

FILED

JUN 24 2024

Missouri Public Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Adhol w. Deng
(Your name here) Complainant,

v.

Spire
Spire
(Utility's name here) Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted address]

[Redacted address]

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

Kansas city MO
(City) (State) (Zip Code)

Public

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NOV 1 1988

3. Respondent's address is:

(Address of complainant)

(City)

(State)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$

(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

I am seeking the removal of bill for \$ [redacted] from my account w/ Spire as that was from prior owner.
I am seeking \$ [redacted] due to water damage to my home from Spire's neglect to turn on gas line to my home when I moved in (from pipes bursting over winter)

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

8. The Complainant has taken the following steps to present this matter to

the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

On December 8, 2021 I called Spire to have my gas turned on in the home I purchased & closed on Jan 1, 2022. They did not turn it on due to not having proof that I owned home. I sent them the proof they requested and they did not turn on the heat. Kassie, mortgage mgr for Mainstreet Mtg. contacted them (Spire) & gave them the documentation and on July 15, 2022 - heat/gas still not turned on. In September 2022 I went to atty general's office and completed consumer complaint form. I received a bill October 21, 2022 in the amt. of \$ 1239.69 (from prior owner's bill) and was told I had to pay it before gas turned on. November 8, 2022 I contacted atty general's office & they said they'd look into it but I did not hear back. I filed a case against Spire w/ Jackson Co. Court June 2023. Judge said they did not have authority over this & referred to commission. Heat still not on. I went to commissioner & he commanded Spire to turn on gas & it was turned on 5 days later. Over winter pipes burst & caused [redacted] worth of damage. Insurance repaired pipe (\$ [redacted] I paid for water damage. \$ [redacted] I can provide all documents to substantiate the above.

Date _____

Signature of Complainant _____

Complainant's Phone Number _____

Complainant's Printed Full Name _____

Alternate Contact Number _____

Complainant's E-mail Address _____

Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not** send **originals** of any supporting documentation.



Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

SCOTT T. RUPP
Chairman

JASON R. HOLSMAN
Commissioner

KAYLA HAHN
Commissioner

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

GLEN KOLKMEYER
Commissioner

September 14, 2023

Adhol Deng

Re: Formal Complaint

Dear Ms. Deng:

This letter is in response to the complaint you filed against Spire and your indication that you wish to file a formal complaint. You will have the burden of proof in your complaint case and must submit with your formal complaint form any and all documentation/evidence to support your allegations.

A formal complaint must be filed in written form and addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company 30 days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

During the complaint process, you must continue to pay to the utility any charges or fees that are not in dispute. Failure to do so is grounds for your complaint to be dismissed, and your service may also be subject to discontinuance. You should contact the company immediately to determine your ongoing payment obligations to avoid the dismissal of your complaint and the potential discontinuance of your service.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 20 CSR 4240-2.010(11), other than an individual, must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Charm
Lead Customer Service Representative
Missouri Public Service Commission

cc: Spire

Enclosures: Chapter 2 – Rules of Practice and Procedure
Formal Complaint Form

Public

**HOW TO PRESENT YOUR
FORMAL COMPLAINT
BEFORE THE
MISSOURI PUBLIC SERVICE COMMISSION**



200 Madison Street
P.O. Box 360
Jefferson City, MO 65101
(573) 751-3234
www.psc.mo.gov

Revised – May 11, 2023

Contents

INTRODUCTION 2

THE COMPLAINT PROCESS 3

 WHAT IS A COMPLAINT? 3

 INFORMAL COMPLAINT 3

 FORMAL COMPLAINT..... 3

 SMALL FORMAL COMPLAINT 4

 HOW TO START A FORMAL COMPLAINT PROCEEDING..... 4

 FORMAL COMPLAINT PROCEDURE..... 5

HOW THE PSC WORKS..... 7

 WHAT IS THE PSC? 7

 STATUTES, TARIFFS, REGULATIONS AND ORDERS 7

 OTHER LAW 8

 WHO IS WHO AT THE PSC? 9

INTRODUCTION

This guide describes the Missouri Public Service Commission (“PSC”) complaint process and how you can present your case to the PSC without a lawyer. In every case, the PSC wants to make the best decision possible. Therefore, the PSC wants to hear the best presentation from all sides.

The PSC has a Consumer Hotline to assist you. If you have talked over your problem with the utility, and have not reached a satisfactory resolution, you can call the PSC’s Consumer Hotline. The number is 800-392-4211. The PSC also has a website. The PSC website has information, and links to other sites, addressing a wide range of utility issues. The address is <http://psc.mo.gov/>. The PSC does not discriminate on the basis of disability in the provision of programs, services, or employment. Anyone with an impairment of speech, hearing or vision, or

needing other such assistance, may call 800-392-4211 or TDD hotline 1-800-829-7541. The Commission will make every effort to get this information to you in a usable form.

All complaints are unique so you will probably have an issue not addressed in this guide. This guide therefore references other resources including sources of law. This guide is not law. If the law ever conflicts with this guide, the law controls. Neither this guide nor any other document can substitute for hiring your own lawyer.

THE COMPLAINT PROCESS

WHAT IS A COMPLAINT?

A complaint is a statement that a utility has violated a statute, tariff, or Commission order or regulation. The statutes and PSC regulations provide for an informal complaint and a formal complaint. PSC regulations provide a small formal complaint process designed to be more accessible and easier to use.

INFORMAL COMPLAINT

An informal complaint addresses your dispute with the utility without legalistic procedures. Staff can explain the statute, tariff, or Commission order or regulation governing your complaint. Staff can also serve as an intermediary with the utility. Staff does not speak on the Commission's behalf so, when Staff discusses your informal complaint, that discussion is not the Commission's decision. You have the right to make a formal complaint to the Commission.

FORMAL COMPLAINT

A formal complaint starts a proceeding that resembles a trial in circuit court and leads to a legally binding decision on whether the utility violated a statute, tariff, or Commission order or regulation. That decision is so important that the statutes provide all parties with the right to a

hearing. In addition, the PSC's regulations provide pre-hearing procedures including discovery and dispositive motions. A formal complaint is much like a trial in circuit court without a jury.

SMALL FORMAL COMPLAINT

A small formal complaint is a formal complaint in which the amount at issue is less than \$3,000. A small formal complaint differs from other formal complaints in that the hearing must be near where you live: in St. Louis City if that is where you live, your county seat, or within 30 miles of where the utility service was provided. Also, the order deciding your complaint on the merits can issue within 100 days after you file it, though most complainants need more time than that to prepare their case.

HOW TO START A FORMAL COMPLAINT PROCEEDING

First you must write down your formal complaint. You may use the sample complaint form in the back of this guide and fill in the blanks. Or you may draft your own document. Either way, a formal complaint must allege conduct that violates a statute, tariff, or Commission order or regulation. If a formal complaint does not allege conduct that violates a statute, tariff, or Commission order or regulation, the Commission can do nothing with the formal complaint except dismiss it.

Next, you must file that written formal complaint. Filing means that the Commission receives the formal complaint. Send the complaint to:

Secretary
Missouri Public Service Commission
Post Office Box 360
Jefferson City, Missouri 65102-0360

Or use the Commission's Electronic Filing and Information System ("EFIS") at psc.mo.gov.

Once you have filed your formal complaint, the Commission will assign it a file number. Use the file number when discussing your formal complaint in writing or in person. It helps avoid confusion.

FORMAL COMPLAINT PROCEDURE

Your formal complaint is a type of action called a “contested case,” meaning a formally “contested” proceeding before the Commission. It is similar to a trial in circuit court. Formality is reduced but the decision must stand on the law and evidence entered into the record. Generally, see the following authorities:

- Chapter 536, RSMo is the chapter of the Missouri Revised Statutes that sets forth administrative procedure in general. It sets forth the basics of contested case procedure.
- Chapter 386, RSMo is the chapter of the Missouri Revised Statutes that sets forth PSC procedure specifically. It contains several provisions regarding PSC hearings and formal complaints.
- 20 CSR 4240-2.070. This is the regulation that applies to PSC formal complaint procedure specifically.

Other laws cited above also apply.

Your formal complaint may proceed through several phases before the Commission’s resolution.

- Pleadings include your formal complaint and responsive documents in which the parties set forth what they want, the law that allows that relief, and facts relevant under that law.

- Discovery is the process by which the parties learn about what the other parties know and how they know it. It includes devices like data requests, depositions, interrogatories, document production requests, and subpoenas.
- Pre-Hearing Motions ask the Commission to do something in preparation for hearing, like set a schedule or enforce discovery.
- Dispositive Motions ask the Commission to dispose of the formal complaint without a hearing. Dismissal means the Commission has no authority to address the formal complaint. Summary determination means that no hearing is necessary to decide who wins. Both must have support in the record, like admissions in an opponent's pleadings, or an affidavit to support an allegation outside the pleadings.
- Hearing is where the parties offer the Commission evidence on which the Commission decides the formal complaint. Though statutes and regulations relax the law of evidence, certain fundamentals still apply. Consult the authorities cited above.
- Briefs are written arguments in which parties tell the Commission why they should win by citing the statute, tariff, or Commission regulation or order violated; and citing something in the record, like testimony in the transcript, showing that the violation occurred.
- Report and Order is the Commission's name for a decision made after a hearing on a formal complaint. If no hearing occurs, the Commission calls the decision an order. The Regulatory Law Judge drafts a recommended decision but the Commission is the final decision-maker.

The Commission votes on the decision at an open meeting under an agenda posted in advance. The Commission webcasts its agenda meetings so you can listen on your computer.

The Commission's decision is subject to rehearing until the effective date set forth in the decision. This means that you may ask the Commission to look at the formal complaint some more, including facts that arose after the Commission voted on the decision. But you **must** file your application for rehearing **before the decision's effective date**. An application for rehearing filed **on the effective date is too late**. If the Commission denies an application for rehearing the party who filed it may appeal to a court of law as the statutes provide. If you appeal the Commission's decision, the reviewing court will only look at the issues you set out in an application for rehearing.

HOW THE PSC WORKS

WHAT IS THE PSC?

The PSC is an executive-branch agency of Missouri government that regulates investor-owned utilities and some manufactured houses. The legislative branch of Missouri government created the PSC in 1913 and continues to set legal standards for the PSC to follow. The judicial branch of Missouri government reviews decisions of the PSC for compliance with the law. Subject to those branches of government, the PSC operates its own internal legislative, judicial, and executive functions.

STATUTES, TARIFFS, REGULATIONS AND ORDERS

The subject of the complaint must be a violation of at least one of the following.

- **Statutes:** The Missouri Revised Statutes. The statutes are laws made by elected officials—your State representatives and State senators—in the Missouri General Assembly. Chapters 386, 392, 393, and 536 contain most of the statutes that

govern your complaint. You can view the statutes online at

<https://revisor.mo.gov/main/Home.aspx>.

- Tariffs. Tariffs are schedules of rates, charges, and terms of service that every utility must have on file with the PSC. You can view tariffs online through the Commission's Electronic Filing and Information System ("EFIS") at <https://efis.psc.mo.gov/mpsc/TariffSearch.html>.
- Regulations. The Code of State Regulations. Regulations (or "rules") are laws made by officials like the Commissioners of the PSC. The PSC's regulations are at 20 CSR 4240. You can view the regulations online at <http://www.sos.mo.gov/adrules/csr/csr.asp>.
- Orders. the PSC might also impose other requirements on a utility by order directed to that utility alone. You can view orders online through the Commission's Electronic Filing and Information System ("EFIS") at <https://efis.psc.mo.gov>.

OTHER LAW

Other sources of law that determine your complaint are published in hard copy, which might be available at a public library or law library, and online. The most important laws include:

- Case Law. Case law is made by Missouri appellate courts—the Missouri Court of Appeals and the Missouri Supreme Court—when they decide an appeal from another governmental body. Missouri appellate court opinions are posted at <http://www.courts.mo.gov/page.jsp?id=1944>.

- Commission Decisions. Decisions in other cases can give you an idea of how the Commission analyses formal complaints like yours.
- Federal Authorities. These may include federal statutes, regulations, and case law.

You can also consult secondary sources—books and journal articles that generally outline legal processes and explore specific legal issues. They include the Missouri Bar’s deskbook series, Thomson Reuter’s Missouri Practice Series, and the Journal of the Missouri Bar. Each of those bodies of law is available from other hard copy and online sources, but some online sources are expensive, and some are not as easy to use as the hard copies of authorities listed here. You may find secondary sources at a public library or a law library.

WHO IS WHO AT THE PSC?

The PSC consists of five commissioners, each appointed by the governor subject to confirmation by the Missouri Senate. The commissioners serve staggered six-year terms. Biographies of the commissioners are available online at <https://psc.mo.gov/Commissioners/>.

The Commissioners employ the following persons to help them process complaints.

- Data Center. The PSC’s Data Center operates EFIS, receives filings, transmits order and notices, and keeps the Commission’s records.
- Staff. The PSC hires neutral experts in engineering, accountancy, economics, and others, to help it make the best decisions possible. So that everyone knows what Staff is telling the Commission, the Commission’s regulations provide that Staff is a party—like you and the utility—to your complaint. Staff will investigate your complaint and file a report of its findings in your complaint file.
- Staff Counsel. Staff Counsel is a group of lawyers that the PSC hires to represent Staff in actions including your complaint.

As in an informal complaint, Staff does not speak on the Commission's behalf, nor does Staff Counsel. Staff reports to the Commission, and sometimes the Commission agrees with Staff, but sometimes the Commission does not. So when Staff issues a report or a recommendation, it does not determine your complaint. In a formal complaint, you have the right to make your case to the Commission.

You may contact any of those persons about your complaint but none of them is your advocate in a formal complaint. Unlike a criminal prosecution, there is no right to appointed counsel before the PSC.

In addition, the Commission assigns to your formal complaint a:

- Regulatory Law Judge ("RLJ"). An RLJ is a lawyer employed by the PSC to conduct proceedings in a variety of actions including your formal complaint. The RLJ will manage your case, issue orders on motions or on the RLJ's own initiative, convene conferences and an evidentiary hearing, and issues orders addressing your formal complaint. The RLJ's order may constitute a recommendation to the Commission for the commissioners to vote on, or an order may be effective right away.

Do not contact the RLJ about your case except in writing copied to all parties.

To represent all ratepayers, the statutes also create:

- The Office of Public Counsel ("OPC"). OPC is an office of Missouri government independent of the PSC. But OPC represents the public in general and no one person in particular. PSC regulations make OPC a party to every case.

Additional pages, as necessary, attached to this document.
Mortgage Contract Number
Assignment of Proceeds Number
Date

Mainstreet Federal Credit Union
13001 W 95th Street, Lenexa, Kansas 66215

First Payment Notification

Dear Homeowner:
Regarding Property Address: [REDACTED]

We would like to take this opportunity to thank you for closing your mortgage loan with our company, and to provide you with the following information regarding your loan:

Your loan number is [REDACTED]. Please include this number on all inquiries and correspondence to Mainstreet Federal Credit Union.

Your loan will be serviced by Mainstreet Federal Credit Union.

Upon receipt of the documents, the servicer will assign you a loan number and advise you of that number. All inquiries and correspondence to Mainstreet Federal Credit Union must have your loan number.

At present and until further notice, your monthly mortgage payment is as follows:

- Principal and Interest
- IMPOUNDS/ESCROWS:
- County Property Tax
- Hazard Insurance
- Mortgage Insurance

TOTAL MONTHLY MORTGAGE PAYMENT: \$ [REDACTED]

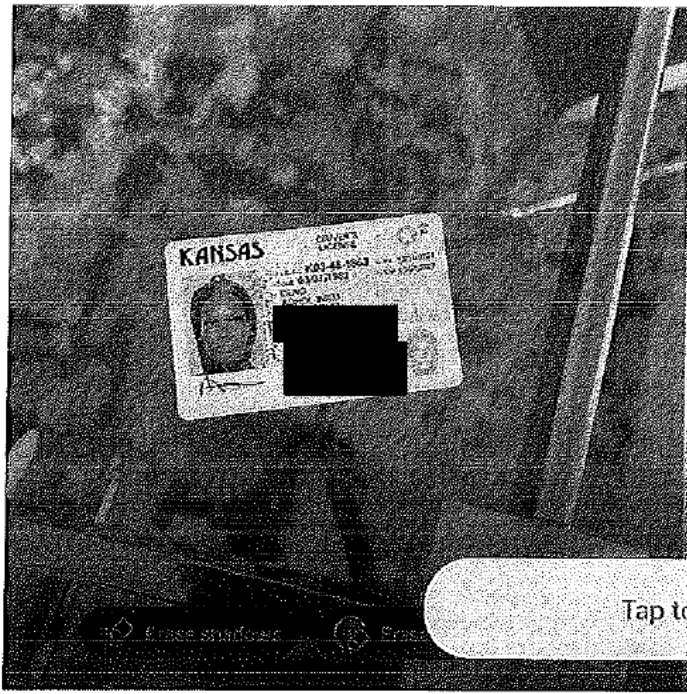
Your payment is due on the 1st day of each month beginning January 1, 2022, and is to be mailed to:

Mainstreet Federal Credit Union
13001 W 95th Street
Lenexa, Kansas 66215
(913) 599-1010

You will receive payment coupons or a payment notice from the servicer. Once again, all checks, letters, etc. MUST have your loan number on them or they will be returned.

Late charge of 5.00% will be charged on all payments received after the 15th of the month.

I understand that my mortgage payments are due on the 1st day of each month and would like to request that my payment coupons and all correspondence be mailed to:



October 20, 2022 · 10:12 AM

Edit

20221020_101239_IMG_1885.HEIC
/Internal storage/iPhoneData/Pictures

iPhone 12 Pro Max Motion photo

6.96 MB 3024x4032 12MP
ISO 125 28mm 0.0ev F1.6 1/62 s



Tap to start typing

I sent everything over. I hope you hear from them soon. 🙌 🙌

Thu, Oct 20 at 6:58 PM

I hope so

Sun, Oct 23 at 11:36 AM

Good morning

Good morning!!

Any news from gas company

I haven't heard back from them.

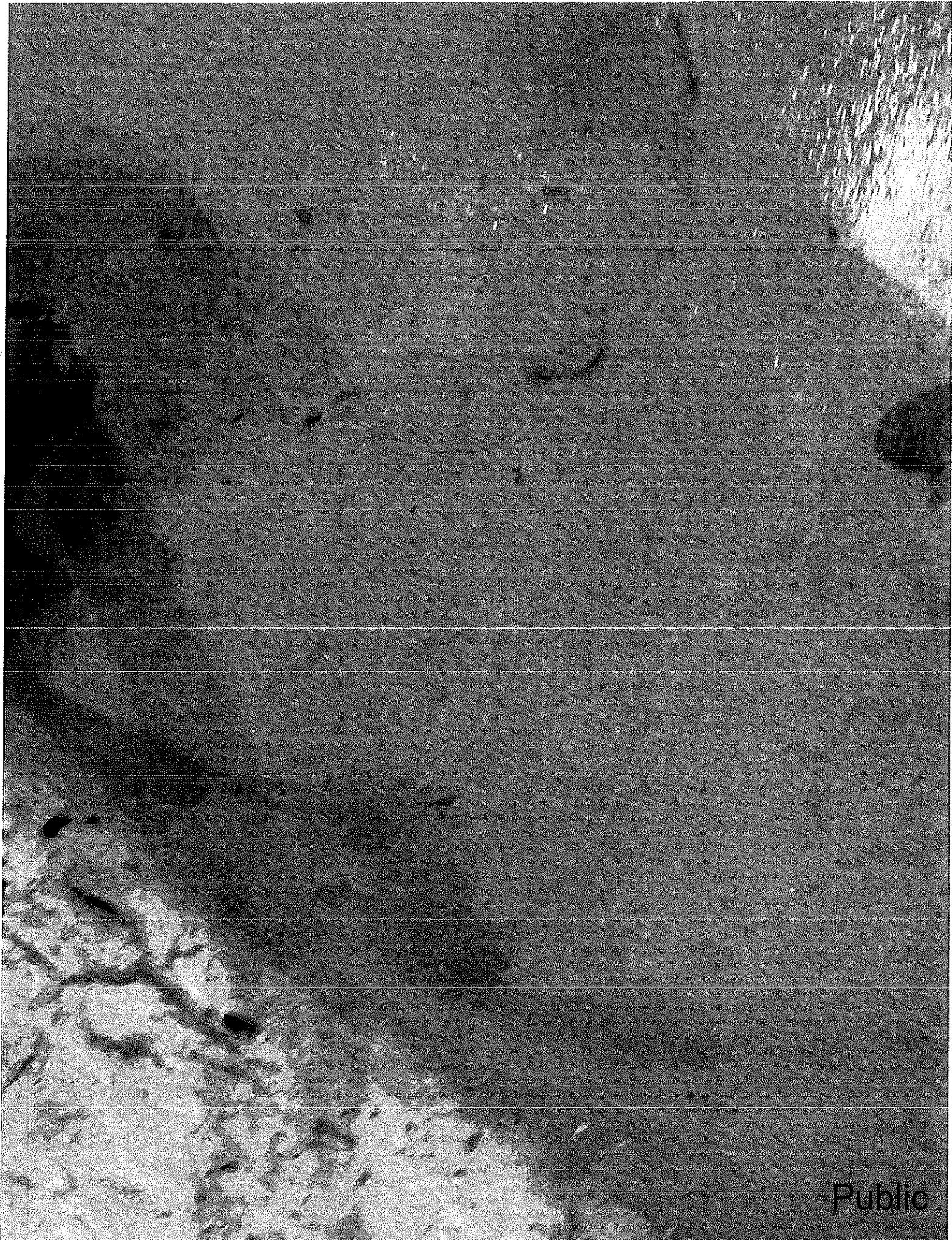
What shall I do? Should I call lawyer or something?

They Sadie it would be 3 busyness day's. Which should be tomorrow.

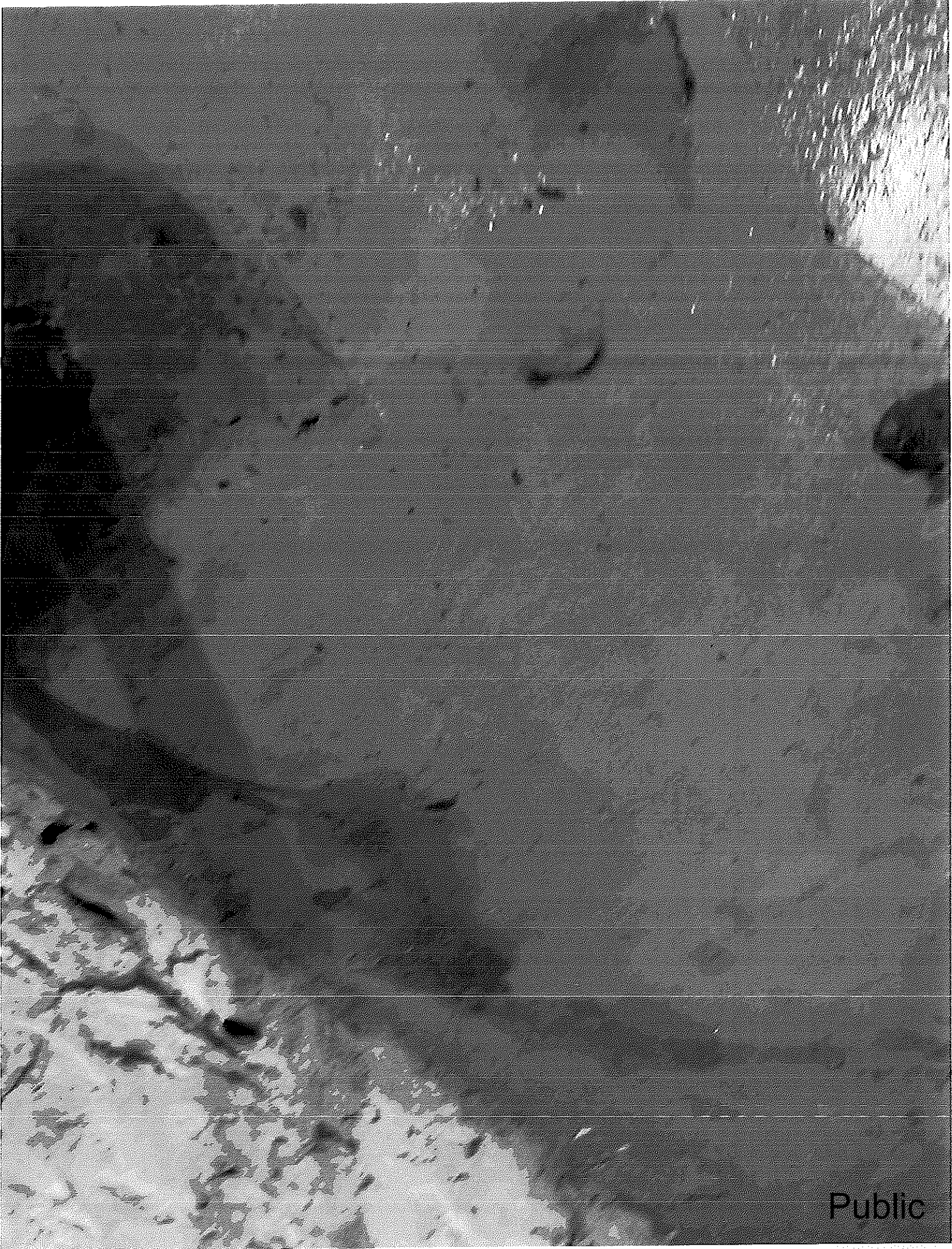
You can call their number. They said once they received that information they can process it.

Public

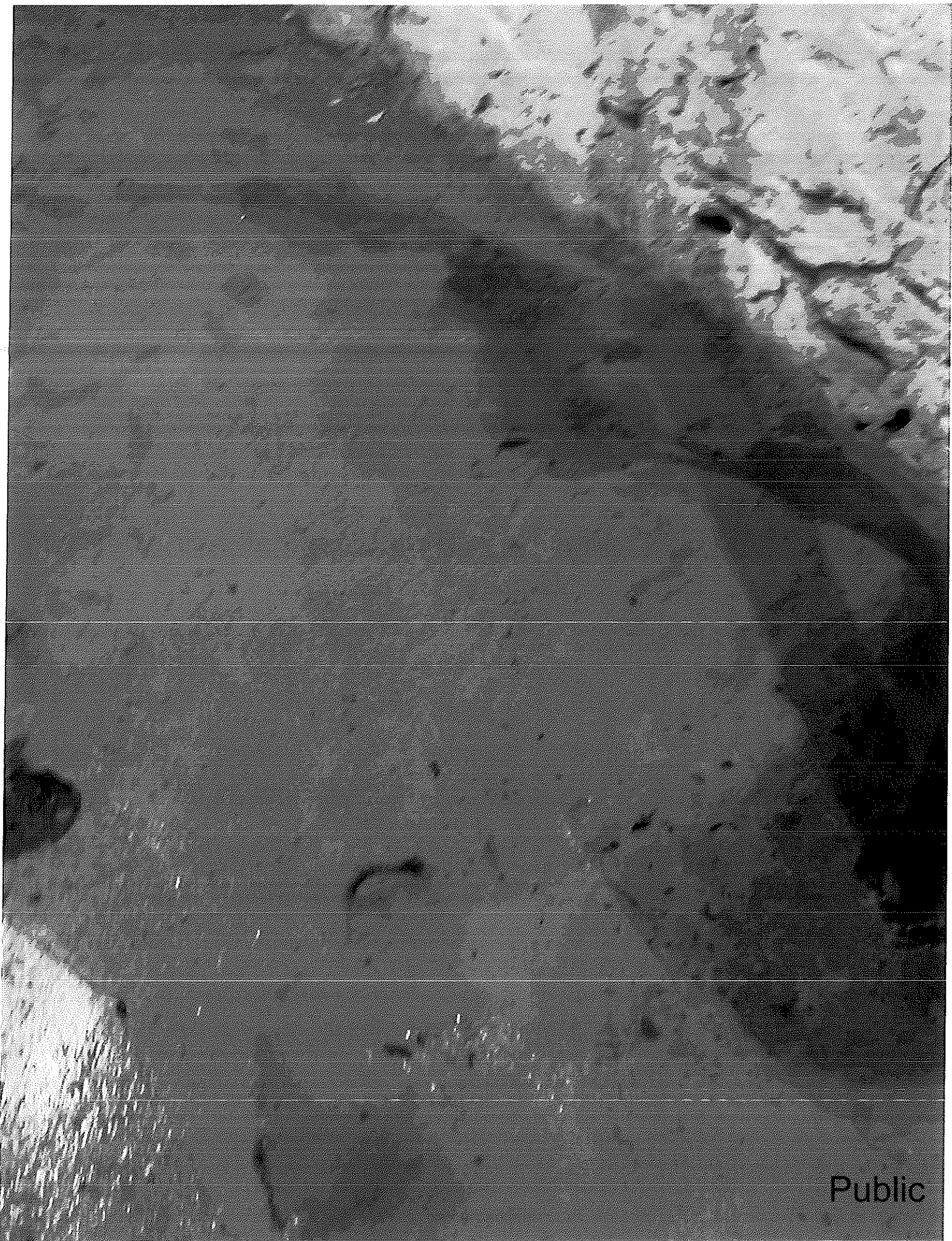
Ok My sister



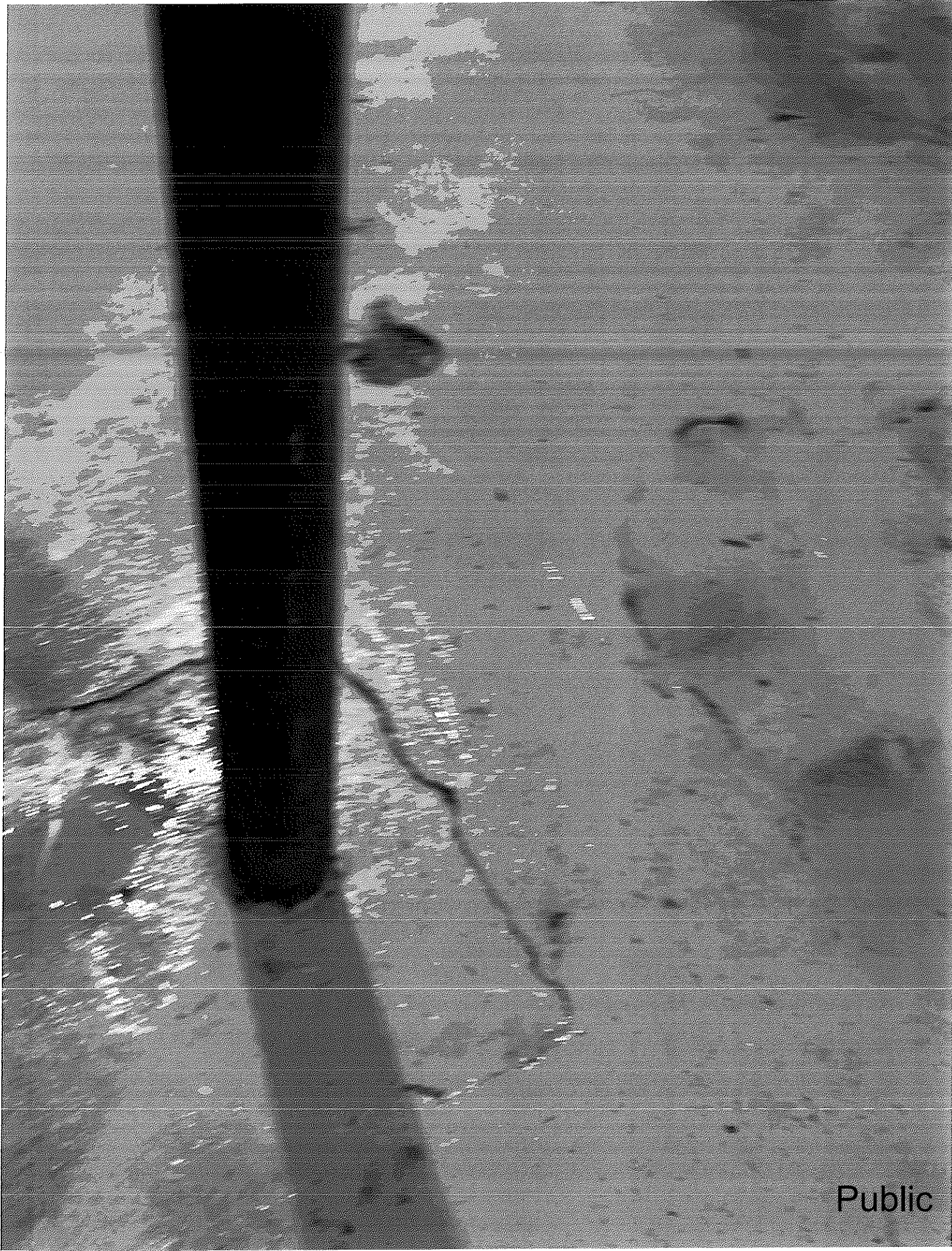
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Public



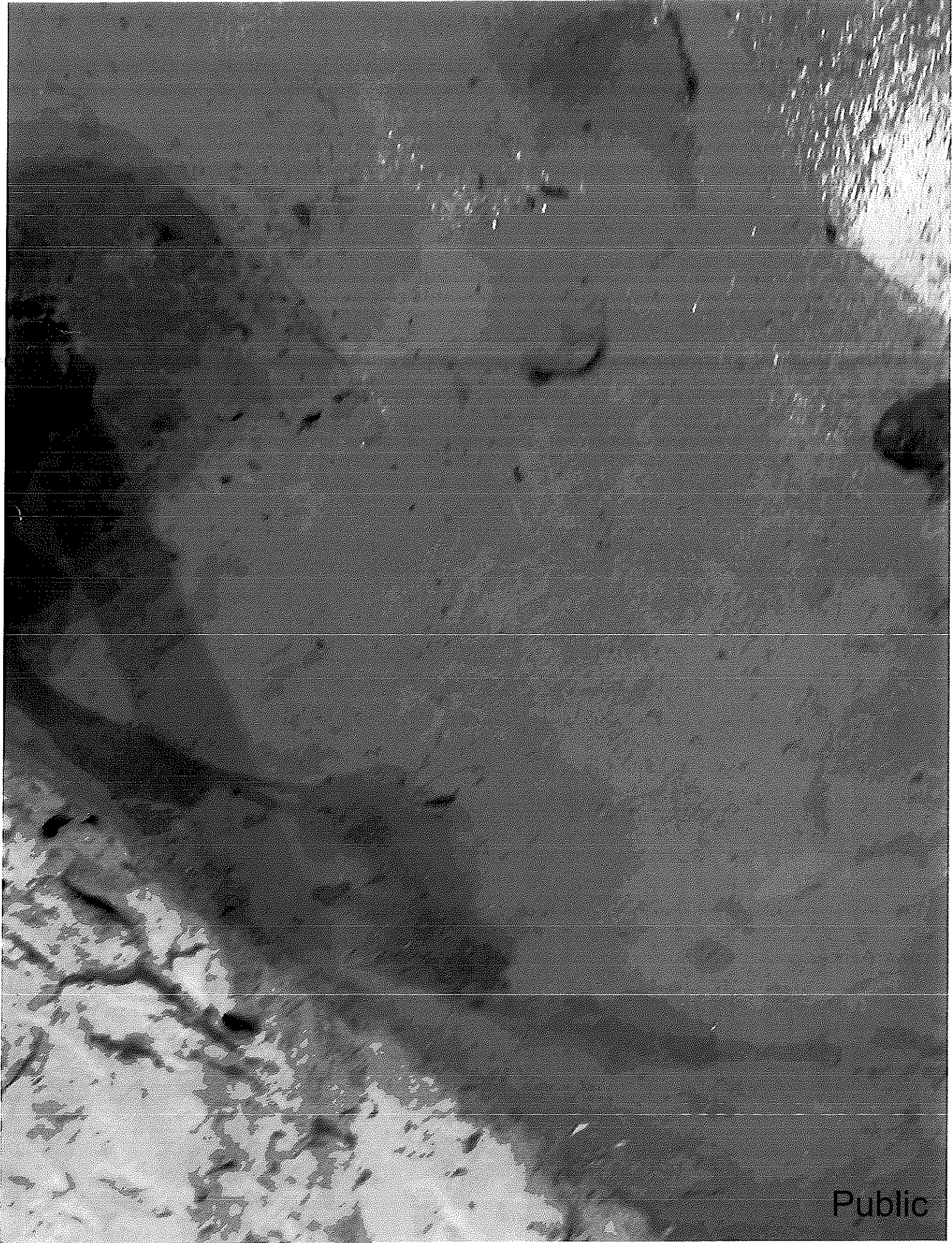
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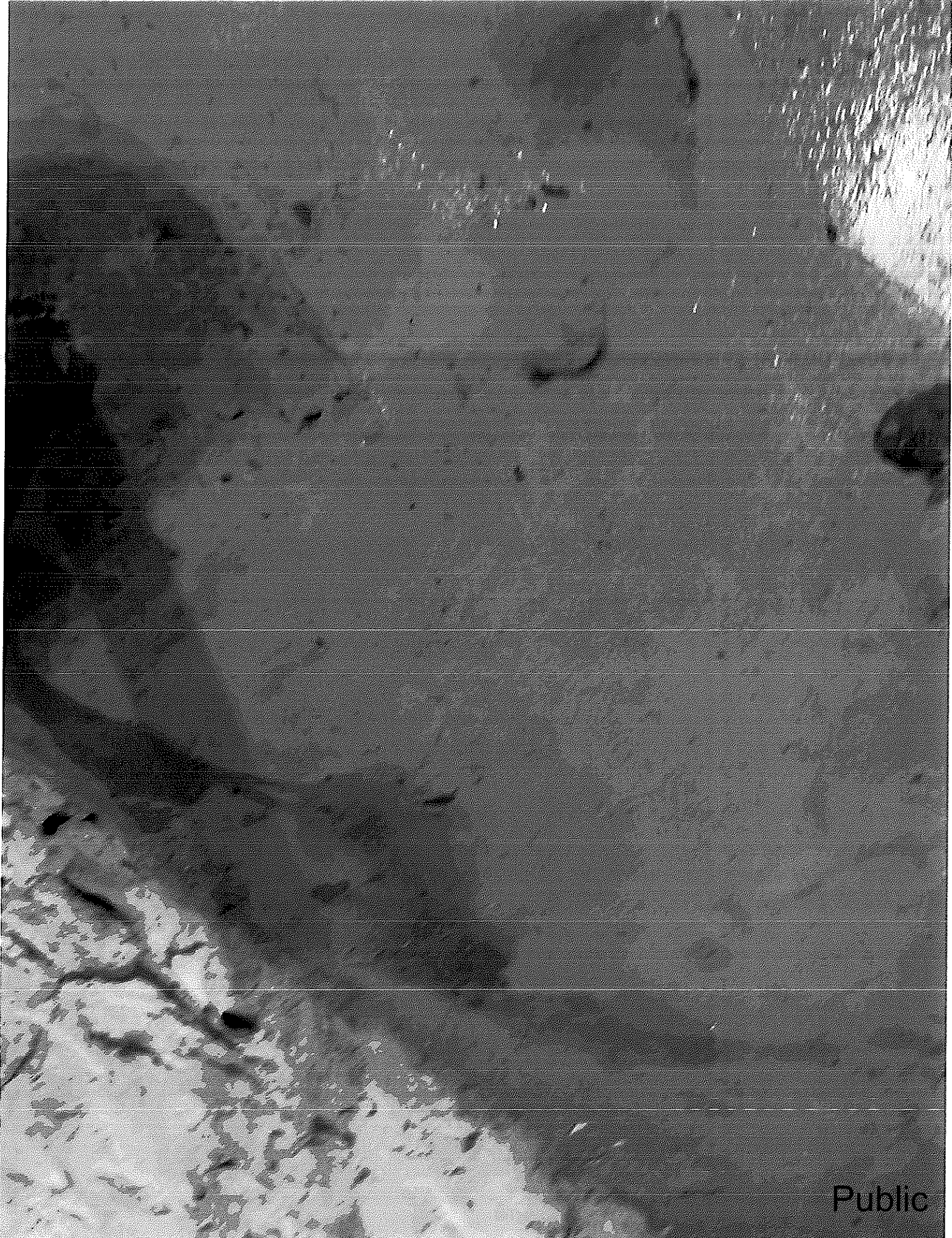
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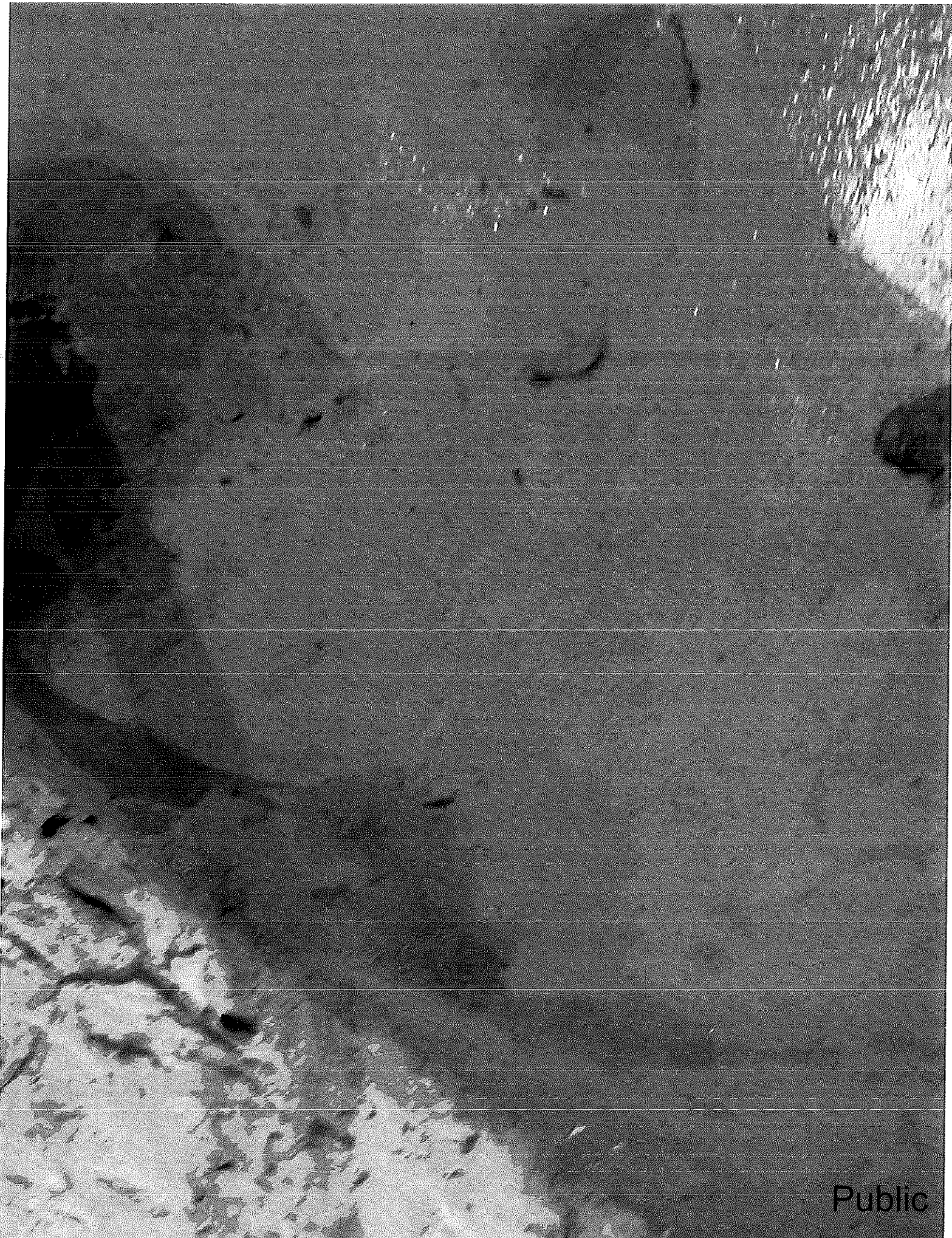
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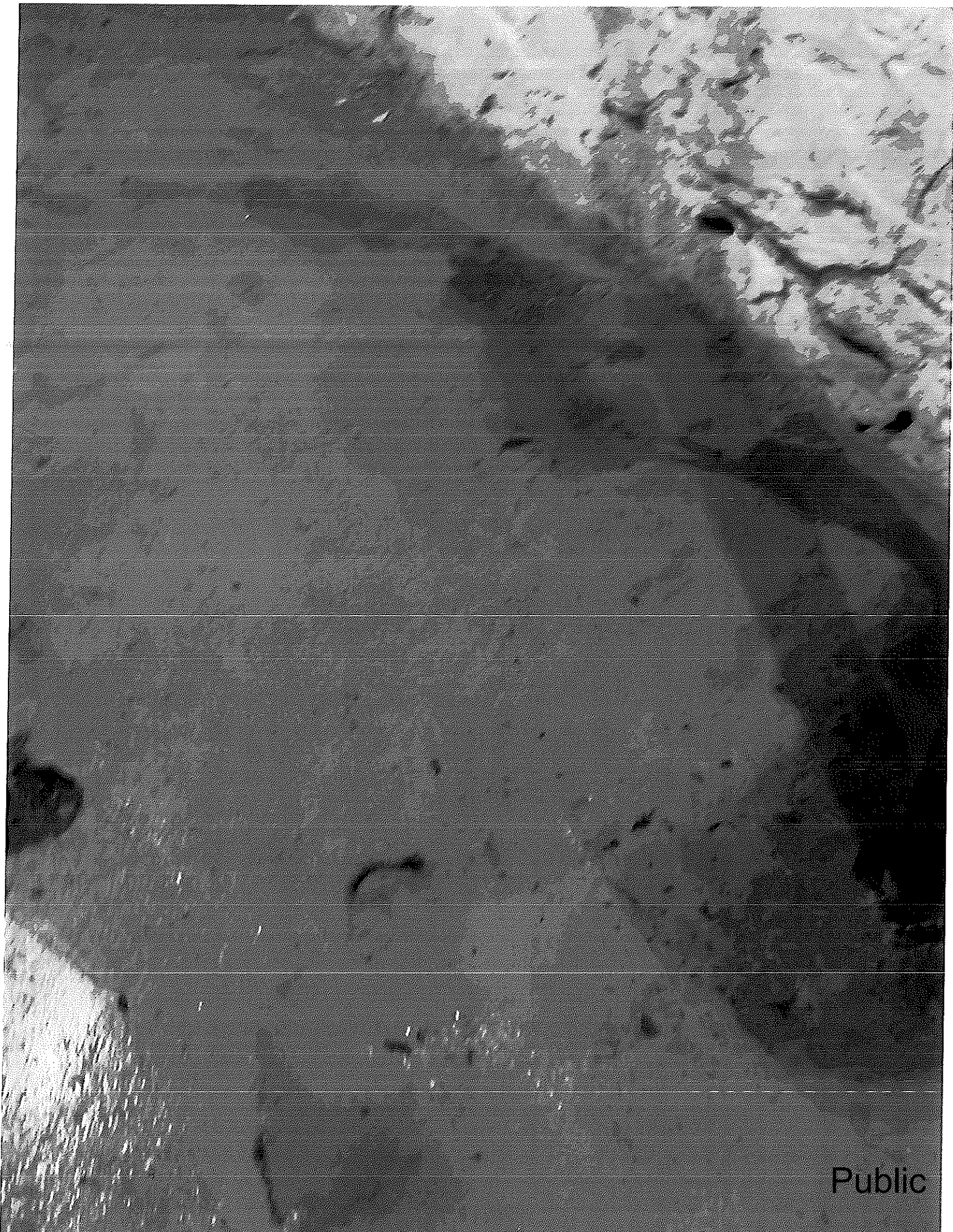
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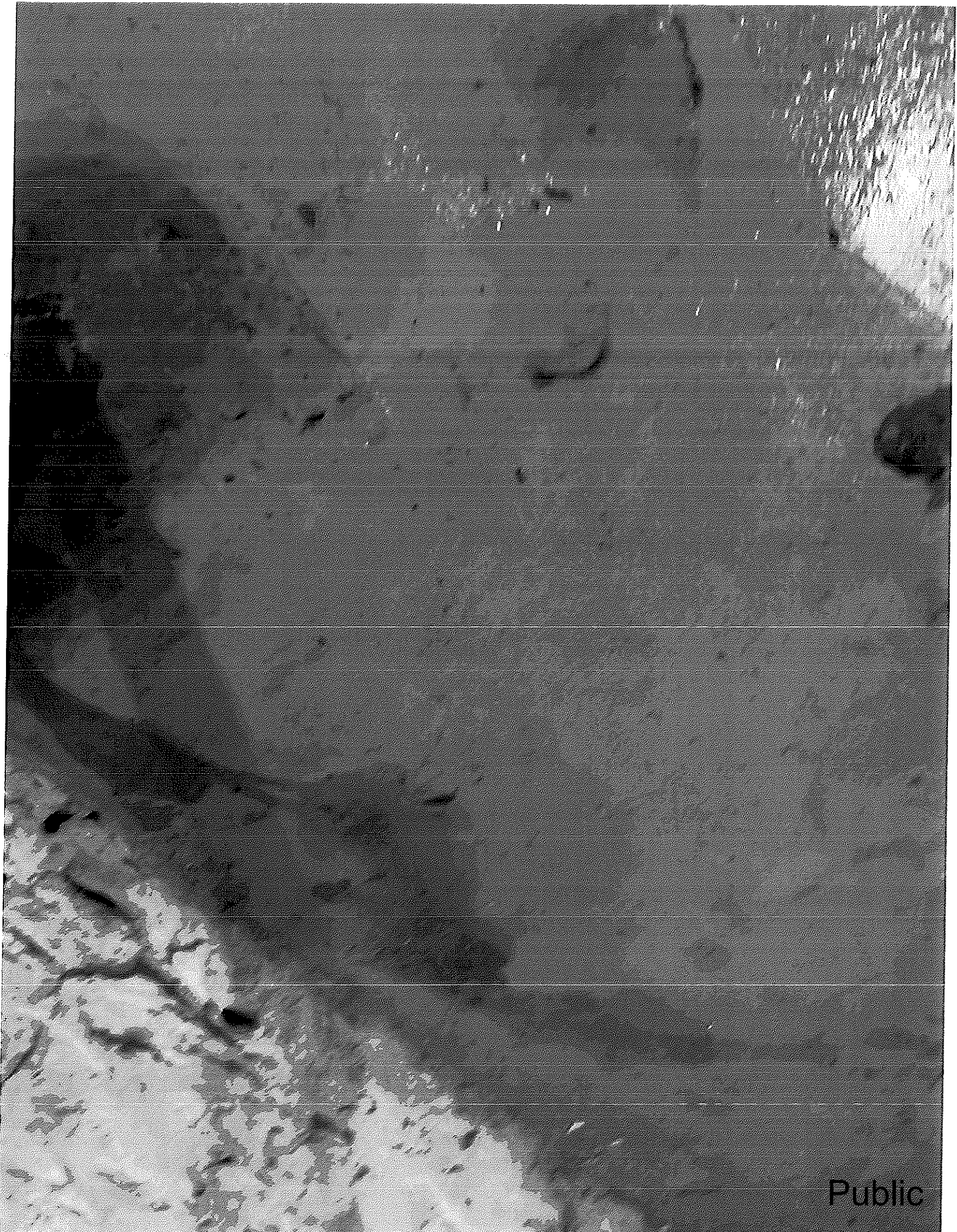
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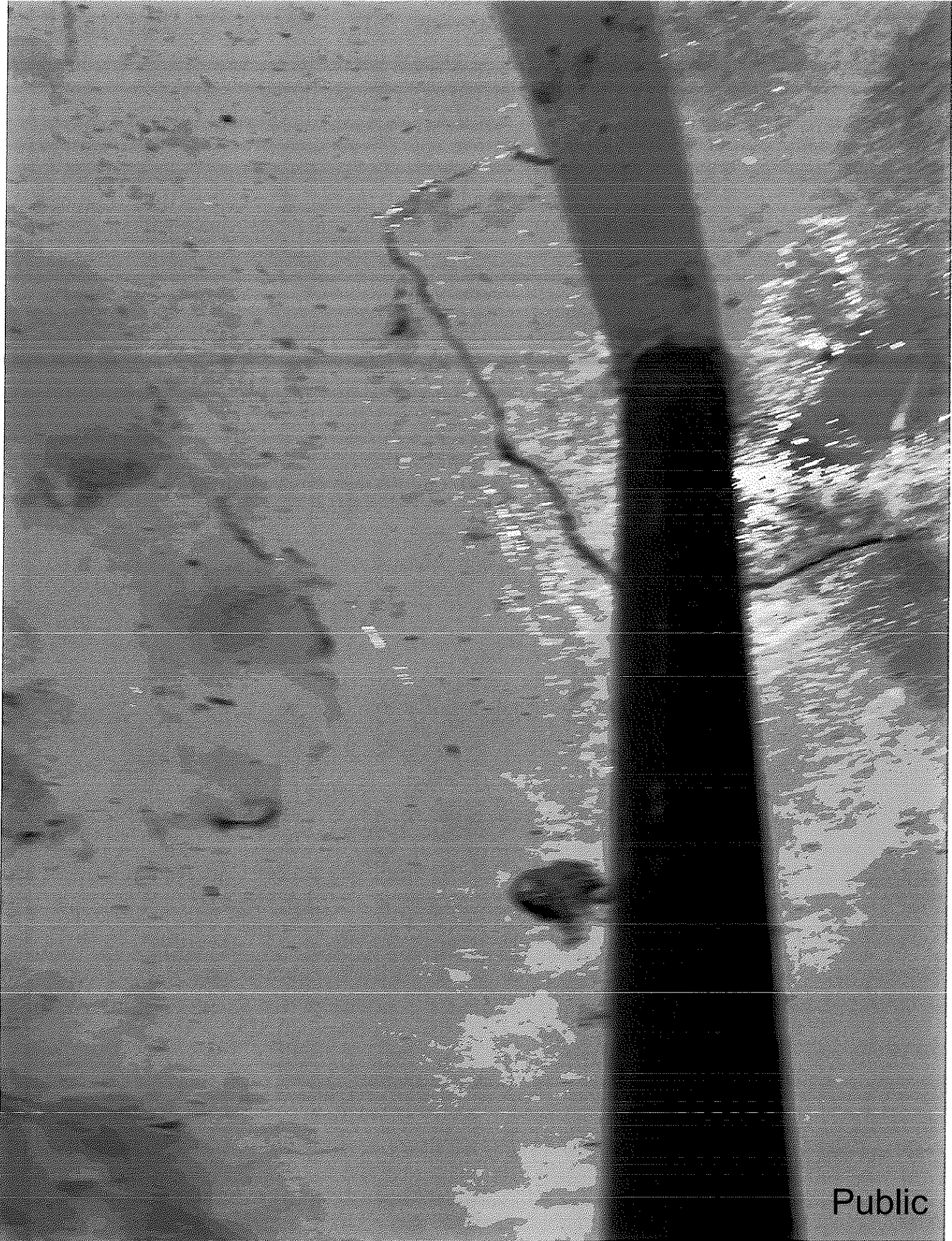
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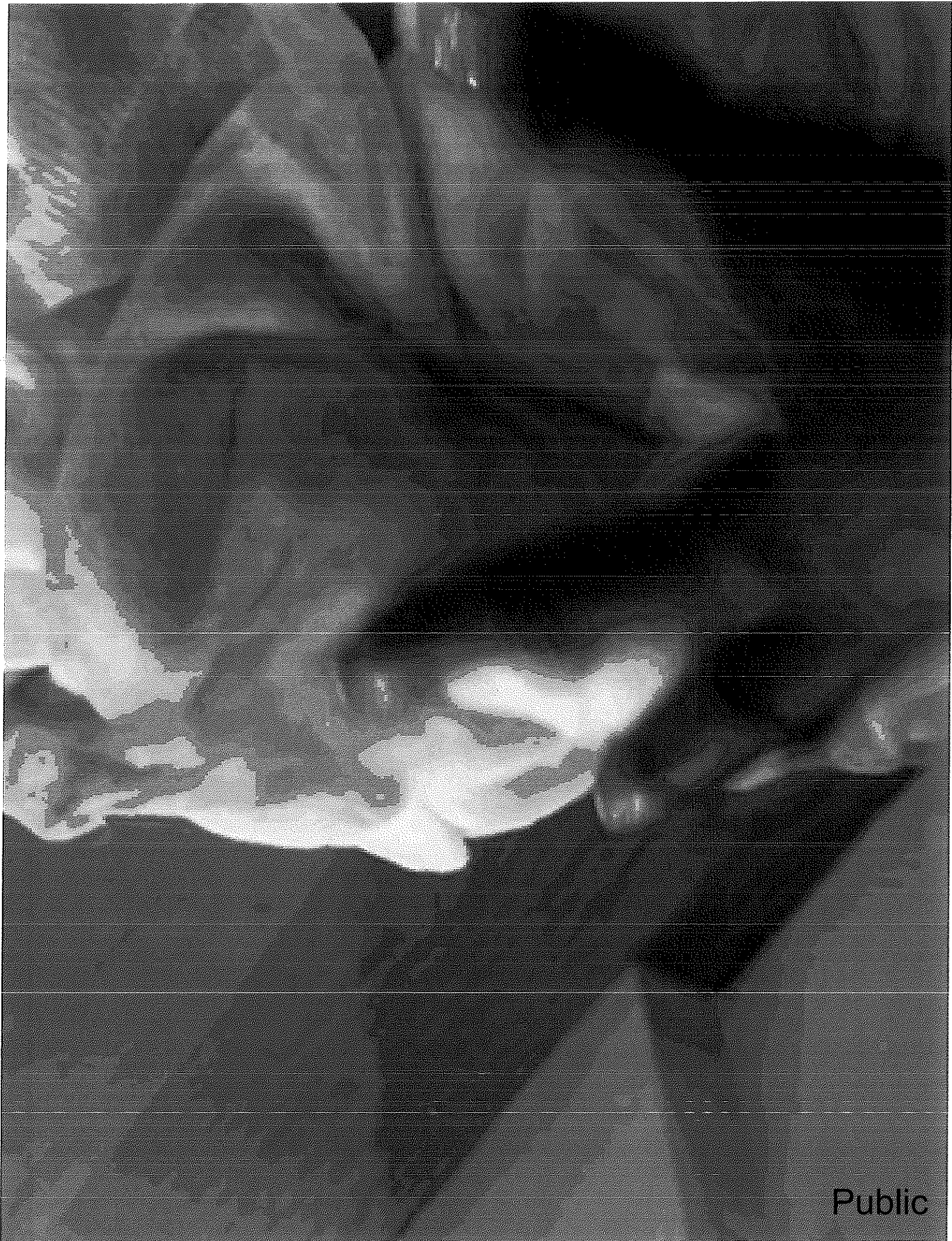
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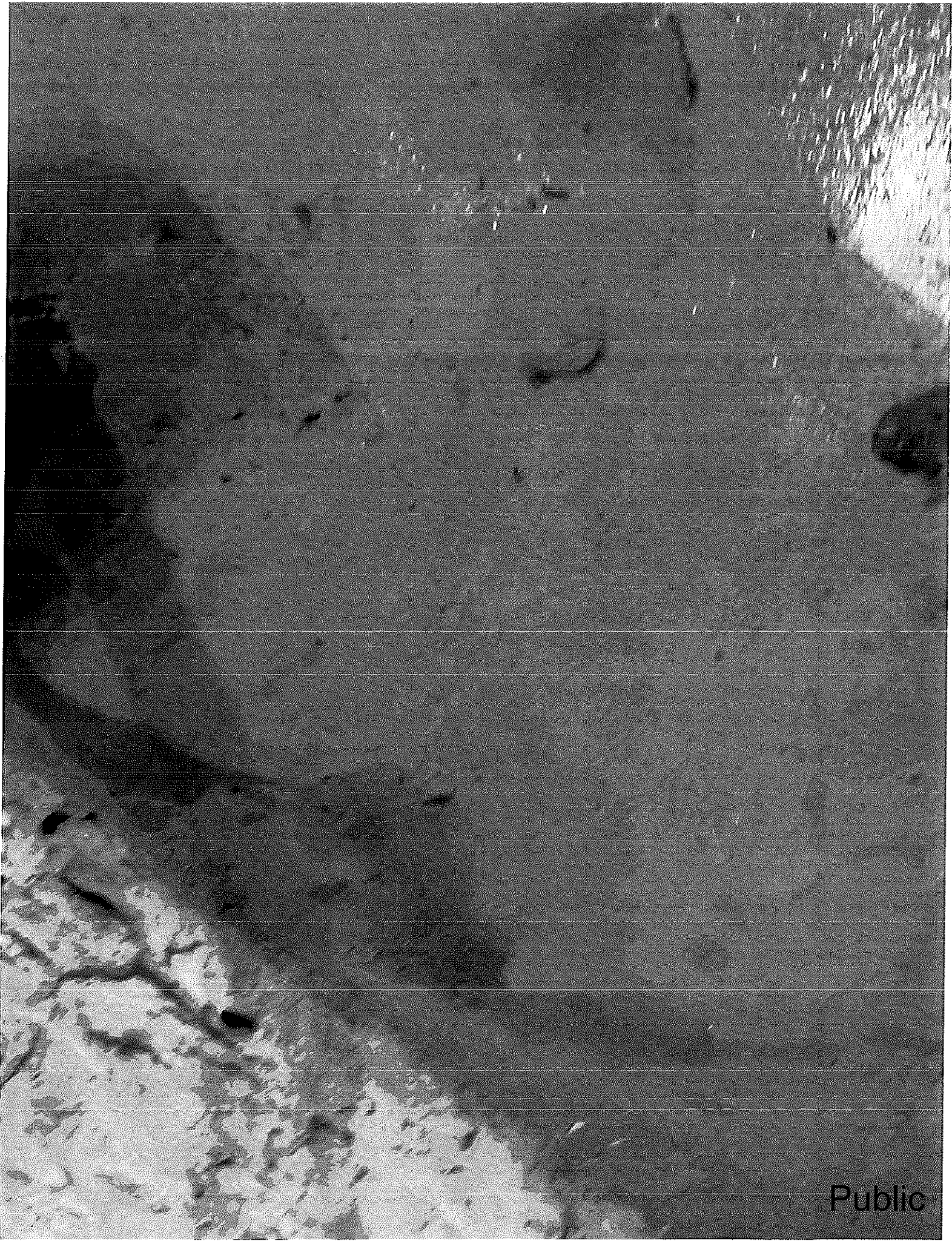
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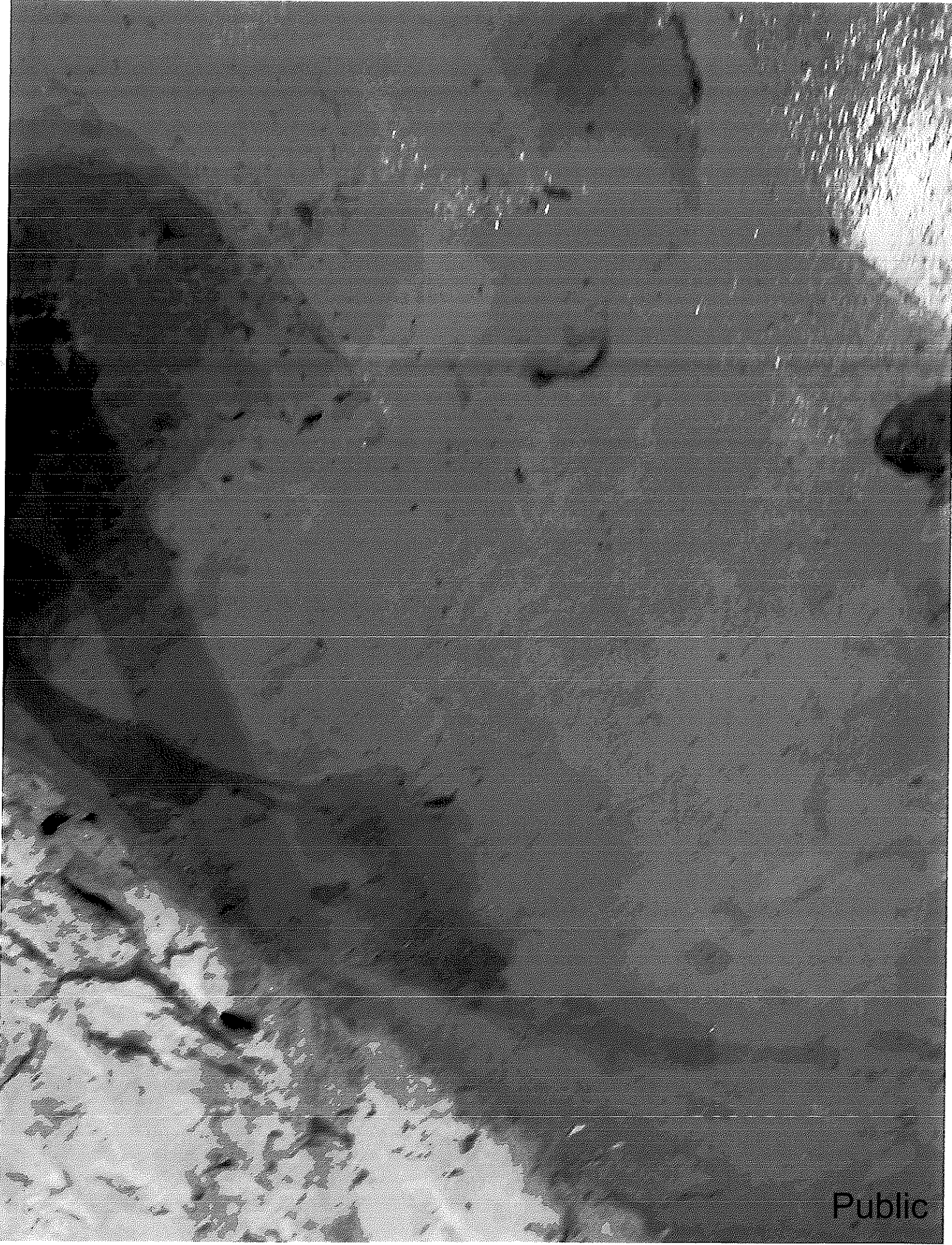
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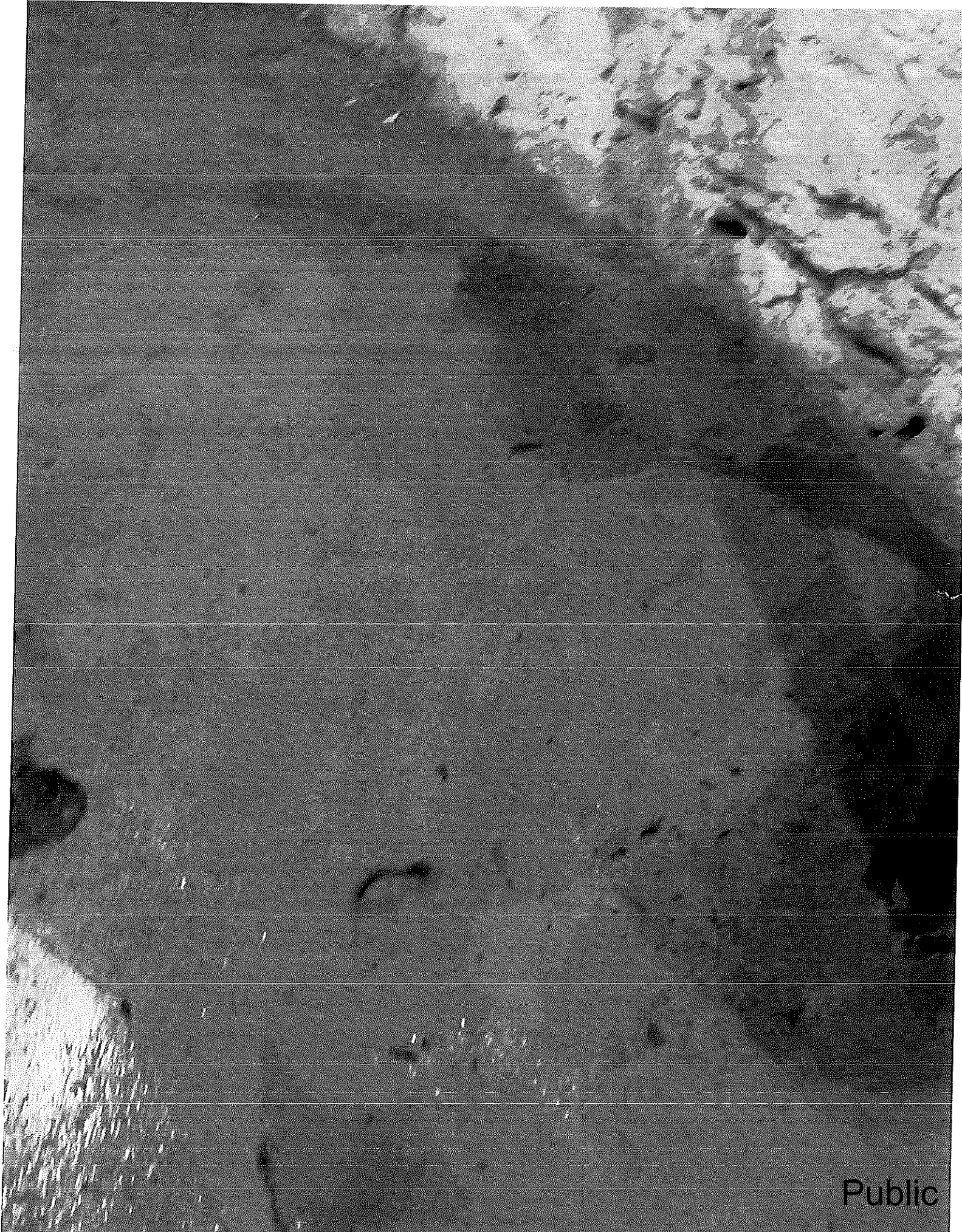
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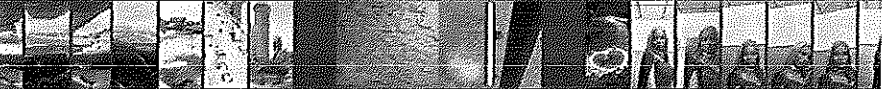
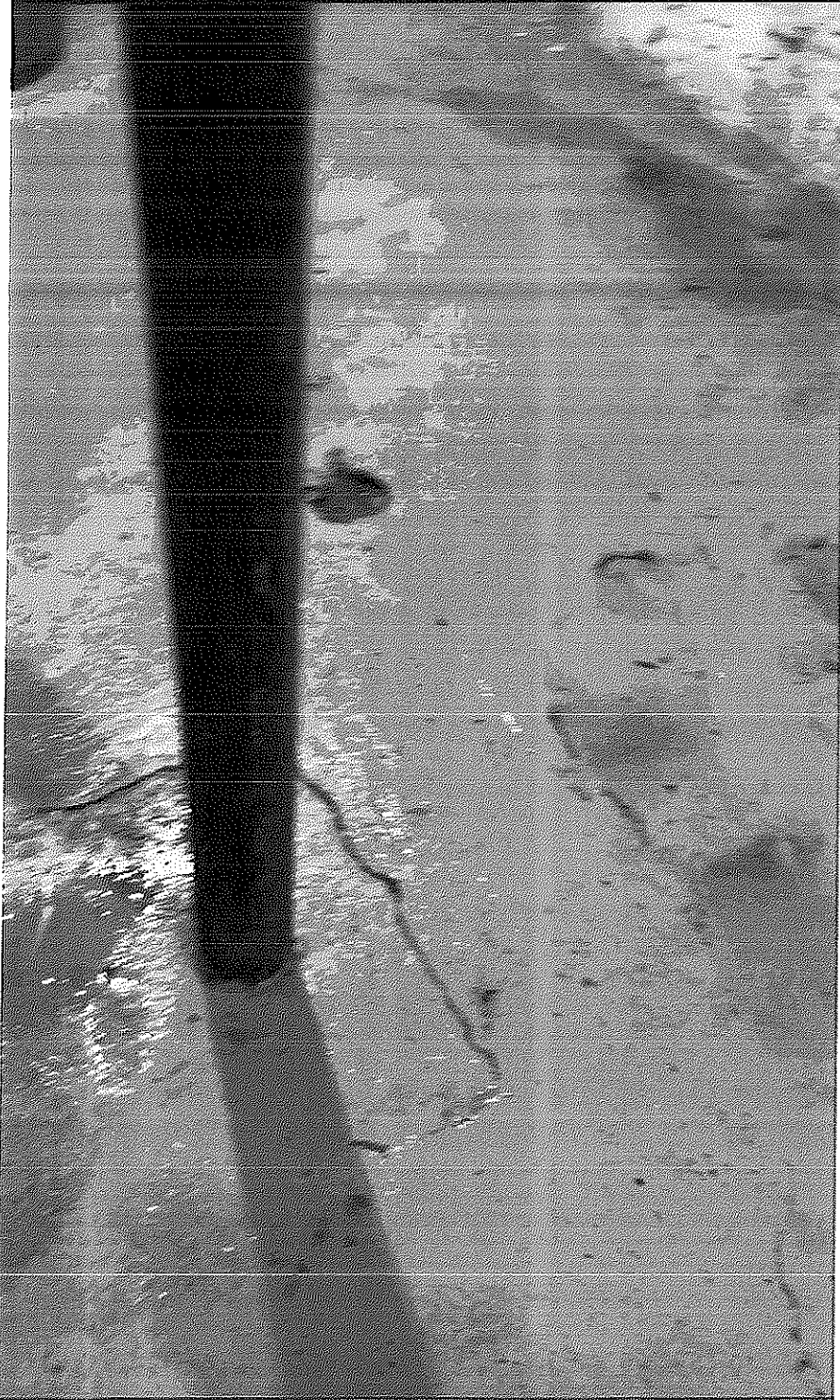
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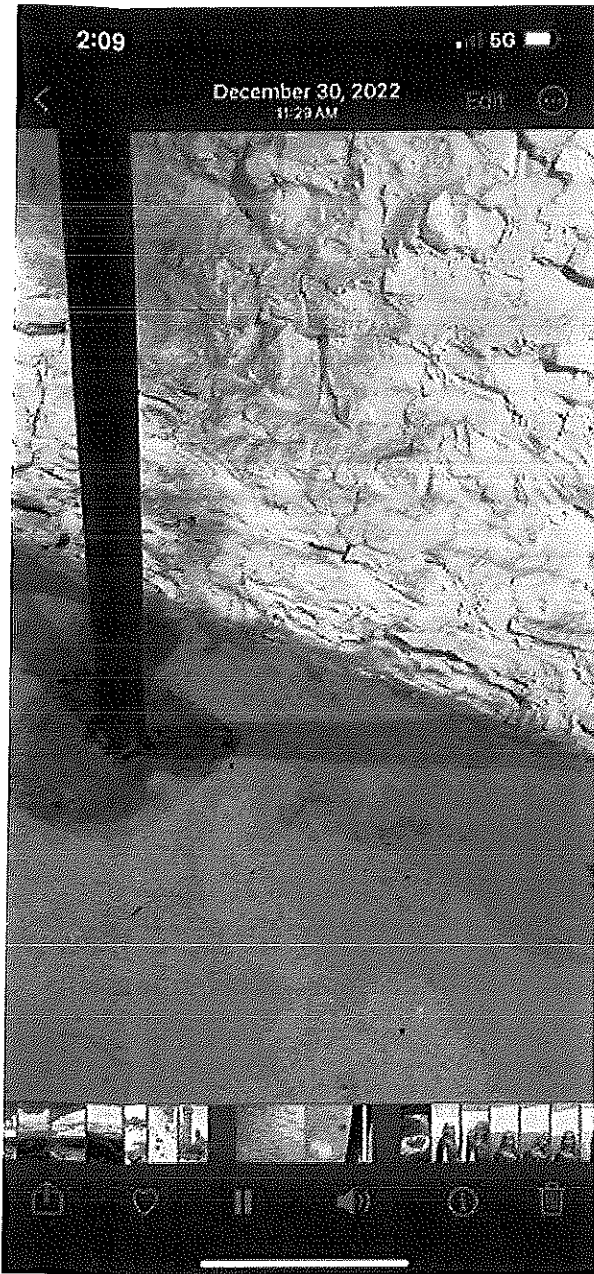
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December 30, 2022
11:29 AM

Edit



Public



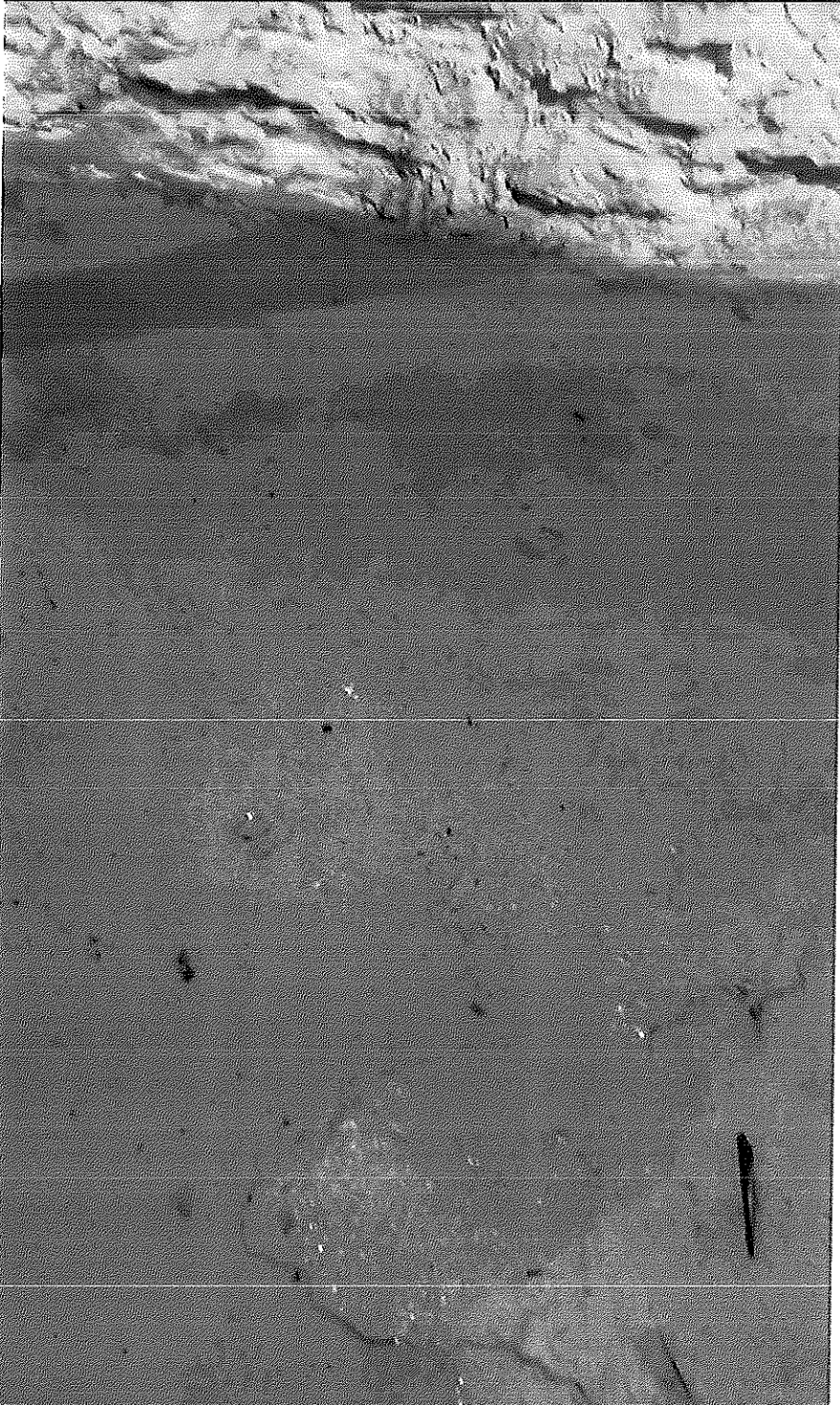
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2:08

5G

December 30, 2022
11:29 AM

Edit



Public

2:08

5G 



December 30, 2022
11:29 AM

Edit



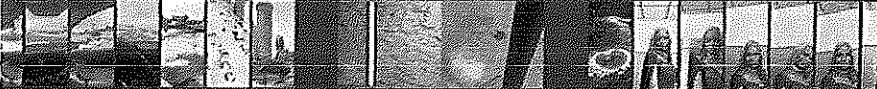
Public

2:08

5G

December 30, 2022
11:29 AM

Edit



Public

6:10

5G 93

< Transactions

Details

WITHDRAWAL

12/15/23



Add tags



Add notes



Attach image



Attach to a conversation

Similar transactions

Dec 8, 2023

\$

Oct 18, 2023

\$

Sep 28, 2023

\$

Jul 29, 2023

\$

Jul 20, 2023

\$

May 25, 2023

\$

Feb 11, 2023

\$

Jan 6, 2023

\$

May 23, 2022

\$

May 6, 2022

\$

Feb 28, 2022

\$

Dec 20, 2021

\$

Dec 15, 2021

\$

Public



Add tags

Add notes

Attach Image

Attach to a conversation

Similar transactions

23



15, 2023

\$ [Redacted]

\$ [Redacted]



Public



WITHDRAWAL \$ [redacted]
12/15/2023

Add tags

Add notes

Attach Image

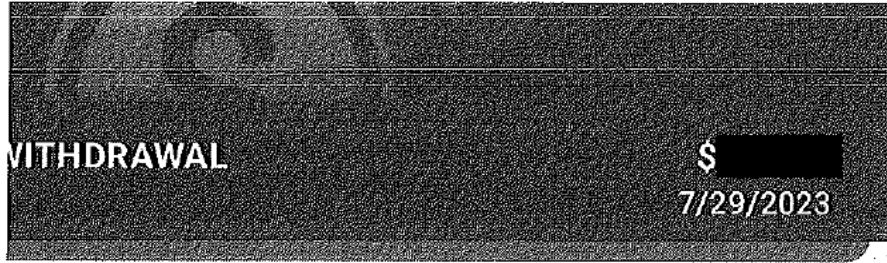
Attach to a conversation

Similar transactions

Feb 23	\$ [redacted]
Dec 8, 2023	\$ [redacted]
Oct 18, 2023	\$ [redacted]
01-08-2023	\$ [redacted]



Public



Add tags

Add notes

Attach Image

Attach to a conversation

imilar transactions

Feb 23

Dec 15, 2023

Dec 8, 2023





Public


Transaction details


WITHDRAWAL

\$ [REDACTED]
10/18/2023

 Add tags

 Add notes

 Attach Image

 Attach to a conversation

Similar transactions

Feb 23 \$ [REDACTED]

Dec 15, 2023 \$ [REDACTED]

Dec 8, 2023 \$ [REDACTED]

Sep 28, 2023 \$ [REDACTED]

[VIEW ALL](#)

Mainstreet Credit Union - FREE PLUS CHECKING

WITHDRAWAL




2:49


5G 65%


Transaction details


WITHDRAWAL

\$ [REDACTED]
10/18/2023

 Add tags

 Add notes

 Attach Image

 Attach to a conversation

Similar transactions

Feb 23 \$ [REDACTED]

Dec 15, 2023 \$ [REDACTED]

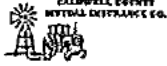
Dec 8, 2023 \$ [REDACTED]

Sep 28, 2023 [REDACTED]

VIEW ALL

Mainstreet Credit Union - FREE PLUS CHECKING





Caldwell County Mutual

Insured: Adhol Deng

Home: [REDACTED]

Property: [REDACTED]

Home: [REDACTED]

Claim Rep.: Jacob Dupin

Cellular: [REDACTED]

Position: Outside Property Adjuster

E-mail: [REDACTED]

Estimator: Jacob Dupin

Cellular: [REDACTED]

Position: Outside Property Adjuster

E-mail: [REDACTED]

Claim Number: [REDACTED]

Policy Number [REDACTED]

Type of Loss: Water Damage

Date Contacted: 1/3/2023 11:18 AM

Date of Loss: 1/2/2023 11:17 AM

Date Received: 1/3/2023 11:18 AM

Date Inspected: 1/4/2023 11:19 AM

Date Entered: 1/6/2023 11:16 AM

Price List: MOKC8X_JAN23

Restoration/Service/Remodel

Estimate: G2300052

Dear Adhol Deng,

This repair estimate represents the scope and price of repairs that Caldwell County Mutual proposes with respect to your claim. If your contractor disagrees with this estimate, please contact Jacob Dupin immediately. Caldwell County Mutual must authorize any supplemental work or additional expenses before they can be completed. Failure to allow Caldwell County Mutual to review any supplemental work or additional expenses may result in you being financially responsible for the additional costs. Caldwell County Mutual does not guarantee the work of any contractor. This estimate is not intended as a waiver or relinquishment of any of the Caldwell County Mutual rights or defenses under the policy of insurance.

Thank you for allowing Caldwell County Mutual to serve your insurance needs. Please contact Jacob Dupin at the numbers listed above if you have any questions regarding this estimate or any other matter pertaining to your claim.



CALDWELL COUNTY
MUTUAL INSURANCE CO.

Caldwell County Mutual

Grand Total Areas:

1,297.83 SF Walls	710.86 SF Ceiling	2,008.69 SF Walls and Ceiling
696.69 SF Floor	77.41 SY Flooring	157.33 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	165.17 LF Ceil. Perimeter
696.69 Floor Area	766.81 Total Area	1,297.83 Interior Wall Area
1,534.50 Exterior Wall Area	170.50 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	



Recap by Category with Depreciation

Items	RCV	Deprec.	ACV
APPLIANCES			
CABINETRY			
GENERAL DEMOLITION			
FLOOR COVERING - VINYL			
PLUMBING			
WATER EXTRACTION & REMEDIATION			
Subtotal			
Material Sales Tax			
Total			



Recap of Taxes

	Material Sales Tax (9.85%)	Manuf. Home Tax (9.85%)	Food Tax (6.85%)
Line Items			
Total			

CALDWELL COUNTY MUTUAL INSURANCE CO.

96 North Franklin Street
P.O. Box 85
Kingsland, MO 64650
Phone: 816-586-3531 Fax: 816-586-3848

Serving the area since 1895

Adhol Deng



RE: Claim Number: [Redacted]
Policy Number: [Redacted]

Dear Adhol Deng,

Caldwell County Mutual Insurance Company insures your property located at [Redacted] and has recently received notice of Water Damage to the property on 1/2/2023. We have investigated the circumstances of your loss and reviewed the terms of your policy. Below is a payment explanation for this loss.

Replacement Cost
Less Recoverable Depreciation
Less Non-Recoverable Depreciation
Less Advance/Prior Payments
Amount over Limits
Less Deductible
Net Claim



Replacement Cost is the cost to replace the stolen or damaged property with like, kind, quality materials.

Actual Cash Value is the amount equal to the total replacement cost minus depreciation of damaged or stolen property at the time of the loss.

Depreciation is calculated based on the age and/or condition of the material as associated with the useful life or life expectancy.

I included an estimate with the itemized breakdown. The initial payment of \$[Redacted] is enclosed with this mailing.

Please give a copy of this estimate to your contractor. If they have any questions or concerns, please have them contact me prior to starting the repairs. Your policy indicates that you must inform us within 180 days after the date of loss if you wish to exercise your claim for replacement cost. Nothing in this letter or the enclosed repair estimate is intended to waive or alter our rights under the policy. Any estimate of recoverable depreciation supplied by us is not a guarantee of payment in such amount upon completion of repairs. The actual amount paid for recoverable depreciation will be determined in

Public



Consumer Complaint Form

Missouri Attorney General Eric Schmitt

ago.mo.gov 800-392-6727

If you would like to file a consumer complaint, please complete and mail this form to: Missouri Attorney General's Office - Consumer Protection Unit - P.O. Box 899 - Jefferson City, MO 65116

Information About Consumer

YOUR NAME: Aho, DENG, JIEU
ADDRESS: [Redacted]
E-MAIL: [Redacted]
PRIMARY PHONE NO: [Redacted]
SECONDARY PHONE NO: [Redacted]
ARE YOU 65 OR OVER? [] Yes [X] No
ARE YOU DISABLED? [] Yes [X] No
ARE YOU A VETERAN? [] Yes [X] No

Information About Complaint

BUSINESS NAME:
DATE OF TRANSACTION/PURCHASE: [] [] [] [] [] [] [] [] [] []
AMOUNT PAID \$:

BRIEFLY DESCRIBE YOUR COMPLAINT: My gas has been turned off since December 2021. The previous owner ran up a very large gas bill that is not my bill. What do I need to do to get my gas turned on? The cold weather is coming and I need heat.

ADDRESS: 2900 e 35th terrace, Kansas City, MO 64119
BUSINESS PHONE NO: (816) 521-1234
BUSINESS FAX NO: (816) 521-1234
FINANCIAL LOSS? [] Yes [X] No
IS CONTRACT SIGNED? [] Yes [X] No
CONTACT NAME: A Spier company
CONTACT TITLE:

MO 900 January 2016

IN THE CIRCUIT COURT OF JACKSON COUNTY, MISSOURI

SMALL CLAIMS COURT

AT KANSAS CITY

AT INDEPENDENCE

Adriel Dwyer

PLAINTIFF(S)

[Redacted]

[Redacted]

Spiric Energy

DEFENDANT(S)

7500 E 25th Terrace
SERVICE ADDRESS
Kansas City MO 64129
CITY STATE ZIP

EMAIL ADDRESS

NO. _____

DATE, TIME AND DIVISION OF HEARING

Jackson County Sealed Proceedings

Private Process Barrier

Certified Mail Service (Registration
Delivery Restricted to Addressee)

Out of County Service

FILED

CLERK OF CIRCUIT COURT
JACKSON COUNTY, MISSOURI

FEB 27 2023

CIRCUIT COURT OF JACKSON CO., MO

BY _____

PETITION

Plaintiff states that he has a claim against the defendant, which arose on or about 11/30/21 in the amount of \$ _____.

Defendant is a resident of _____ County, in the State of _____.

The claim arose in _____ County, in the State of _____ due to the following events:

Upon purchase of my home it was purchased in 11/30/21. The address is [Redacted]. It was never disclosed to me that the home had a past due AMT with the Gas Company Spiric Energy. During the winter when I attempted to contact the Energy Company to pay my home I was informed not until the past residence outstanding collection is paid. My home has had broken pipes due to freezing temperatures because of lack of heat. They also will not disclose the obvious tenants past due amount.

Plaintiff states that the information contained in this petition is true and correct to the best of his knowledge, that he is not an assignee of the claim and that he has not filed more than twelve (12) claims in any Missouri small claims court during the current calendar year.

Plaintiff understands that should he/she be successful in this action and obtain a judgment, and if defendant does not appear within 10 days, this judgment becomes final. Plaintiff cannot commence another action involving the same parties and issues. Plaintiff also understands that an amount over the small claims monetary jurisdiction owed by defendant arising out of this transaction is deemed waived. PLAINTIFF IS HEREBY WAIVING HIS RIGHT TO JURY TRIAL ON THESE ISSUES IN THE SMALL CLAIMS COURT.

(Information available at www.16thcircuit.org)

KEEP A COPY OF THIS PETITION AND BRING TO COURT

SIGNATURE OF PLAINTIFF

ORIGINAL FILE IN COURT'S CASE FILE FOLDER

FROM:

ANHAL WIPU DEHA
[Redacted]

Retail



65102

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
KANSAS CITY, MO 64130
JUN 18, 2024

\$3.55

R2305K139245-7

TO:

MISSOURI PUBLIC SERVICE
COMMISSION
360 JEFFERSON CITY MISSOURI
68102

RECEIVED

JUN 24 2024

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

Utility Mailer
10 1/2" x 16"

Ready **P**ost.

Public