BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI



Name: Mary Keaton	Missouri Public Service Commission
Complainant)
VS.))Case No.
Commany Names Taclede Cas Company)
Company Name: Laclede Gas Company Respondent	- <i>)</i>
COMPLAINT	
Complainant resides at 12621 Heartleaf	Street, Moreno Valley, CA 92553-1206
and 8689 Oriole Avenue, St. Louis, M	10 63147-1305
1. Respondent,Laclede Gas Compar	ny ompany name)
of 720 Olive Street, St. Louis, MO 63101 (location of company)	, is a public utility under the
jurisdiction of the Public Service Commission of the	e State of Missouri.
2. As the basis of this complaint, Complain	ant states the following facts:
**NOTE: See Attached page for item Nu	mber 2.
3. The Complainant has taken the follow	ving steps to present this complaint to
the Respondent:	O trebe to broshing and someone to

2. The basis of this complaint, Complainant states the following facts:

On about May 17, 2006 I received a gas bill from Laclede Gas Company for the property located at: 5431 Cabanne Ave. Apt 1W, St. Louis, MO 63112-3305 in the amount of \$3,458.87 prior to receipt of this bill I had not been notified nor received any billing and/or statements from Laclede Gas Company or did I received any telephone calls or any type of communication with the company concerning this matter not even a disconnect notice for a \$3,458.87 gas bill with no payments whatsoever. It seems out of the ordinary for a company to allow a bill to get to this amount without contacting the responsible party or receiving any payment or any communication as to any payment arrangements.

I contacted the management company, Efthim Company Realtors, 3605 Watson Road, St. Louis, MO in reference to this matter to see if the bills were being sent to them in error and was informed they had not received any billing from Laclede Gas Company regarding the above listed property. A tenant was residing at 5431 Cabanne Ave 1E, the company representing the tenant stated they were not receiving any bills. I then called Laclede Gas Company to inquire about this matter and was told this bill was for the amount of actual consummation and/or usage. I disagreed with the billing determination by Laclede and called the Public Utilities Commission and spoke with Contessa in the Consumer Services Division, but when I received correspondence from Tracy LeonBurger it indicated that the complaint had been resolved. I could not understand how the complaint could have been resolved when it is evident that an error in billing has definitely been made. When I filed a complaint with the Public Utilities Commission with my disagreement with the charges and not receiving any billing or communication in order to have stopped the billing before it became this outrageous amount. Apparently the information was not relayed as I it was stated when speaking to the consumer representative. The complaint was not just in regard to the "Leave On" policy, but in regard to the enormous and excessive amount of the gas bill received from Laclede Gas Company.

I have previously had overcharges on this same property, but it was resolved in November 2005 when I spoke with Ms. Reva Hoefl of Laclede Gas Company, the bill was adjusted I paid a portion of it and the other portion was transferred to 8687 Oriole Ave, 1FL, St. Louis, MO 63147-1305 and I paid it because it was the balance due from 5431 Cabanne Ave 1W, St. Louis, MO 63112-3305.

In August of this year I received a bill for 8689 Oriole Ave, 2FL, St. Louis, MO 63147-1305 in which a tenant had just moved out. I called Laclede Gas Company concerning this billing and the fact that the "Leave On" policy was to have been cancelled. I was told by the representative at Laclede that the "Leave On' policy had been cancelled in June 2006, but that canceling the policy has nothing to do with shutting the gas "Off". In view of this statement I immediately requested to have the gas shut off at 8689 Oriole Ave 2FL until a new tenant moved in because when the gas is on prior to a tenant moving in the tenants usually take advantage of this and do not transfer the billing into their names right away, I had this to occur more than once and I did not

want it to occur again, paying for a tenants gas and then the management company has to try and enforce them to take responsibility for the usage they have already used.

I am submitting documentation from Laclede Gas Company as well as other companies, which indicate gas service was shut off periodically during the billing period in dispute. There is also a period where there was no billing. Also, I am submitting a copy of the billing from Laclede Gas Company that indicates all the readings were estimated, but prior to being sent the billing I had a conversation with one of Laclede Gas Company representatives as follows:

On October 25, 2006 at 1:31 p.m. I spoke with Donna a representative at Laclede Gas Company and questioned, "Why had I not received a bill for the 5431 Cabanne Ave, Apt1W address and why did Laclede allow the bill to get to the amount of \$3,458.57 without receiving payment, or making any attempt to communication with the property management company or myself. I shared with Donna when I spoke with Ms. Timms, a representative at Laclede on Olive Street regarding the bill being \$991.49 in or around June 2005 at the 5431 Cabanne address and I was receiving telephone calls from Laclede regarding payment arrangements, etc. I requested the gas be shut off at that point until we could get the issue resolved. Donna stated the current bills were being sent to 8689 Oriole Ave 2Fl, St. Louis, MO 63147-1305 I indicated to Donna that I had never resided at this address plus there was a tenant: Angela Spieght residing at that address as of November or December 2005 and if she would check her records it would indicate this and clarify that I had never resided at that address, but that I did have the gas service turned on in my name to check all gas appliances in the unit the furnace and hot water heater prior to a tenant moving in. I also asked Donna to provide me with a copy of the bills that were sent to the address on file. Donna asked what address did I want the bill mailed to, I gave her the address of 3605 Watson Rd., St. Louis, MO, she said she could not do that because that was the management company address and place me on hold, when she returned she said, "I spoke with my supervisor and I have to send it to the address we have on record." Now, it is 1:54 p.m. I have spent all this time explaining to Donna if she sent the bill to that address I would not receive the bill. Donna insisted on sending the bill to that address I emphasized it was an incorrect address. Donna placed me on hold again, when she returned to the telephone she said she had spoken to her supervisor again, I requested to speak with her supervisor and she said I couldn't the supervisor would have to call me back, I asked why is that, you're speaking to her every time you place me on hold, she stated that was Laclede's policy I said, "OK" and I asked her since she could not send the bills to the address I requested could she send them to Germany, she replied, "yes", but she could not send them to the Watson Rd. address as I had requested. I gave her the account number from a previous bill and indicated they had sent bills to that address previously, why couldn't they send the bill now at my request, she said the account number that I had given her was not the correct account number the account number she had was a different account number and stated that every time the gas is shut off at an address a different account number is issued. After approximately another 10-15 minutes she placed me on hold again when she returned to the telephone she said she would mail the bill to the address I had previously requested, which was 3605 Watson Road, St. Louis, MO.

I am submitting the following documentation to substantiate my dispute.

- 1. Gas bill from July 28, 2006 indicating the adjustment from Laclede Gas Company's previous overcharge and charge adjustment for 5431 Cabanne Ave 1W.
- 2. Gas bill from September 19, 2006 indicating accrued charges when the tenant moved from the unit at 8689 Oriole Ave. 2FL
- 3. Gas bill from October 26, 2006 indicating charges from Laclede Gas for 5431 Cabanne Ave 1W amount in dispute
- 4. Final Bill Notice: 5431 Cabanne Ave 1W including mailing envelope.
- 5. Bill from Laclede Gas with an incorrect street address and incorrect city. From the previous overcharge bill.
- 6. Final Bill Notice: Balance transfer from 5431 Cabanne Ave 1W to the account at 8687 Oriole Ave 1F, which I paid. (Incorrect address)
- 7. Laclede Gas bills sent to 3605 Watson Rd., St. Louis, MO
- 8. 5431 Cabanne Ave 1W bill transferred to 8689 Oriole Ave 1FL my secondary residence, a bill in the amount of \$3,507.06.
- 9. Work order December 19, 2005 No Heat, Invoice from March 2, 3, 6 and 8th Laclede shut gas off and tagged March 3, 2006.
- 10. Correspondence Missouri Public Utilities Commission dated September 5, 2006
- 11. Bill for 8689 Oriole Ave 2FL, after tenant vacated premises.

**NOTE: See attached page	for item Number 2.
WHEREFORE, Complainant no	ow requests the following relief:
Complainant request Respondent f	for adjust bill to a resonable amount
without manipulation of readings	s and amounts due.
November 29, 2006	Signature of Complainant
Sate	Mary Keaton

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

LACLEDE GAS COMPANY STATEMENT OF BILLS & PAYMENTS JULY 28, 2006

PAGE 0001

KEATON, MARY A 12621 HEARTLEAF ST ST LOUIS, MO 92553

SERVICE ADDRESS: 5431 CABANNE AVE APTIW ACCT. NO: 536118-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ Payments	BALANCE
BALANCE AS	OF 02-14-05					0,00
02-14-05	SERVICE INITIATION FEE				36.00	36,00
03-04-05	REBILL	02/10/05-03/01/05	3640E	323.7	302.35	338.35
03-30-05	LATE PAY CHRG-GAS SERVICE				5.08	343.43
04-05-05	REBILL	03/01/05-03/31/05	4079E	452.2	440.95	784.38
04-28-05	LATE PAY CHRG-GAS SERVICE				11.77	796.15
05-04-05	REBILL	03/31/05-04/29/05	4245E	170.2	180.69	976.84
05-27-05	LATE PAY CHRG-GAS SERVICE				14.65	991.49
06-21-05	LATE PAY CREDIT-GAS SERVICE				31.50-	959.99
06-21-05	BILL ADJUSTMENT CREDIT				923.99-	36.00
06-21-05	REBILL	02/10/05-05/31/05	3758R	444.1	471.19	507.19
07-05-05	REBILL ARRANGEMENT 549.44	05/31/05-06/29/05	3787R	29.6	42.25	549.44
07-28-05	LATE PAY CHRG-GAS SERVICE				8.24	557.68
08-03-05	REBILL	06/29/05-07/29/05	3814E	27.5	40.51	598.19
08-26-05	LATE PAY CHRG-GAS SERVICE				8.97	607.16
08-26-05	BILL ADJUSTMENT CREDIT				40.51-	566.65
08-26-05	LATE PAY CREDIT-GAS SERVICE				8.97 <i>-</i>	557.68
09-12-05	LATE PAY CREDIT-GAS SERVICE				8.24-	549.44
09-12-05	BILL ADJUSTMENT CREDIT				513.44-	36.00
09-12-05	BILL				0.00	36.00
10-21-05	BILL	02/10/05-04/22/05	3674R	358.4	368.94	404.94
11-02-05	PAYMENT-GAS SERVICE				200.00-	204.94
03-09-06	ACCOUNT TRANSFER				204.94-	0.00

TOTAL ACCOUNT BALANCE

♦0.00

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY HAVE MADE. REFER TO YOUR LAST BILL FOR INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE

DEPT. 9

LACLEDE GAS COMPANY STATEMENT OF BILLS & PAYMENTS SEPTEMBER 19, 2006

PAGE 0001

KEATON, MARY 12621 HEARTLEAF ST MORENO VALLEY, CA 92553

SERVICE ADDRESS: 8689 ORIOLE AVE 2FL ACCT. NO: 143831-009

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS	OF 06-13-06				_	0.00
06-13-06	BILL	05/15/06-06/09/06	1697R	11.2	24.66	24.66
07-07-06	LATE PAY CHRG-GAS SERVICE				0.37	25.03
07-13-06	BILL	06/09/06-07/11/06	1708R	11.2	26.97	52.00
07-26-06	PAYMENT-GAS SERVICE				24.66-	27.34
08-07-06	LATE PAY CHRG-GAS SERVICE				0.41	27.75
08-11-06	BILL	07/11/06-08/09/06	1718R	10.2	25.73	53.48
08-31-06	BILL	08/09/06-08/29/06	1725R	7.2	17.67	71.15

TOTAL ACCOUNT BALANCE #71.15

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY HAVE MADE. REFER TO YOUR LAST BILL FOR INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE

LACLEDE GAS COMPANY STATEMENT OF BILLS & PAYMENTS OCTOBER 26, 2006

PAGE 0001

KEATON; MARY A 3605 WATSON ST EDUIS; HO 63109

SERVICE ADDRESS: 5431 CABANNE AVE AFITH ACCT. NO. 536118-002

DATE	TRANSACTION	SERVICE DATES FROM - 70	neter Reading	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS	6 OF 13-10-05			- 1-1-0-0-1-1		9. 09
11-10-05	RECONNECTION CHARGE				54.00	54.00
12-01-05	BILL	11/03/05-11/28/05	4891E	302.8	359,65	413.65
12-28-05	LATE PAY CHEG-GAS SERVICE	21, 10, 12 -11, 10, 41			6.20	417.85
01 - 04 - 06	BILL	11/28/05-12/29/05	47978	731.4	977.84	1,417.69
99-65-99	BILL	12/29/05-01/30/05	5314E	533.0	701.23	2,118.97
82-27-06	LATE PAY CHRG-GAS SERVICE	• • • • • • • • • • • • • • • • • • • •			31.78	2,150.70
03-06-06	AILL	01/30/06-03/01/06	3910E	616.3	744.25	2,934.95
63-09-06	ACCOUNT TRANSFER				204.94	3,139,117
03-29-06	LAIE PAY CHRG-GAS SERVICE				46.02	5,183,91
04-84-06	BILL	03/03/06-03/30/06	6112R	207.9	274.66	5,458,57
84-85-66	BILL	03/30/06-03/50/06	61128	Ð. G	0.00	5,458,57
DQ - 1 2 - 0A	ACCOUNT TRANSFER				3,458,57°	4.00

TOTAL ACCOUNT BALANCE

60,00

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EXPLANATION OF HETER READING CODES

8 - REGULAR READING

S - CUSTOMER MEADING

ESTIMALE

ADDRESS SERVICE REQUESTED

KEAT689% 631472716 1A05 02 05/10/06 FORM 3547

KEATON'MARY A 12621 HEARTLEAF ST MORENO VALLEY CA 92553-1206

Hilaaldidahtadhaalliddlaadhaaldadldall

Laclede Gas Company ST. LOUIS, MO 63171 5431 CABANNE AVE APTIW SERVICE AT ACCT NO. 536118-003-7 DEPOSIT AVERAGE GAS COST PER THERM DEGREE DAYS BILL DETAIL PREVIOUS PRESENT USAGE BALANCE AS OF APR 05 X BTU FACTOR= \$3458.57 READING READING (CCF) CURRENT BALANCE \$3458.57 IMPORTANT: Please pay the AMOUNT DUE in full to close your account. If you have already done so, thank you and please disregard this AMOUNT notice. Our receipt of your full payment within 10 days will avoid further collection FINAL BILL NOTICE \$3458.57 account to a collection agency. AMOUNT DUE DELINQUENT AFTER 05-08-06
RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171 **AMOUNT DUE** \$3458.57 AMOUNT PAID **DELINQUENT AFTER 05-08-06** Do<u>llar Help - Check O</u>ne! \$1 \$2 \$5 MARY A KEATON 8689 ORIOLE AVE

ST LOUIS, MO 63147

53611800370003458572

MARY A KEATON 12621 HEARTLEAF ST ST LOUIS,MO 92553

ERVICE AT.	5431 CAI	BANNE A	VE APTIW	i	BILL DETAIL	AMOUNT
				!	PRIOR GAS BALANCE	598.1
ACCT NO.	29119-06	12-8 DEP	U.U TIEC	U RATE KG	BILL ADJUSTMENT	40.53
AVERAGE GAS	COST PER THERM	.771	54 _{DEGREE DAY}	_{is} 1155		8.97
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					LATE PAYMENT CHRG GAS	8.24
3674	3326	348	1.030	358.4	CHARGE FOR GAS SVC 02-10-05 TO 04-22-05	354.18
					(INCLUDES A MONTHLY ISRS CHARGE OF \$.62)	
				-	ST LOUIS CITY TAX	14.76
			ļ		ACCOUNT BALANCE	404.94
					CORRECTED FINAL BILL	
					DUPLICATE BILL	
		22505	1 55.5	AMOUNT		
	BASED ON		L_READ_	AMOUNT		
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AMOUNT DUE \$404.94

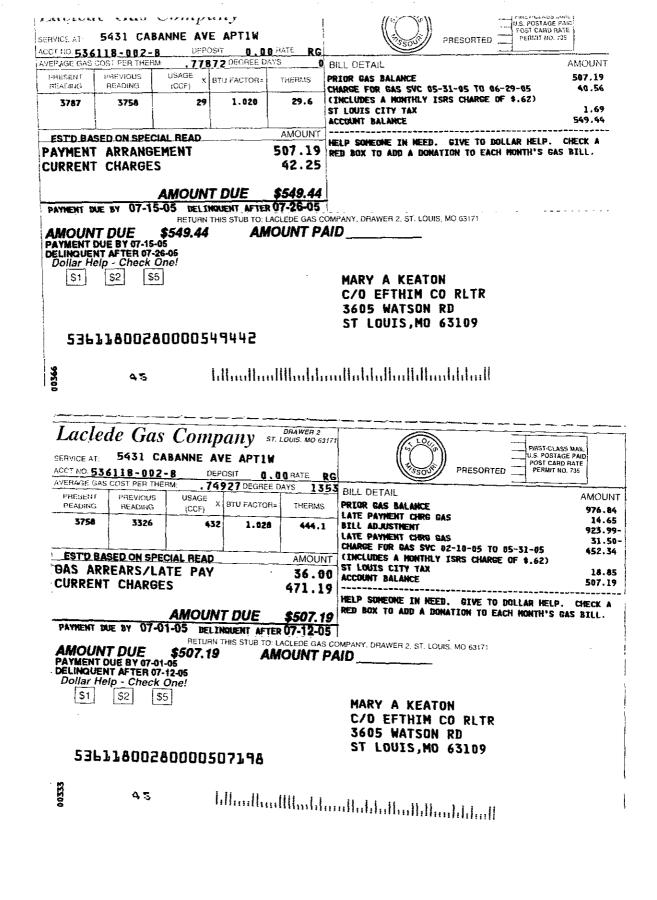
AMOUNT PAID _____

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MARY A KEATON 12621 HEARTLEAF ST ST LOUIS,MO 92553

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MARY A KEATON 12621 HEARTLEAF ST

MORENO VALLEY, CA 92553

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Max the Plumber **Rooter Max** Parham Plumbing

P.O. Box 724 Imperial, MO 63052 Phone: (636) 296-6559

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Missouri Public Service Commission

From the desk of Tracy -

Consumer Services Specialist

P.O. Box 360 Jefferson City, MO 65102

800-392-4211 (Consumer Hotline) 573-526-1500 (Fax Number)

September 5, 2006

Ms. Mary Keaton 12621 Heartleaf Street Moreno Valley, CA 92553

Dear: Ms. Keaton:

This is in receipt of a complaint (C200701289) you filed against Laclede Gas (Company). You indicated in your complaint that the Company sent you a bill (service dates 11/2005 to 3/2006) in the amount of \$3,458 for 5431 Cabanne Street, IW. You stated you sent the Company a note requesting a turn-off of service in your name prior to a new tenant moving in; however, the Company left the service on and are holding you responsible for the usage. You asked the Missouri Public Service Commission (Commission) to intercede on your behalf and contact Laclede.

I forwarded your complaint to Laclede and received the following information. 5431 Cabanne has an active Landlord Leave-On Agreement in effect. A turn-off request cancels the Leave-On Agreement. A Laclede supervisor responded that the Company has no record of a letter being received from you or any contacts by phone, requesting a turn-off at this address. Access arrangements would have been required for the turn-off, as the meter is on the inside.

Ms. Mary Keaton September 5, 2006 Page 2 of 2

The Company representative advised that the tenant will need to call in and take responsibility for the bill and provide information of their move-in date.

I have investigated your complaint and it appears that the Landlord Leave-On Agreement falls under Company policy and is not within the jurisdiction of the Missouri Public Service Commission. Your comments have been placed in our official files. You may want to seek legal assistance if you wish to pursue this matter further.

I trust this answers your questions concerning this matter.

Sincerely,

Fracy Leonberger

Consumer Services Specialist II

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Laclede Gas Company ST. LOUIS, 100 SAITS FIRST-CLASS MAII. U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735 8689 ORIOLE AVE 2FL SERVICE AT PRESORTED ACCT NO. 143831 - 009 - 1 0.00 mate RG 1.02941 DEGREE DAYS AVERAGE GAS COST PER THERM BILL DETAIL **AMOUNT** USAGE PRESENT PREVIOUS PRIOR GAS BALANCE 52.00 X BTU FACTOR= THERMS READING READING (00F) PAYMENT THANK YOU 24.66-1718 1708 LATE PAYMENT CHRG GAS .41 10 1.023 18.2 CHARGE FOR GAS SVC 07-11-06 TO 08-09-06 24.70 (INCLUDES A HONTHLY ISRS CHARGE OF \$.22) ST LOUIS CITY TAX 1.03 ACTUAL READING AMOUNT ACCOUNT BALANCE 57 27.75 ACCOUNT BALL GAS ARREARS/LATE PAY CURRENT CHARGES 25.73 HELP SOMEONE IN MEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH HONTH'S GAS BILL. **AMOUNT DUE** \$53.48 PAYMENT DUE BY 08-22-06 DELINQUENT AFTER 09-01-06 COMPANY DRAWER 2 ST LOUIS A'C 63121 AMOUNT DUE \$53.48 AMOUNT PAID **DELINQUENT AFTER 09-01-06** Dollar Help - Check One! \$2 \$1 \$5 MARY KEATON 12621 HEARTLEAF ST MORENO VALLEY, CA 92553 14383100910000053480 Halandalahalahallandhandhandhandhalaladul