

FILED⁴

Missouri Public
Service Commission

Company Name: Laclede Gas Company
Respondent

Complainant resides at 12621 Heartleaf Street, Moreno Valley, CA 92553-1206
(address of complainant)
and 8689 Oriole Avenue, St. Louis, MO 63147-1305

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

****NOTE:** See Attached page for item Number 2.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

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, Apt 1W 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 Spiegth 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 now requests the following relief:

Complainant request Respondent for adjust bill to a resonable amount
without manipulation of readings and amounts due.

November 29, 2006
Date

Mary A. Keaton
Signature of Complainant

Mary Keaton

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

DEPT. 9

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

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

PAGE 0001

SERVICE ADDRESS: 5431 CABANNE AVE APT1W
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-	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, 2006KEATON, MARY
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553

PAGE 0001

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

DEPT. 2

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

KEATON, MARY A
3605 WATSON
ST LOUIS, MO 63109

PAGE 0001

SERVICE ADDRESS: 5431 CABANNE AVE AP11W
ACCT. NO: 536118-000

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 11-10-05						0.00
11-10-05	RECONNECTION CHARGE				54.00	54.00
12-01-05	BILL	11/03/05-11/28/05	9091E	302.0	359.65	413.65
12-28-05	LATE PAY CHRG-GAS SERVICE				6.20	419.85
01-04-06	BILL	11/28/05-12/29/05	4797E	731.4	937.64	1,417.49
02-02-06	BILL	12/29/05-01/30/06	5314E	533.0	701.23	2,118.92
02-27-06	LATE PAY CHRG-GAS SERVICE				31.78	2,150.70
03-06-06	BILL	01/30/06-03/01/06	5910E	616.3	784.25	2,934.95
03-09-06	ACCOUNT TRANSFER				204.94	3,139.89
03-29-06	LATE PAY CHRG-GAS SERVICE				44.02	3,183.91
04-04-06	BILL	03/01/06-03/30/06	6112R	207.4	274.66	3,458.57
04-05-06	BILL	03/30/06-03/30/06	6112R	0.0	0.00	3,458.57
09-12-06	ACCOUNT TRANSFER				3,458.57	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



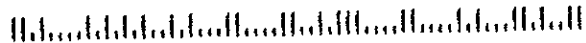
DRAWER 2
ST. LOUIS, MISSOURI 63171



US POSTAGE
\$0.05
2 051
259

ADDRESS SERVICE
REQUESTED

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

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



Laclede Gas Company						DRAWER 2 ST. LOUIS, MO 63171				FIRST-CLASS MAIL U.S. POSTAGE PAID POST CARD RATE PERMIT NO. 735	
SERVICE AT: 5431 CABANNE AVE APT1W						ACCT NO. 536118-003-7		DEPOSIT		RATE	
AVERAGE GAS COST PER THERM:						DEGREE DAYS					
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	BILL DETAIL			AMOUNT		
						BALANCE AS OF APR 05			\$3458.57		
						CURRENT BALANCE			\$3458.57		
AMOUNT						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.					
FINAL BILL NOTICE											
AMOUNT DUE \$3458.57											
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											
Dollar Help - Check One!											
<input type="checkbox"/> \$1 <input type="checkbox"/> \$2 <input type="checkbox"/> \$5											
53611800370003458572											
						MARY A KEATON 8689 ORIOLE AVE 2FL ST LOUIS, MO 63147					

00108

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

SERVICE AT: 5431 CABANNE AVE APT1W					BILL DETAIL		AMOUNT
ACCT NO. 536118-002-8 DEPOSIT 0.00 RATE RG					PRIOR GAS BALANCE		598.19
AVERAGE GAS COST PER THERM .77154 DEGREE DAYS 1155					BILL ADJUSTMENT		40.51-
PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS	LATE PAYMENT CHRG GAS	8.97
3674	3326	348		1.030	358.4	LATE PAYMENT CHRG GAS	8.97-
						BILL ADJUSTMENT	513.44-
						LATE PAYMENT CHRG GAS	8.24-
						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
						ACCOUNT BALANCE	404.94
						CORRECTED FINAL BILL	
						DUPLICATE BILL	
EST'D BASED ON SPECIAL READ							AMOUNT
GAS ARREARS/LATE PAY						36.00	
CURRENT CHARGES						368.94	
AMOUNT DUE						\$404.94	
PAYMENT DUE BY 11-02-05 DELINQUENT AFTER 11-14-05							

RETURN THIS STUB TO LACLEDE GAS COMPANY DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$404.94

AMOUNT PAID _____

PAYMENT DUE BY 11-02-05
DELINQUENT AFTER 11-14-05
Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

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

53611800280000404943

Laclede Gas Company

SERVICE AT: **5431 CABANNE AVE APT1W**

ACCT NO. **536118-002-8** DEPOSIT **0.00** RATE **RG**

AVERAGE GAS COST PER THERM: **.77872** DEGREE DAYS **0**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
3787	3758	29	1.020	29.6

EST'D BASED ON SPECIAL READ

PAYMENT ARRANGEMENT **507.19**

CURRENT CHARGES **42.25**

AMOUNT DUE \$549.44

MISSOURI PRESORTED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

BILL DETAIL

	AMOUNT
PRIOR GAS BALANCE	507.19
CHARGE FOR GAS SVC 05-31-05 TO 06-29-05 (INCLUDES A MONTHLY ISRS CHARGE OF \$.62)	40.56
ST LOUIS CITY TAX	1.69
ACCOUNT BALANCE	549.44

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

PAYMENT DUE BY **07-15-05** DELINQUENT AFTER **07-26-05**

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$549.44 **AMOUNT PAID**

PAYMENT DUE BY **07-15-05**

DELINQUENT AFTER **07-26-05**

Dollar Help - Check One!

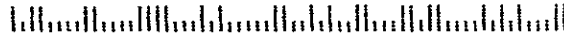
☐ \$1 ☐ \$2 ☐ \$5

MARY A KEATON
C/O EFTHIM CO RLTR
3605 WATSON RD
ST LOUIS, MO 63109

53611800280000549442

00366

43



Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171

SERVICE AT: **5431 CABANNE AVE APT1W**

ACCT NO. **536118-002-8** DEPOSIT **0.00** RATE **RG**

AVERAGE GAS COST PER THERM: **.74927** DEGREE DAYS **1353**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
3758	3326	432	1.028	444.1

EST'D BASED ON SPECIAL READ

GAS ARREARS/LATE PAY **36.00**

CURRENT CHARGES **471.19**

AMOUNT DUE \$507.19

MISSOURI PRESORTED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

BILL DETAIL

	AMOUNT
PRIOR GAS BALANCE	976.84
LATE PAYMENT CHRG GAS	14.65
BILL ADJUSTMENT	923.99
LATE PAYMENT CHRG GAS	31.50
CHARGE FOR GAS SVC 02-10-05 TO 05-31-05 (INCLUDES A MONTHLY ISRS CHARGE OF \$.62)	452.34
ST LOUIS CITY TAX	18.85
ACCOUNT BALANCE	507.19

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

PAYMENT DUE BY **07-01-05** DELINQUENT AFTER **07-12-05**

RETURN THIS STUB TO: LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$507.19 **AMOUNT PAID**

PAYMENT DUE BY **07-01-05**

DELINQUENT AFTER **07-12-05**

Dollar Help - Check One!

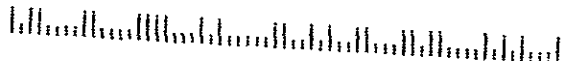
☐ \$1 ☐ \$2 ☐ \$5

MARY A KEATON
C/O EFTHIM CO RLTR
3605 WATSON RD
ST LOUIS, MO 63109

53611800280000507198

00333

43



Laclede Gas Company DRAWER 2
ST. LOUIS, MO 63171

SERVICE AT **8689 ORIOLE AVE 1FL**

ACCT NO. **143830-006-5** DEPOSIT **0.00** RATE **RG**

AVERAGE GAS COST PER THERM: **1.02927** DEGREE DAYS **51**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
6468	6480	8		1.022	8.2

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY **25.31**

CURRENT CHARGES **3481.75**

AMOUNT DUE \$3507.06

PAYMENT DUE BY 10-30-06 DELINQUENT AFTER 11-08-06

RETURN THIS STUB TO LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$3507.06 **AMOUNT PAID**

PAYMENT DUE BY 10-30-06 DELINQUENT AFTER 11-08-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BILL DETAIL AMOUNT

PRIOR GAS BALANCE **56.61**

PRIOR BILL CHRG **3458.57**

PAYMENT THANK YOU **31.67-**

LATE PAYMENT CHRG GAS **.37**

CHARGE FOR GAS SVC 09-07-06 TO 10-06-06 **22.25**

(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)

ST LOUIS CITY TAX **.93**

ACCOUNT BALANCE **3507.06**

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

14383000650003507069

01135



Laclede Gas Company DRAWER 2
ST. LOUIS, MO 63171

SERVICE AT **8689 ORIOLE AVE 1FL**

ACCT NO. **143830-006-5** DEPOSIT **0.00** RATE **RG**

AVERAGE GAS COST PER THERM: **1.02935** DEGREE DAYS **0**

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X	BTU FACTOR=	THERMS
6480	6471	9		1.022	9.2

ACTUAL READING AMOUNT

GAS ARREARS/LATE PAY **32.15**

CURRENT CHARGES **24.46**

AMOUNT DUE \$56.61

PAYMENT DUE BY 09-21-06 DELINQUENT AFTER 10-02-06

RETURN THIS STUB TO LACLEDE GAS COMPANY, DRAWER 2, ST. LOUIS, MO 63171

AMOUNT DUE \$56.61 **AMOUNT PAID**

PAYMENT DUE BY 09-21-06 DELINQUENT AFTER 10-02-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

BILL DETAIL AMOUNT

PRIOR GAS BALANCE **31.67**

LATE PAYMENT CHRG GAS **.48**

CHARGE FOR GAS SVC 08-09-06 TO 09-07-06 **23.48**

(INCLUDES A MONTHLY ISRS CHARGE OF \$.22)

ST LOUIS CITY TAX **.98**

ACCOUNT BALANCE **56.61**

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

BEAT HIGH POSTAGE COSTS! PAY ONLINE FOR FREE! SEE THE BACK OF THIS BILL FOR MORE INFORMATION.

MARY A KEATON
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553

Maintenance Work Order

WO #

45674

☐ ECR write-off ☐ Tenant to be billed

☐ misc.

Date: 12-19-95

form completed by:

Address: 5431 Cabanne

Unit: 2E

Tenant: _____ Time: _____ () am () pm

Reported by: _____ () called office () voice mail () walk in () other

Hr: _____ Wk: _____ Call: _____ Other: _____

Owner: Mary Keston

Hr: 951-507-4427 Wk: _____

Call: _____

Other: _____

Approval required: ☐ No ☐ yes ☐ owner requested

Maximum maintenance (contract) 150.00

(If yes, fill out approval section on reverse side)

☐ OK to provide bid only

Maintenance instructions Keston APPROV OVER 150.00

☐ Approved

☐ Approved bid as follows

fixed

T/N estimate

☐ Approved by ECR without contacting owner

☐ Disapproved, owner will handle

☐ Disapproved, do not do work

☐ Other OKAY to do (per Rick)

by ECR date 12-19

ECR assignment notes

by _____ date _____

Priority:

Assigned to:

Name: ECR

☐ Tenant moving in

☐ Emergency

☐ Scheduled for _____ Date _____

Date _____

☐ Inspection work, inspector name _____

Inspector phone number _____

☐ alarm code ☐ pets ☐ vacant ☐ let yourself in ☐ tenant will be home ☐ appt. required

Problem 1) No heat service company didn't come back and we can't reach our heating company

continued on reverse side

Resolution:

Date work completed

V

1) Stopped by office and picked up space heater

2) Took heater to Cabanne

3) Shut off water main

4) Open valves in sinks on 1st floor units

continued on reverse side

EMERGENCY/ON-CALL SERVICE

Day of week

Monday

Time of day

10:15 p.m.

Date 3-2-06

form completed by Don

46870

Address 5431 CARRANNE

Unit 2E & 1W

Tenant

Time

[] am [] pm

Reported by Tenant/Paul EFTHIM

[] called office [] voice mail [] walk in [] other

From

Wk

Cell 314-795-2865 Other

Owner

From

Wk

Cell

Other

Approval required [] No [] yes [] owner requested
(If yes, fill out approval section on reverse side)

Maximum maintenance (contract)

☐ OK to provide bid only

Maintenance instructions

☐ Approved

☐ Approved bid as follows

fixed

TIM estimate

☐ Approved by ECR without contracting owner

☐ Disapproved, owner will handle

☐ Disapproved, do not do work

☐ Other

by

date

ECR assignment notes

by

date

Priority:

[] Tenant moving in

☒ Emergency

[] Scheduled for

Date

Assigned to:

Name

Date

[] Inspection work. Inspector name

Inspector phone number

[] alarm code

[] pets

[] vacant

[] let yourself in

[] tenant will be home

[] appt required

Problem

Tenant Reports Smoke Alarm in Basement is going off

continued on reverse side []

Resolution:

Date work completed

3-3-06

Went to checked Building Smoke Alarm and when I had Arrived Found Fire Dept to Be there Spoke with Fireman and they said that the Boiler System was Smoking and they had shut off Gas to Boiler and called

continued on reverse side []

☒ EMERGENCY ON-CALL SERVICE

Day of week

Thursday

Time of day

10:45 AM

REC'D 3/2/06 10:00

Problem (cont)

continued on additional sheet attached []

Resolution (cont)

Laclede Gas Co. waited with Fire Dept for Gas Co. to Arrive. AFTER GAS Co. had Arrived they went to Basement and Checked Boiler System and Shut off Gas at Meter for Boiler and Tagged Boiler to Be a Hazard. Gas Co. said to have Boiler Repaired or Replaced and that Laclede Gas Needs to Inspect all work Before Boiler can Be Turned Back on. Also Found T.S.A.T. in 2nd Floor of 2 west to Be Turned up all the way.

continued on additional sheet attached []

Describe the details of the conversation and the name of the person spoken to

Financing:

- ☐ Owner to advance \$
- ☐ Will implement an installment pay plan at \$ per month
- ☐ Will start work immediately
- ☐ Will start work after funds are received
- ☐ Will take entire amount out of cash flow as soon as funds are available

F-6/7A1 (4/99)
(PLEASE PRINT)

LACLEDE GAS COMPANY
HAZARDOUS APPLIANCE REPORT

Date 3-3-06

Address 5431 CADIANNE Floor 1-W Grid 13621

Party notified Heaton Owner Yes ☒ No ☐

Manufacturer and type of appliance WEI McPAIN

This appliance was determined to be hazardous because Boiler won't start

off
THIS APPLIANCE MUST NOT BE USED UNTIL THE HAZARD HAS BEEN ELIMINATED!
CONTINUED USE OF THIS APPLIANCE MAY RESULT IN SERIOUS PERSONAL HEALTH PROBLEMS!

APPLIANCE LEFT:

☒ Shut off, valve sealed, and tagged ☐ Disconnected, tagged, and fuel run capped
☐ Tagged and meter locked ☐ Other (Please specify) _____

Signature [Signature] Technician GGH Foreman _____
CUSTOMER COPY

HVAC SERVICE ORDER INVOICE

६२१३

5070893/

Ennio

MANUAL
MISSING
NO #

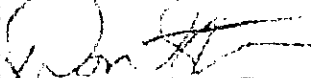
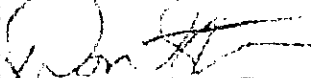
259,000 lbs

THIS MOTOR IS BE	
<input checked="" type="checkbox"/> C.D.S.	<input type="checkbox"/> CHARGE
<input type="checkbox"/> NO CHARGE	
NAME <i>Walt Meland</i>	AGE
MODEL	MODEL
SERIAL NUMBER	SERIAL NUMBER

NAME <i>KEATON</i>		DATE <i>3/3/06</i>	
STREET <i>5431 CABANNE</i>		CITY <i>63112</i>	
PHONE		CALL BEFORE <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	
TECHN. CO. NAME <i>BEIRN</i>		AUTHORIZED BY	
WORK TO BE PERFORMED <i>STEAM BEARER</i> <i>4-FAMILY</i>			

[illegible]

TOTAL MATERIALS			
HRG.	LABOR	RATE	AMOUNT
5N	11:00		
AT	12:07		

1 CONTINUE ON OTHER SIDE	TOTAL LABOR
TERMS	N/P/P
I have authority to make the work outlined above which has been satisfactorily completed. I agree the Seller retains title to equipment/materials furnished until full payment is made. If payment is not made as agreed, Buyer can remove said equipment/materials at Seller's expense, any damage resulting from such removal shall not be the responsibility of Seller.	
	
CUSTOMER SIGNATURE	DATE

ENVIRONMENTAL CHECK LIST			WORK PERFORMED	
WORK PERFORMED	QTY.	DESCRIPTION	CONDENSING UNIT	CONDENSATE DRAIN
<input type="checkbox"/> RECOVERED			LEVELLED	CLEANED MAIN DRAIN
<input type="checkbox"/> RECYCLED			CLEANED COIL	REPAIRED MAIN DRAIN
<input type="checkbox"/> RECLAIMED			CHECKED COILS	CLEANED MAIN DRAIN
<input type="checkbox"/> RETURNED			REPAIRED LEAK IN COIL	REPAIRED MAIN DRAIN
<input type="checkbox"/> DISPOSAL			REPAIRED LEAK IN COIL	REPAIRED MAIN DRAIN
<input type="checkbox"/> QUANTITIES			REPAIRED LEAK IN COIL	REPAIRED MAIN DRAIN
<input type="checkbox"/> CHANGED (AFTER REPLENISHED)			REPAIRED LEAK IN COIL	REPAIRED MAIN DRAIN
TOTAL 1				
DESCRIPTION OF WORK PERFORMED				
FOUND LOW WATER				
CUT OFF STOP -				
LINED IN COIL				
TURNED + FILL SYSTEM				
MANT. MAIN SAYS				
G/S CO. WANTS FILL				
LINDER + R.C. INSULATION				
G/S MAIN LOCKED OFF				
RECOMMENDATIONS				
8" FILL BOWL				
4" FILL WAT. HTR				
LIMITED WARRANTY: All materials, parts and equipment are warranted by the manufacturer or suppliers' written warranty only. All labor performed by the above named company is warranted for 30 days or as otherwise indicated in writing. The above named company makes no other warranties, express or implied, and its agents or technicians are not authorized to make any such warranties on behalf of above named company.				
<input type="checkbox"/> REGULAR	<input type="checkbox"/> WARRANTY			
<input type="checkbox"/> SERVICE CONTRACT				
Thank You				
TOTAL				



1504

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, 1W. 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,


Tracy Leonberger
Consumer Services Specialist II

/tfl

Laclede Gas Company

DRAWER 2
ST. LOUIS, MO 63171



FIRST-CLASS MAIL
U.S. POSTAGE PAID
POST CARD RATE
PERMIT NO. 735

PRESORTED

SERVICE AT 8689 ORIOLE AVE 2FL

ACCT NO. 143831-089-1 DEPOSIT 0.00 RATE RG

AVERAGE GAS COST PER THERM. 1.02941 DEGREE DAYS 0

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR=	THERMS
1718	1708	10	1.023	10.2

ACTUAL READING	AMOUNT
GAS ARREARS/LATE PAY	27.75
CURRENT CHARGES	25.73

AMOUNT DUE \$53.48

PAYMENT DUE BY 08-22-06 DELINQUENT AFTER 09-01-06

BILL DETAIL	AMOUNT
PRIOR GAS BALANCE	52.00
PAYMENT THANK YOU	24.66-
LATE PAYMENT CHRG GAS	.41
CHARGE FOR GAS SVC 07-11-06 TO 08-09-06 (INCLUDES A MONTHLY ISRS CHARGE OF \$.22)	24.70
ST LOUIS CITY TAX	1.03
ACCOUNT BALANCE	53

HELP SOMEONE IN NEED. GIVE TO DOLLAR HELP. CHECK A RED BOX TO ADD A DONATION TO EACH MONTH'S GAS BILL.

AMOUNT DUE \$53.48

AMOUNT PAID

PAYMENT DUE BY 08-22-06

DELINQUENT AFTER 09-01-06

Dollar Help - Check One!

☐ \$1 ☐ \$2 ☐ \$5

MARY KEATON
12621 HEARTLEAF ST
MORENO VALLEY, CA 92553

14383100910000053480

|||||

01758