

October 20, 2003

Michael E. McKinzy, Sr.
8004 Overton
Raytown, Missouri 64138

FILED

MAY 12 2004

Missouri Gas Energy
P.O. Box 219255
Kansas City, Missouri 64121-9255

Missouri Public
Service Commission

RE: ACCT#6226063669; Incorrect Charge of Connection Fee

Dear Mrs. Simmons:

I'm writing to you regarding our conversation we had on the phone on October 13, 2003. As I had previously stated my gas service had been transferred from my previous residence at 8609 E. 87th Street in Raytown, Missouri, ACCT#8934661997.

Section 3.03 on Sheet No. R-20 of MGE's General Terms and Conditions specifically states:

3.03 CONNECTION OF SERVICE: The Company shall charge a transfer fee as set forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer.

When I initially requested gas service be transferred into my name on April 9, 2003, the gas was already on in Mr. Gerald Lee's name ACCT#1572014362 at my current residence, 8004 Overton also in Raytown, Missouri. Due to MGE's efforts in attempting to make me pay a third party's bill for gas service at 3928 Highland Ave. in Kansas City, Missouri ACCT#5704570968, the gas service at my residence was turned off on June 17, 2003.

I filed a formal complaint with the Missouri's Public Service Commission regarding being denied gas service, Case# GC-2003-0579, on June 30, 2003. An investigation, that was conducted by the Commission's Staff, concluded that I was not the responsible party for the gas service at 3928 Highland. Therefore, I could not be made to pay the debt of \$449.96 remaining due on that account and the Staff recommended the Commission issue an Order to require MGE provide gas service to my residence. My gas service was restored on September 11, 2003.

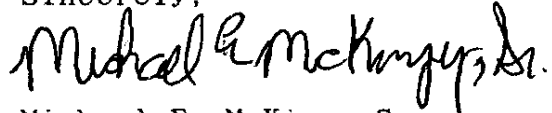
Exhibit No. 14
Case No(s) GC-2003-0579
Date 4-14-04 Rptr *rv*

Therefore, I believe my gas service account was incorrectly charged a connection fee of twenty dollars (\$20.00) instead of a transfer fee of five dollars (\$5.00).

I hope this additional information regarding the circumstances of my gas service account will be of some assistance to you in correcting my account.

If you have any questions, then please do not hesitate to contact me. Thank you very much for your cooperation regarding having this matter resolved.

Sincerely,

A handwritten signature in cursive script that reads "Michael E. McKinzy, Sr.".

Michael E. McKinzy, Sr.
8004 Overton
Raytown, Missouri 64138
(816) 353-9749