BEFORE THE PUBLIC SERVICE CO OF THE STATE OF MISSOURI	OMMISSION FILED AUG 0 8 2005	
Name: <u>Ronald Kitchen</u>) Complainant	eenvise Commission	
vs.) Company Name: <u>M, G, E</u>) _{Respondent})	Case No. L'was never given a care No	
COMPLAINT		
	of complainant)	
- Andep. No. 64052		
1. Respondent,(company	name)	
Of(location of company)	, is a public utility under the	
jurisdiction of the Public Service Commission of the State of Missouri.		
2. As the basis of this complaint, Complainant sta	ates the following facts:	
M. G. E. forced Me to pa else bill and lied all slonge	y comeones and said	
the Minuri Selgestators pase Said they lead the right.	sed a laco that	
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3. The Complainant has taken the following steps to present this complaint to the Respondent:

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WHEREFORE, Complainant now requests the following relief:

Imple lee my 90.00 sending letters to sperit 1mill Vilzo 85.10 A compen PORS orments wo stop to the 00 00 noncer ke to see Acmoon Se manna to Po as Ib XUSM.G.F. Josh for a capity and sleep M.G.E. hav tome <u>8-4-05</u> Date

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

FINAL	DISCONNECT NOTICE
MCLE MISSOURI GAS ENERGY, 0. BI	DNS? CALL: FOR SERVICE LOCATED AT: 756-5252 LOCAL 10602 E 20TH ST S DX 219255 INDEPENDENCE, MO CITY, MO 64121-9255 TRAWS
	00001491 AT 0.292 ***********************************
ACCOUNT NUMBER:	26943
9892997277	RONALD R KITCHEN 10602 E 20TH ST S
NOTICE DATE:	INDEPENDENCE, MO 64052-2002
SEP 04, 2003	Morobaut 12:00 9-19. Debarah
YOUR SERVICE IS SCH	EDULED TIO BE SHUT OFF ON OR AFTER SEP 15

Our records show that we have not received payment for your OVERDUE amount. IT IS TOO LATE TO MAIL YOUR PAYMENT. Please call the telephone number listed above to arrange for payment. To avoid disconnection, full payment must be made BEFORE the shut off date of SEP 15, 2003.

If service is disconnected, you may be assessed the following charges before having your gas turned back on:

Overdue Amount	\$ 367.06
Reconnect Fee	\$ 35.00
Collection Charge	\$ 8.00
Security Deposit	\$ 114.21
Total Amount Due	\$ 524.27

The charges listed above, plus any amounts which have become past due since the issuance of this notice, must be paid before service is restored.

If the OVERDUE AMOUNT has been paid, please disregard this notice. Thank you for your cooperation.

OVERDUE AMOUNT of \$ 367,06 must be received before SEP 15

All ger att Ben 889-500 Alden 1-800-392-8222 men 1-800-392-4211- Stante 4CSR 240-13,050 - WWW.PSC. Atte Public son smm. 1 86-756-5252 Deborah Zavgela Pepple & tolked to wald not give last mame gos Co. Problem research committee 2 Mella Curlo Van 1-5-73-251-4273 1-573-751-3158 Vano 923-2902 Mo, legestolas WWW.MOGA stole-Mog US these are the pepale & contacted with no exponse at all except for them to say they M.G.E lead the right to force me to pay someons due bill Debarah, Dwe, angla. in fuly of 2005 I spoke to M.G. F. employee Day Fral that's what she said ber name was, she ask me of I was awore formifor had her gas in my name and thet a lie because Jennifer was recivery hud assisance and hud will not allow gos in someone else same



Commissioners KELVIN L. SIMMONS Chair CONNIE MURRAY STEVE GAW BRYAN FORBIS ROBERT M. CLAYTON III

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

Missouri Public Service Commission

ROBERT J. QUINN, JR. Executive Director

WESS A. HENDERSON Director, Utility Operations

ROBERT SCHALLENBERG Director, Utility Services DONNA M. PRENGER Director, Administration

DALE HARDY ROBERTS Secretary/Chief Regulatory Law Judge

> DANA K. JOYCE General Counsel

September 25, 2003

Mr. Ronald Kitchen 9822 Westport Independence, MO 64052

Dear Mr. Kitchen:

This letter is in response to the informal complaint you filed with the Missouri Public Service Commission (Commission) against Missouri Gas Energy (MGE). I forwarded a copy of your complaint to MGE and received the following information.

According to MGE's records, you contacted MGE to schedule the reconnection of the gas service at 10602 E 20^{th} St., Independence, MO. The balance at the time of disconnection was \$389.36; however, a payment of \$200.00 was made and verified. The reconnect order was scheduled for and completed on September 18, 2003. Once MGE discovered that your daughter resides at the residence in question, MGE checked their records for outstanding debts in her name. At that time, MGE located an outstanding debt in Jennifer's name and transferred the debt to the 10602 E 20^{th} Street location.

Even though your daughter claimed that she does not live at 10602 E 20th, MGE will not remove the transferred bill.

MGE's tariff states: "Company shall not be required to commence supplying gas service if at the time of application, the applicant, or any member of applicant's household (who has received benefit from previous gas service), is indebted to Company for such gas service previously supplied at the same premises or any former premises until payment of such indebtedness shall have been made. This provision cannot be avoided by substituting an application for service at the same or at a new location signed by some other member of the former customer's household or by any other person acting for or on behalf of such customer." Mr. Ronald Kitchen September 25, 2003 Page 2 of 2

Based on the information I received from you and MGE, it appears that Jennifer has been residing at the location; however, she did not place the service in her name. If you do not want the debt transferred to the account in your name, you may want to consider having Jennifer place the service in her name. By placing the service in Jennifer's name she will be solely responsible for payment.

At this time it does not appear that MGE violated their filed and approved tariff. I have included information for filing a formal complaint for your review.

Sincerely,

Michelle Bocklage

Consumer Services Specialist

de also live at this residents and the gas has been in my name for seven years

I stapped pursveing this issue because & was told that the enistance legislatures had given M.G.E. the right to make me pay some else's bill