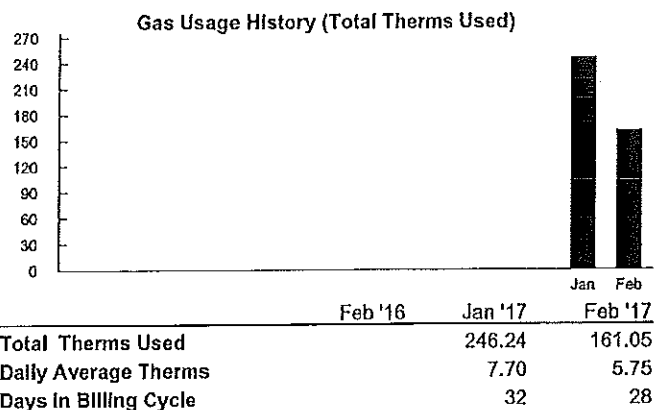
Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 02/10/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
488	333	155	1.039	161.05
Actual		Residential General		

Laclede Delivery 01-13-2017 to 02-09-2017		50.29
Customer Charge		19.50
Usage ≤ 30 Therms: 30 @ \$0.91686		27.51
Usage > 30 Therms: 131 @ \$0.00		0.00
ISRS (for 15 of 28 days)		1.62
ISRS (for 13 of 28 days)		1.66
Natural Gas Cost		76.54
Usage ≤ 30 Therms		8.31
Usage > 30 Therms		68.23
Taxes		5.29
St. Louis City Tax		5.29
Total Current Charges		132.12

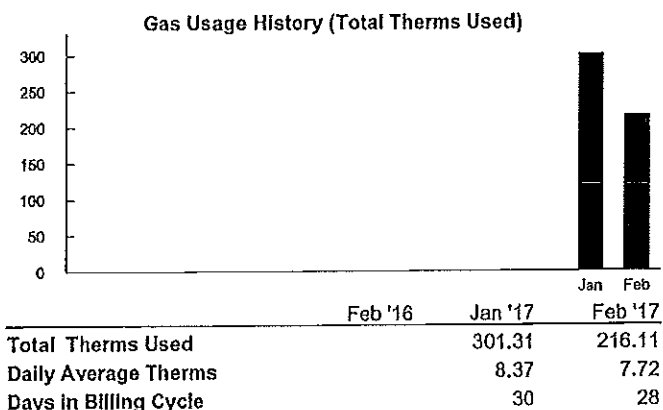
Service Address: 1736 NICHOLSON PL APT A

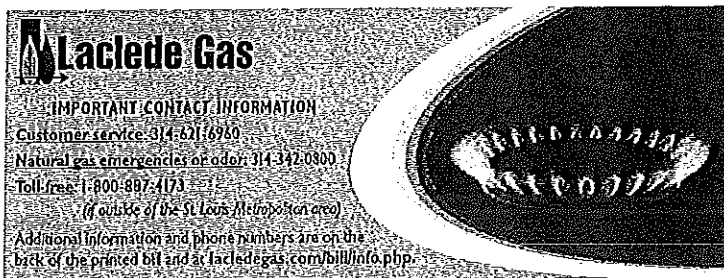


Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
7613	7405	208	1.039	216.11
Actual		Residential General		

Laclede Delivery 01-13-2017 to 02-09-2017		50.29
Customer Charge		19.50
Usage ≤ 30 Therms: 30 @ \$0.91686		27.51
Usage > 30 Therms: 186.1 @ \$0.00		0.00
ISRS (for 15 of 28 days)		1.62
ISRS (for 13 of 28 days)		1.66
Natural Gas Cost		105.22
Usage ≤ 30 Therms		8.31
Usage > 30 Therms		96.91
Taxes		6.48
St. Louis City Tax		6.48
Total Current Charges		161.99

Service Address: 1736 NICHOLSON PL APT B





Statement Date: 03/13/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Bill at a Glance	Amount
Previous Balance	1,062.72
Previous Other Charges	159.98
Total Current Charges	267.71
<b>Total Balance</b>	<b>1,490.41</b>
<b>Amount Due</b>	<b>\$1,484.16</b>
<b>Due By</b>	<b>03/28/17</b>
<b>Late Fee Assessed After</b>	<b>04/04/17</b>

00006 1 SP 0.460  
>000009 2249032 0002 092049 10Z  
DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

38316

Gas Account Summary	
1736 NICHOLSON PL APT A	\$108.39
1736 NICHOLSON PL APT B	\$70.83
1736 NICHOLSON PL APT C	\$71.98
Other Charges	
Utility Late Charge	0.38
Utility Late Charge	0.19
Utility Late Charge	4.69
Utility Late Charge	6.23
Utility Late Charge	5.02
<b>Total Current Charges</b>	<b>\$267.71</b>

Payment Plans	
Service Init. Installment	12.50
Service Init. Installment	6.25

#### Important Message

Attention - Your account is currently past due. Please pay immediately to avoid additional late fees or collection activity. If you have already made a payment, please disregard this message. Thank you.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES



**Amount Due** \$1,484.16  
**Due By** 03/28/17  
**Late Fee Assessed After** 04/04/17

Amount Enclosed: \$

Check the box to the left.  
DollarHelp is an easy way to help your neighbors who struggle to pay their heating bills. Share the warmth by checking the red box here, signing up at DollarHelp.org, or overpaying your bill by exactly \$1. Together we can make a difference.

**Make Check Payable to:**

Laclede Gas Company  
Drawer 2  
St. Louis, MO 63171



Please do not write below.

126869000070000148416



Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

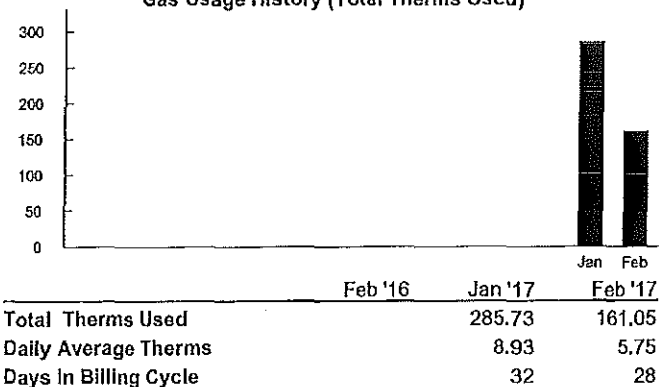
Statement Date: 02/10/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Service Address: 1736 NICHOLSON PL APT C

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
1204	1049	155	1.039	161.05
Actual		Residential General		

Laclede Delivery 01-13-2017 to 02-09-2017	50.29
Customer Charge	19.50
Usage ≤ 30 Thermos: 30 @ \$0.91686	27.51
Usage > 30 Thermos: 131 @ \$0.00	0.00
ISRS (for 15 of 28 days)	1.62
ISRS (for 13 of 28 days)	1.66
Natural Gas Cost	76.54
Usage ≤ 30 Thermos	8.31
Usage > 30 Thermos	68.23
Taxes	5.29
St. Louis City Tax	5.29
Total Current Charges	132.12

Gas Usage History (Total Thermos Used)



	Feb '16	Jan '17	Feb '17
Total Thermos Used		285.73	161.05
Daily Average Thermos		8.93	5.75
Days In Billing Cycle		32	28



Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 03/13/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

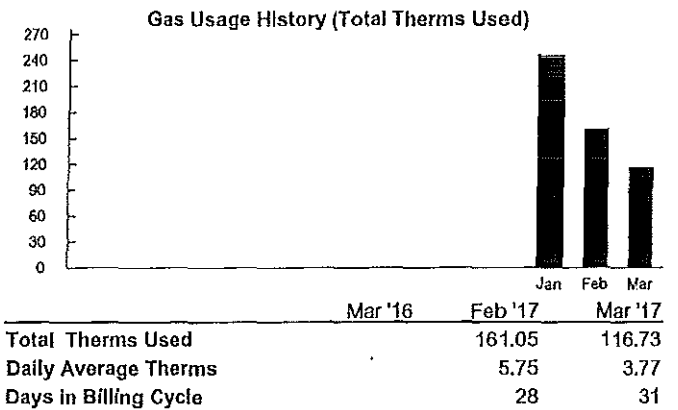
Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
516	488	28		
8858	8773	85		
		113	1.033	116.73
Actual		Residential General		

Laclede Delivery 02-10-2017 to 03-12-2017		50.58
Customer Charge		19.50
Usage ≤ 30 Therms: 30 @ \$0.91686		27.51
Usage > 30 Therms: 86.7 @ \$0.00		0.00
ISRS		3.57
Natural Gas Cost		53.47
Usage ≤ 30 Therms		8.31
Usage > 30 Therms		45.16
Taxes		4.34
St. Louis City Tax		4.34
Total Current Charges		108.39

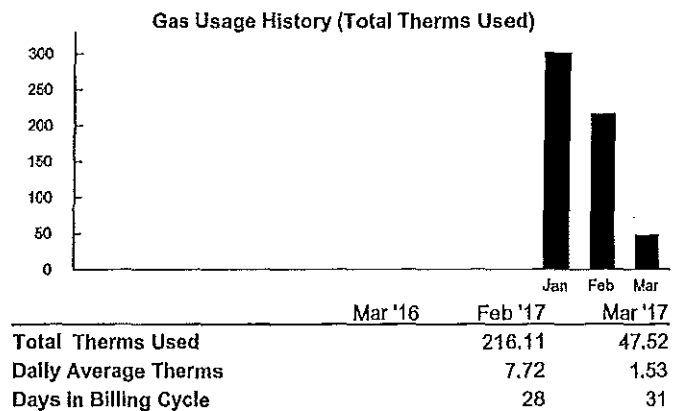
Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
7647	7613	34		
94	82	12		
		46	1.033	47.52
Actual		Residential General		

Laclede Delivery 02-10-2017 to 03-12-2017		50.58
Customer Charge		19.50
Usage ≤ 30 Therms: 30 @ \$0.91686		27.51
Usage > 30 Therms: 17.5 @ \$0.00		0.00
ISRS		3.57
Natural Gas Cost		17.42
Usage ≤ 30 Therms		8.31
Usage > 30 Therms		9.11
Taxes		2.83
St. Louis City Tax		2.83
Total Current Charges		70.83

Service Address: 1736 NICHOLSON PL APT A



Service Address: 1736 NICHOLSON PL APT B





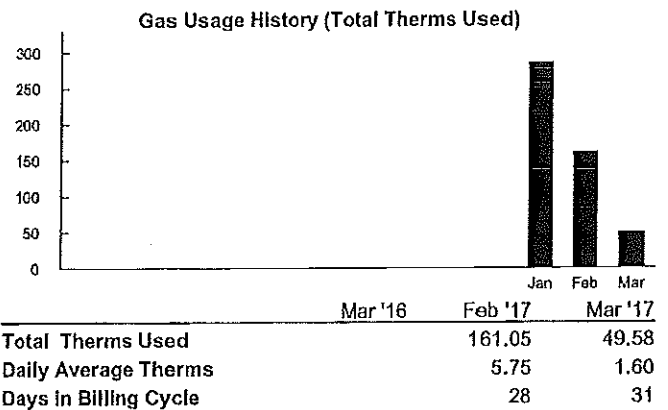
Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 03/13/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
1222	1204	18		
4782	4752	30		
		48	1.033	49.58
Actual		Residential General		

Laclede Delivery 02-10-2017 to 03-12-2017	50.58
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.91686	27.51
Usage > 30 Therms: 19.6 @ \$0.00	0.00
ISRS	3.57
Natural Gas Cost	18.52
Usage ≤ 30 Therms	8.31
Usage > 30 Therms	10.21
Taxes	2.88
St. Louis City Tax	2.88
Total Current Charges	71.98

Service Address: 1736 NICHOLSON PL APT C





**Laclede Gas**

**IMPORTANT CONTACT INFORMATION**  
 Customer service: 314-621-6960  
 Natural gas emergencies or odor: 314-342-0300  
 Toll-free: 1-800-887-4171  
 (outside of the St. Louis Metropolitan area)  
 Additional information and phone numbers are on the back of the printed bill and at [lacledegas.com/billinfo.php](http://lacledegas.com/billinfo.php)

Statement Date: 04/12/2017  
 Account Number: 1268690000  
 Service Address: MULTIPLE SERVICE ADDRESSES

Bill at a Glance	Amount
Previous Balance	1,329.86
Previous Other Charges	160.55
Total Current Charges	221.84
<b>Total Balance</b>	<b>1,712.25</b>
<b>Amount Due</b>	<b>\$1,712.25</b>
<b>Due By</b>	<b>04/27/17</b>
<b>Late Fee Assessed After</b>	<b>05/04/17</b>



00008 2 SP 0.670

>000008 2253753 0001 092049 20Z

DAVID M APTED  
 1736 NICHOLSON PL APT A  
 SAINT LOUIS, MO 63104-2614

Gas Account Summary	
1736 NICHOLSON PL APT A	\$90.58
1736 NICHOLSON PL APT B	\$35.60
1736 NICHOLSON PL APT C	\$74.85
Other Charges	
Utility Late Charge	0.29
Utility Late Charge	6.59
Utility Late Charge	7.38
Utility Late Charge	6.55
<b>Total Current Charges</b>	<b>\$221.84</b>

#### Important Message

At Laclede Gas, safety is a core value. For information about recent excess flow valve regulation changes, please visit [LacledeGas.com](http://LacledeGas.com). For natural gas safety tips, check out the safety insert enclosed.

**ISRS Charge for Infrastructure Upgrades.** As of January 28, your bill includes an updated surcharge for infrastructure system upgrades. These upgrades mean an even safer and more reliable system for you.

Payment Plans	
Service Init. Installment	6.25

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 1268690000  
 Service Address: MULTIPLE SERVICE ADDRESSES



**Amount Due** \$1,712.25  
**Due By** 04/27/17  
**Late Fee Assessed After** 05/04/17

Amount Enclosed: \$

Check the box to the left. DollarHelp is an easy way to help your neighbors who struggle to pay their heating bills. Share the warmth by checking the red box here, signing up at [DollarHelp.org](http://DollarHelp.org), or overpaying your bill by exactly \$1. Together we can make a difference.

#### Make Check Payable to:

Laclede Gas Company  
 Drawer 2  
 St. Louis, MO 63171

Please do not write below.



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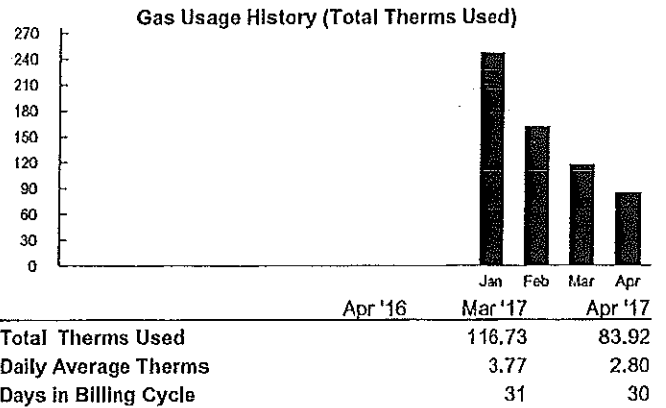
Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 04/12/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therm
8939	8858	81	1.036	83.92
Actual		Residential General		

Laclede Delivery 03-13-2017 to 04-11-2017	50.58
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.91686	27.51
Usage > 30 Therms: 53.9 @ \$0.00	0.00
ISRS	3.57
Natural Gas Cost	36.38
Usage ≤ 30 Therms	8.31
Usage > 30 Therms	28.07
Taxes	3.62
St. Louis City Tax	3.62
Total Current Charges	90.58

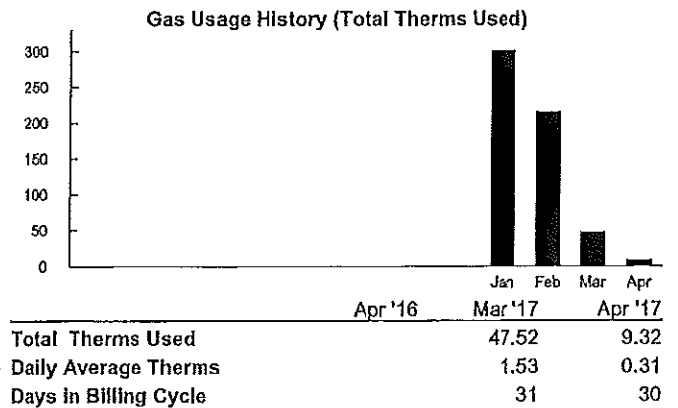
Service Address: 1736 NICHOLSON PL APT A



Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therm
103	94	9	1.036	9.32
Actual		Residential General		

Laclede Delivery 03-13-2017 to 04-11-2017	31.60
Customer Charge	19.50
Usage ≤ 30 Therms: 9.3 @ \$0.91686	8.53
ISRS	3.57
Natural Gas Cost	2.58
Usage ≤ 30 Therms	2.58
Taxes	1.42
St. Louis City Tax	1.42
Total Current Charges	35.60

Service Address: 1736 NICHOLSON PL APT B





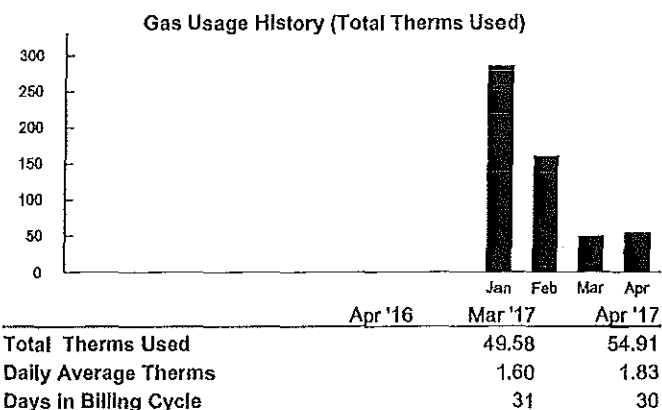
Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

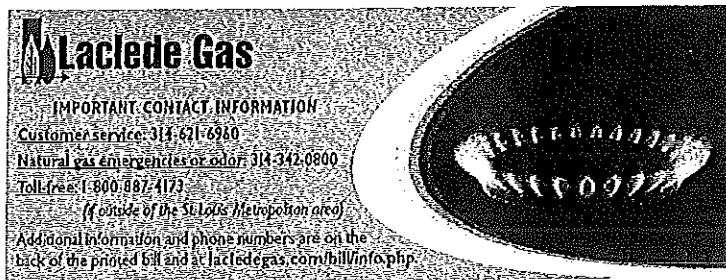
Statement Date: 04/12/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
4835	4782	53	1.036	54.91
Actual		Residential General		

Laclede Delivery 03-13-2017 to 04-11-2017	50.58
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.91686	27.51
Usage > 30 Therms: 24.9 @ \$0.00	0.00
ISRS	3.57
Natural Gas Cost	21.28
Usage ≤ 30 Therms	8.31
Usage > 30 Therms	12.97
Taxes	2.99
St. Louis City Tax	2.99
<b>Total Current Charges</b>	<b>74.85</b>

Service Address: 1736 NICHOLSON PL APT C





Statement Date: 05/11/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Bill at a Glance	Amount
Previous Balance	1,589.48
Previous Other Charges	122.77
Total Current Charges	139.85
<b>Total Balance</b>	<b>1,852.10</b>
<b>Amount Due</b>	<b>\$1,852.10</b>
<b>Due By</b>	<b>05/26/17</b>
<b>Late Fee Assessed After</b>	<b>06/02/17</b>

00004 2 SP 0.670  
>000004 2258594 0001 092049 20Z  
DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

Gas Account Summary	
1736 NICHOLSON PL APT A	\$54.80
1736 NICHOLSON PL APT B	\$27.41
1736 NICHOLSON PL APT C	\$33.43
Other Charges	
Utility Late Charge	8.04
Utility Late Charge	8.40
Utility Late Charge	7.77
<b>Total Current Charges</b>	<b>\$139.85</b>

#### Important Message

\*\*\*IMPORTANT NOTICE\*\*\* Your natural gas service is scheduled to be shut off for nonpayment. Please see the back of this bill for ways to pay in order to prevent disconnection.

**ISRS Charge for Infrastructure Upgrades.** As of January 28, your bill includes an updated surcharge for infrastructure system upgrades. These upgrades mean an even safer and more reliable system for you.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES



Amount Due \$1,852.10  
Due By 05/26/17  
Late Fee Assessed After 06/02/17

Amount Enclosed: \$

Check the box to the left.  
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#### Make Check Payable to:

Laclede Gas Company  
Drawer 2  
St. Louis, MO 63171



Please do not write below.

126869000070000185210



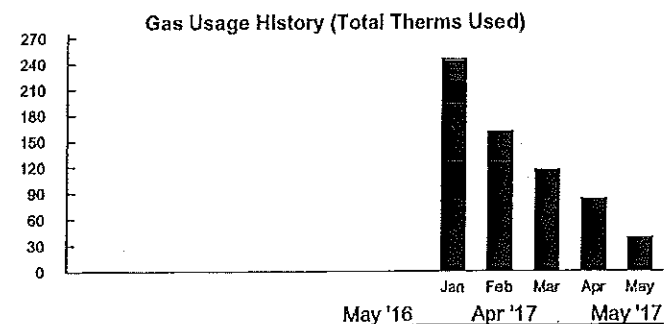
Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 05/11/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
8977	8939	38	1.032	39.22
Actual		Residential General		

Laclede Delivery 04-12-2017 to 05-10-2017	33.87
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.3129	9.39
Usage > 30 Therms: 9.2 @ \$0.15297	1.41
ISRS	3.57
Natural Gas Cost	18.74
Usage ≤ 30 Therms	14.34
Usage > 30 Therms	4.40
Taxes	2.19
St. Louis City Tax	2.19
<b>Total Current Charges</b>	<b>54.80</b>

Service Address: 1736 NICHOLSON PL APT A

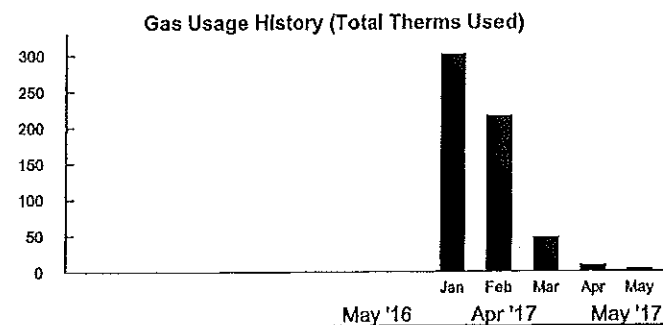


Total Therms Used	83.92	39.22
Daily Average Therms	2.80	1.35
Days In Billing Cycle	30	29

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
107	103	4	1.032	4.13
Actual		Residential General		

Laclede Delivery 04-12-2017 to 05-10-2017	24.35
Customer Charge	19.50
Usage ≤ 30 Therms: 4.1 @ \$0.3129	1.28
ISRS	3.57
Natural Gas Cost	1.96
Usage ≤ 30 Therms	1.96
Taxes	1.10
St. Louis City Tax	1.10
<b>Total Current Charges</b>	<b>27.41</b>

Service Address: 1736 NICHOLSON PL APT B



Total Therms Used	9.32	4.13
Daily Average Therms	0.31	0.14
Days In Billing Cycle	30	29



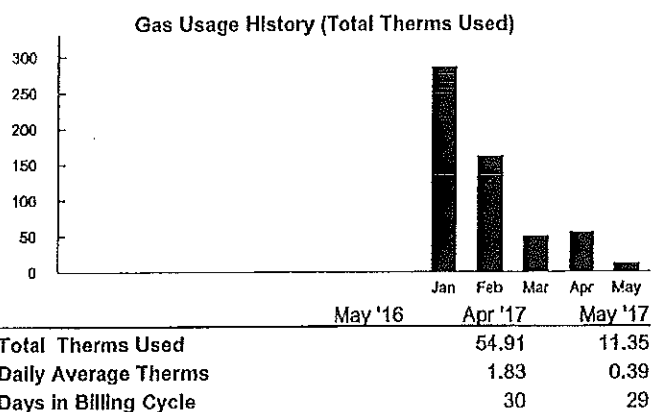
Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101

Statement Date: 05/11/2017  
Account Number: 1268690000  
Service Address: MULTIPLE SERVICE ADDRESSES

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therm
4846	4835	11	1.032	11.35
Actual		Residential General		

Laclede Delivery 04-12-2017 to 05-10-2017	26.64
Customer Charge	19.50
Usage ≤ 30 Therms: 11.4 @ \$0.3129	3.57
ISRS	3.57
Natural Gas Cost	5.45
Usage ≤ 30 Therms	5.45
Taxes	1.34
St. Louis City Tax	1.34
<b>Total Current Charges</b>	<b>33.43</b>

Service Address: 1736 NICHOLSON PL APT C





Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101



>001818 2257436 0001 092049 10Z  
DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

May 4, 2017

**URGENT NOTICE: PAYMENT NEEDED TO PREVENT SERVICE DISCONNECTION**

Amount Due: \$518.00  
Disconnection Amount: \$436.60  
Account Number: 1268690000

Dear Laclede Gas Customer,

Service disconnections can make everyday life difficult, and we try to avoid them at all costs. The best way for you to avoid disconnection is by paying the amount due (listed above) on your account right away. **If we do not receive payment for at least the disconnection amount by May 18, 2017, your natural gas service will be disconnected on or after this date.**

If you are unable to pay the amount due, one of our representatives can help you determine if payment arrangements are available. As with any payment arrangement, we do require an initial payment prior to your disconnection date. If you need additional help in the form of financial assistance, please call United Way at 211.

**Once your natural gas service is turned off, we can only restore service after you have made an advance payment that includes your amount due and more than \$200 in security deposits and reconnection fees.**

For your convenience, we offer several ways to pay:

- **In person:** Visit any of our authorized payment agents (such as Schnucks or Dierbergs markets). For a complete list, visit [LacledeGas.com/bill/pay/agents](http://LacledeGas.com/bill/pay/agents).
- **Online:** Visit [LacledeGas.com/bill/pay/online](http://LacledeGas.com/bill/pay/online) or pay directly through your online banking system.
- **By phone:** Call 877-839-2478 to make a one-time payment with a credit or debit card (MasterCard, VISA or Discover). A convenience fee applies.

*Please note:* When restoring service, our technicians arrive in Laclede Gas vehicles and uniforms and carry a company-issued photo ID badge. **They cannot accept payment in person.** If you have any questions regarding verification of your service appointment or the identity of the onsite technician, please call us at 314-621-6960 or 1-800-887-4173.

As always, we appreciate your assistance and thank you for allowing us to serve you.

Laclede Gas Company



Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101



>001817 2257436 0001 092049 10Z

DAVID M APTED

1736 NICHOLSON PL APT A

SAINT LOUIS, MO 63104-2614

May 4, 2017

**URGENT NOTICE: PAYMENT NEEDED TO PREVENT SERVICE DISCONNECTION**

Amount Due: \$560.88  
Disconnection Amount: \$517.33  
Account Number: 1268690000

Dear Laclede Gas Customer,

Service disconnections can make everyday life difficult, and we try to avoid them at all costs. The best way for you to avoid disconnection is by paying the amount due (listed above) on your account right away. **If we do not receive payment for at least the disconnection amount by May 18, 2017, your natural gas service will be disconnected on or after this date.**

If you are unable to pay the amount due, one of our representatives can help you determine if payment arrangements are available. As with any payment arrangement, we do require an initial payment prior to your disconnection date. If you need additional help in the form of financial assistance, please call United Way at 211.

**Once your natural gas service is turned off, we can only restore service after you have made an advance payment that includes your amount due and more than \$200 in security deposits and reconnection fees.**

For your convenience, we offer several ways to pay:

- **In person:** Visit any of our authorized payment agents (such as Schnucks or Dierbergs markets). For a complete list, visit [LacledeGas.com/bill/pay/agents](http://LacledeGas.com/bill/pay/agents).
- **Online:** Visit [LacledeGas.com/bill/pay/online](http://LacledeGas.com/bill/pay/online) or pay directly through your online banking system.
- **By phone:** Call 877-839-2478 to make a one-time payment with a credit or debit card (MasterCard, VISA or Discover). A convenience fee applies.

*Please note:* When restoring service, our technicians arrive in Laclede Gas vehicles and uniforms and carry a company-issued photo ID badge. **They cannot accept payment in person.** If you have any questions regarding verification of your service appointment or the identity of the onsite technician, please call us at 314-621-6960 or 1-800-887-4173.

As always, we appreciate your assistance and thank you for allowing us to serve you.

Laclede Gas Company





Laclede Gas Company  
700 Market Street  
St. Louis, MO 63101



>001816 2257436 0001 092049 10Z

DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

May 4, 2017

**URGENT NOTICE: PAYMENT NEEDED TO PREVENT SERVICE DISCONNECTION**

Amount Due: \$536.17  
Disconnection Amount: \$439.00  
Account Number: 1268690000

Dear Laclede Gas Customer,

Service disconnections can make everyday life difficult, and we try to avoid them at all costs. The best way for you to avoid disconnection is by paying the amount due (listed above) on your account right away. **If we do not receive payment for at least the disconnection amount by May 18, 2017, your natural gas service will be disconnected on or after this date.**

If you are unable to pay the amount due, one of our representatives can help you determine if payment arrangements are available. As with any payment arrangement, we do require an initial payment prior to your disconnection date. If you need additional help in the form of financial assistance, please call United Way at 211.

**Once your natural gas service is turned off, we can only restore service after you have made an advance payment that includes your amount due and more than \$200 in security deposits and reconnection fees.**

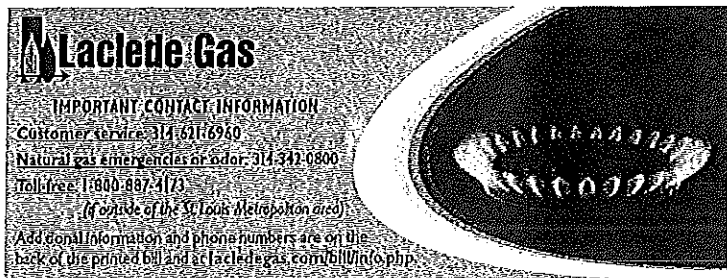
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As always, we appreciate your assistance and thank you for allowing us to serve you.

Laclede Gas Company



Statement Date: 05-15-2017  
Account Number: 1268690000  
Service Address: 1736 NICHOLSON PL APT C

Disconnection Notice Detail	Amount
Amount Due	\$559.20
Disconnection Amount	\$436.60
Disconnect date on or after	05-18-2017



>001649 2259162 0001 092049 10Z

DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

#### FINAL DISCONNECTION NOTICE

We have not yet received payment of the amount due on your most recent gas bill. Your service is scheduled to be disconnected on or after May 18, 2017 if payment is not received by this disconnect date.

Please pay using one of the following methods:

- **In person:** Visit any of our authorized payment agents (such as Schnucks or Dierbergs markets). For a complete list, visit [LacledeGas.com/bill/pay/agents](http://LacledeGas.com/bill/pay/agents).
- **Online:** Visit [LacledeGas.com/bill/pay/online](http://LacledeGas.com/bill/pay/online), or pay through your online banking system.
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If you are unable to pay the amount due, or at least the disconnection amount, please call us immediately to determine if payment arrangements can be made. As with any payment arrangement or plan, we do require an upfront initial payment prior to your disconnection date.

Once your natural gas service is turned off, we can only restore service after you have made an advance payment that includes your amount due and more than \$200 in security deposits and reconnection fees.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company, Drawer 2, St. Louis, MO 63171 with your payment. Please do not fold, staple, or paper clip payment to your bill.

Account Number: 1268690000  
Service Address: 1736 NICHOLSON PL APT C



Amount Due \$559.20  
Disconnection Amount \$436.60  
Disconnect date on or after 05-18-2017

Amount \$  
Enclosed:

Please do not write below.

Check the box to the left.  
DollarHelp is an easy way to help your neighbors who struggle to pay their heating bills. Share the warmth by checking the red box here, signing up at [DollarHelp.org](http://DollarHelp.org), or overpaying your bill by exactly \$1. Together we can make a difference.



Make Check Payable to:

Laclede Gas  
Drawer 2  
St. Louis, MO 63171



126869000070000055920



Statement Date: 05-15-2017  
Account Number: 1268690000  
Service Address: 1736 NICHOLSON PL APT B

Disconnection Notice Detail	Amount
Amount Due	\$596.69
Disconnection Amount	\$517.33
Disconnect date on or after	05-18-2017



>001648 2259162 0001 092049 10Z  
DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

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Account Number: 1268690000  
Service Address: 1736 NICHOLSON PL APT B



Amount Due \$596.69  
Disconnection Amount \$517.33  
Disconnect date on or after 05-18-2017

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we can make a difference.

#### Make Check Payable to:

Laclede Gas  
Drawer 2  
St. Louis, MO 63171

Amount  
Enclosed:

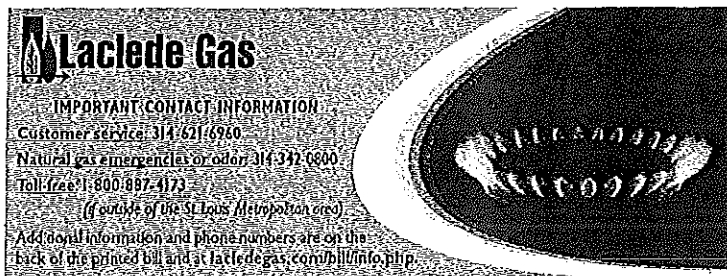
\$

Please do not write below.



126869000070000059669





Statement Date: 05-15-2017  
Account Number: 1268690000  
Service Address: 1736 NICHOLSON PL APT A

Disconnection Notice Detail	Amount
Amount Due	\$599.01
Disconnection Amount	\$439.00
Disconnect date on or after	05-18-2017



>001647 2259162 0001 092049 10Z  
DAVID M APTED  
1736 NICHOLSON PL APT A  
SAINT LOUIS, MO 63104-2614

#### FINAL DISCONNECTION NOTICE

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Account Number: 1268690000  
Service Address: 1736 NICHOLSON PL APT A



Amount Due \$599.01  
Disconnection Amount \$439.00  
Disconnect date on or after 05-18-2017

Amount Enclosed: \$

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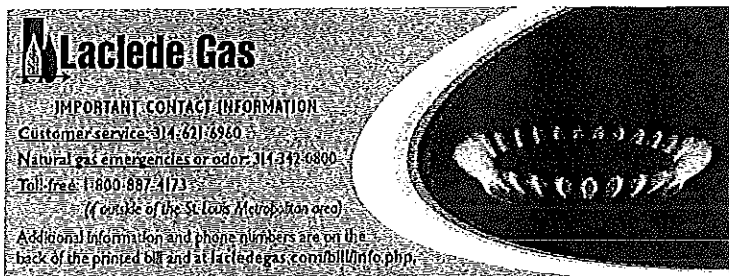
Make Check Payable to:

Laclede Gas  
Drawer 2  
St. Louis, MO 63171

Please do not write below.



126869000070000059901



Account Number:

1268690000

Final Collection Notice Detail	Amount
Balance as of March 6	\$97.20
Amount Due	\$97.20



>000048 2247899 0001 092049 10Z

DAVID M APTED

1736 NICHOLSON PL APT A

SAINT LOUIS, MO 63104-2614

### FINAL COLLECTION NOTICE

**IMPORTANT:** Please pay the Amount Due in full to close your account. If you have already done so, thank you and please disregard this notice. Our receipt of your full payment within 10 days will avoid further collection activity, including referral of your account to a collection agency.

In addition to other collection activities, we may report your payment performance with us to credit reporting agencies, to the extent permitted by law, if you fail to pay the Amount Due.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company, Drawer 2, St. Louis, MO 63171 with your payment. Please do not fold, staple, or paper clip payment to your bill.

Account Number: 1268690000



Amount Due

\$97.20

Amount  
Enclosed:

\$

Please do not write below.

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Make Check Payable to:

Laclede Gas  
Drawer 2  
St. Louis, MO 63171



126869000070000009720

Laclede Gas Company  
Community Services Department  
**Missouri Public Service Commission:**  
EFIS Received: 05/11/2017  
CASD Investigator: Danielle Holland for MPSC Investigator: Holly Mccubbin

Customer Info:	Account ID: 1268690000 David Apted 1736 Nicholson St. Louis, MO 63104	Complaint ID: C201701762 Rate: GH RESIDENTIAL
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**Comments:**

Ms. Apted filed a complaint with the MPSC stating he received a \$1,700.00 bill; he owns multiple properties but does not believe he owes that much for 4 months. He is requesting that the MPSC investigate his concerns.

**Account Details:**

A review of Mr. Apted's gas account records determined that he started service at 1736 Nicholson unit A and C on 12/07/16; unit C was put into his name on 12/11/16. All 3 units are billed on the same account; the bill reflects a breakdown of the charges for each unit. There has only been a payment in the amount of \$64.22 that posted to the account since he started service for all 3 units.

- On 12/12/16, a bill was rendered in the amount of \$101.72 for units A and C; the balance included the 2 \$25.00 initiation fees. The amount due was \$64.22.
- On 01/09/17, a payment posted in the amount of \$64.22.
- 01/13/17, a bill was rendered in the amount of \$652.09; the bill included charges for each unit. Unit A \$178.06, unit B \$249.54 and Unit C \$199.49. The account balance was \$689.59.
- On 01/18/17, David called in to schedule service work for unit A the fireplace would not come on; the order was scheduled for 01/25/17.
- On 01/25/17, the service work was completed the charges were \$97.20.
- On 02/10/17, a bill was rendered in the amount of \$533.11 for all 3 units; unit A \$132.12, unit B \$161.99 and unit C \$132.12. The late fee amount was \$9.68; the bill included the service work charge of \$97.20. The account balance accumulated to \$1,222.70.
- On 02/15/17, Mr. Apted called in inquiring about the account balance and questioned why he was still being billed the service initiation fee. The Representative advised him that there are 2 bills for 3 accounts without payment; she explained that the initiation fee is being billed in installments. Mr. Apted requested a High Bill Investigation; the appointment for all 3 units was scheduled for 02/17/17; the system automatically attached a meter change appointment with the High Bill Investigation. The last meter change for unit A was 1986, unit B 1993 and unit C 1986.
- On 02/17/17, the High Bill Investigation and meter change was completed. The technician noted there were no issues with the meter or AMR.
- On 03/13/17, a bill was rendered in the amount of \$267.71; the gas charges for unit A were \$108.39, unit B \$70.83 and unit C \$71.98. The late charges were \$16.51. The account balance accumulated to \$1,490.41.
- On 03/14/17, Mr. Apted called in and states he believe that we changed the meter because there was a problem is the reason the bills are high.
- On 04/12/17, a bill was rendered in the amount of \$221.84; the charges for unit A were \$90.58, unit B \$35.60 and unit C \$74.85. The late charge amount was \$20.81. The balance increased to \$1,712.25.
- On 05/04/17, the severance process was started on all 3 units. The total amount needed on or before 05/18/17 was \$1,392.93.
- On 05/10/17, Mr. Apted called regarding his account balance; the Representative advised him that the High Bill Investigation/ meter change found no issues with the meter or billing; the case was closed. Mr. Apted requested his billing history for all 3 units; the Representative sent the bills for all 3 units from January to current.
- On 05/11/17, a bill was rendered in the amount of \$139.85; the charges for unit A were \$54.80, unit B \$27.41 and unit C \$33.43. The late fee amount was \$24.21. Increasing the balance to \$1,852.10.
- On 05/11/17, Mr. Apted filed a complaint with the MPSC.
- On 05/15/17, a 96-Hour notice was sent advising him to pay to stop the amount needed to stop the disconnection.

On 05/23/17, I attempted to speak to Mr. Apted regarding his complaint he filed with the MPSC. He advised me that he would wait to hear from the MPSC. I offered to send him a copy of the bill and payment spreadsheet he declined.

**UPDATE 05/25/17:**

**The MPSC is requesting the results from the meter testing on the meters.**

Laclede test meters at 100% (open rate) and 20% (check rate) of the capacity of the meter. This is called a two point check since we are looking at two different flow rates. The meter must be within +/-2% of exact of each of these rates and within +/-2% of each other to be considered a properly operating meter. All meters are tested with equipment which is traceable to the National Bureau of Standards and Testing and are tested in a climate controlled room (see attached).

Unit A meter # (000918701) was condemned due to excess water in the meter. (We cannot test meters that are inundated with water as they will mess up the provers.)

Unit B meter # (001089655)

Tested 4/1/17 by emp. #00420

Prover # XU-3558

Open 99.6

Check 98.5

PASSED

Unit C meter # (000918628)

Tested 4/1/17 by emp. #00724

Prover # XU-3558

Open 99.6

Check 98.5

PASSED

**UPDATE: 05/30/17**

**The MPSC sent back questioning if water in the meter would affect the accuracy.**

This was forwarded to a Measurement Supervisor who stated that the water got into the meter during transit, after removal from the location. This happens when the meters are either kept outside or in the bed of a truck with no caps after it is removed. If water or any other substance was found in the meter at the time of removal, it would have been in the technician's notes.

The Measurement Supervisor stated that water in the meter would not affect accuracy.

**THIS REPORT CONTAINS SPECIFIC CONFIDENTIAL CUSTOMER INFORMATION**