

FILED

FEB 13 2007

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Missouri Public
Service Commission

Name: _____)
Complainant)

vs)

Case No.

Company Name: _____)
Respondent)

COMPLAINT

Complainant resides at _____
(address of complainant)

1. Respondent, _____
(company name)
of _____, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

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

Gas bill had been estimated for years. My meter is in the basement. I have called the gas company to complain about the bills for years. So I decided to read my meter for the year of 2006. I received cards to read my meter.

In July 2005 I came home from work at 9:00pm, to find water running down my furnace. I turned the cooling unit off. I called the heating and cooling company that I have used in the past. I also purchased window units to use until a technician could come out. When the service tech finally came the coil pan had rusted out. The unit had been used purchased and installed between 1983 -1985. The gas bill has continuously been estimated and no one lives there besides myself.

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

I called Gas Company in December of 2005. I thought that if it were a heat pump it was a safety issue so I called for a technician to come inspect to see furnace was safe to use for the coming winter months. The tech came December 13, 2005. He checked the furnace and lit the pilot light. I thought everything was ok since he Ok'd everything. I thought I had time to get the cooling system fixed since I was not using it anyway and would not need it until the summer of 2006. I received a bill for \$32.41. I forgot to send in my meter reading in January. Then the next month I received a bill for \$207.00. \$75 for service charge \$132.89. I called the gas co about the bill I paid \$190.00. I did read the meter for February and sent in meter card February 6. Next bill had payment arrangement on the bill. I called gas co; the person I talked to didn't explain payment arrangement. I

Note to File:

Complainant information retrieved from
informal complaint number C200704247

explained to her that I didn't need any help with paying my gas bill. Next meter reading March 14 read meter and sent card in. Get another bill call the gas company, the rep told me that they haven't received my card. She and I agree for me to go downstairs to read the meter. I told her the numbers that the arrows are pointing to and she recorded the meter reading. I call the gas co in April, read the meter and send in the card. Again I receive an estimated bill so I call the gas co about the bill again; the rep I talk to tells me to pay the \$107.00 bill. I paid it. One Saturday after I paid the bill I called the Laclede gas co automated system to see how if I owe any more money. it says that I have a zero balance. Then I get another bill for May 11 the last meter reading card that I sent in. Got bill and called again spoke with a gentleman, he claims that I asked to be put on this payment arrangement. I asked him to let me hear the conversation of when I asked to be put on an arrangement. He got smart telling me "you are going to pay this bill." After that I went downtown to the gas company. This is when I was told that I used \$542.00 worth of gas in February. I told Gas Company they can turn off my gas. We were blessed with an early summer, April through October.

Late in may I received a letter to put in an automated meter reading device on my meter. On June 6 2006, a man came and put the AMR meter in my home. I think sometime in June another gas technician came to check for gas leaks. I made an appointment for July 20 for another gas technician to come check for gas leaks again. But on July 19 we had a power failure, no electricity. Gas tech came as scheduled with no power. He could only read the meter. I don't understand how out of all the technicians that came that not one of them told me I had old pipes. He saw the rust in the dark. He made arrangements to have them changed. The next week on July 26 2006, a man came from the gas company to replace the pipes. It took 2 1/2 hours to perform the job. He told me changing the pipes didn't have anything to do with the meter. I disagreed with his statement. When my parents moved here in 1968-nothing had been done the first time the meter was changed was in 1996. Pipes have never been replaced until now.

Received a letter August 24, 2006 from customer relations of Laclede gas, upon receiving the letter, I called the person on the letter, a Mrs. Crisp. Never got to speak with her, left a message, she was supposed to call me back on Monday at 3pm. Someone else from the company called and they were very rude with me. An example, "you know you used the gas and you are going to pay for that bill." next person I talked too Mrs. Davis, I was told a technician was coming to check for gas leaks. I told her I don't have a heat pump; I have an air condition unit outside. for the July 20 check I didn't pay anything on the gas bill. I finally received this large gas bill then I started talking to another customer relation lady, Mrs. Day. September 11, 2006, two gas men came to my house and put in another meter. They checked to see if that meter worked. Checked over the gas dryer and hot water tank. I told them that is air condition unit outside not a heat pump. I don't get the a coil pan or unit fixed yet. September 20, 2006 got letter from Laclede gas company meter department, I can go to 2801 Gravois Ave to see that meter was working that was taken out of house September 11, 2006. I know I had been using gas so I paid \$122 on my gas bill.

On October 4, 2006, I talked to Mike Togg from meter dept meter working great is what he said. October 16, got another letter Laclede gas customer relations Mrs. Day told me

that a lady from Laclede gas put me on this payment arrangement. But don't worry about it. She just keeps talking about the bill I suppose to owe. I told her that lady had no right to do that. payment arrangement is the same as the budget. Without my knowing I don't know how long I have been on payment arrangement. Because at the end of each winter month in the past year I receive a large end bill. Before the summer month I was pay the gas that I have been using. After Mrs. Day finish doing her investigation. November 26, 2006 I call Missouri Public service commission to put a complaint about what Laclede gas is doing to me. I got a letter November 27, 2006, saying I am supposed to take some time to investigate this complaint. It take long at all. December 4, 2006 Laclede gas called my home left a message saying they were going to turn my gas off on December 8, 2006. I called Mo public service commission to tell someone about this situation and Mrs. Faulkner who was working on this complaint was finished with the investigation. The information she received from Laclede gas I owe that bill. She didn't write me to get information from me or anything. She didn't even tell me that I could request for a complaint package. I found out about complaint packet after I received her letter December 6, 2006. I called to receive a packet the next date December 7, 2006. I had to call again for this packet. I finally received a packet January 10, 2007. I have received a white disconnect notice from Laclede gas, as well as a pink notice. I called and talked to Laclede gas supervisor on January 12, 2007, asked him how much do I have to pay for service to stay on, he said \$452.00. I told he him I still disagree with the decision, then he hung up.

WHEREFORE, Complainant now requests the following relief:

I feel that Laclede Gas owes me an apology and should reconsider the billing of the last Year or so. I do not want to receive another estimated bill. I live alone and do not use enough gas to warrant a bill over \$50.00. I would like to receive a credit on my bill for all the bills that I have paid on in the last couple of years.

3-7-07
Date

Naomi Miller
Signature of Complainant

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