

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED⁴

OCT 26 2006

Name: Julian Horvath
Complainant

Missouri Public
Service Commission

VS.

Case No.

Company Name: Laclede Gas Co.
Respondent

COMPLAINT

Complainant resides at 5427 Nottingham Ave.
(address of complainant)

St. Louis, Mo. 63124

1. Respondent, Laclede Gas Co. Docket 9,
(company name)
of St. Louis, Mo. 63166
(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 states the following facts:

ENCLOSURE OF PERMANENTSHIP. DATE 10-23-06
I RECEIVED MY BILL FOR 1-13-06 TO 9-19-06
WHICH WAS OVERCHARGED APPROXIMATELY 200-
\$300. I CALLED L.G. IN ST. LOUIS AND I WAS TOLD
THE METER WAS INCORRECT. A LADY SUPERVISOR
TOLD ME ABOUT THE METER. I LEFT L.G. STILL
KNOWING I WAS OVERBILLED. I THEN DECIDED
TO GO ON WITH A LETTER TO MO. PUBLIC SERV. COM. IN
JEFFERSON CITY, MAY 24, 06.
JEFFERSON CITY CHECKED WITH L.G. AND
SAID THAT I WAS SATISFIED WITH THEIR EX-
PLANATION. THAT WAS A LIE BY L.G. AS
I HAVE MADE A LIST OF MONTHLY BILLS
FROM THE TIME I MOVED INTO THE BLDG. TO
THE PRESENT. THIS IS A 4-ROOM HOUSE
INCLUDING KITCHEN

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

From 12/12/02 to 12/10/04

TH2AMS USED 687.55 Cost 766.70

From 12/10/05 to 12/12/05

TH2AMS USED ~~687.55~~ 455.7 Cost 816.07

From 12/12/05 to 10/11/06

10 Months TH2AMS USED 1032.5 Cost 992.36

The above figures & totals arrived from my monthly bills.

Note: I CALLED LACROSSE Gas 3 different times - and was told there wasn't anything they could do -

WHEREFORE, Complainant now requests the following relief:

I am NOT looking to request any more than I am due.

I'm SORRY I could not write any better, my Type writer went at OROSA with my mailing and Postage. I can be satisfied with a sum of \$250.00

October 24, 2006

Date

Jahin Hernandez

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.



This photo is AT 5427 Nottingham Ave
Tel # 352-5826

SERVICE AT: 5427 NOTTINGHAM AVE
CCT NO. 277648-011-6 DEPOSIT 0.00 RATE RG
AVERAGE GAS COST PER THERM: .92613 DEGREE DAYS 4097

BILL DETAIL
PRIOR GAS BALANCE 726.60
BILL ADJUSTMENT 1270.02-
CHARGE FOR GAS SVC 03-15-05 TO 03-15-06 1037.69
ST LOUIS CITY TAX 43.24
ACCOUNT BALANCE 537.51

PRESENT READING	PREVIOUS READING	USAGE (CCF)	X BTU FACTOR	THERMS
5471	4763	0		
2751	2714	745		
		745	1.030	767.4

CORRECTED BILL
GIVE TO DOLLAR-HELP! CALL US AND HAVE \$1 OR ANY AMOUNT YOU CHOOSE ADDED EACH MONTH TO YOUR EASY-PAY DIRECT PAYMENT PLAN.
*** DO NOT SEND A PAYMENT ***
YOU ARE IN THE EASY-PAY AUTOMATIC PAYMENT PLAN.

ACTUAL READING-METER CHANGE 543.42
GAS CREDIT/LATE PAY 1080.93
CURRENT CHARGES
AMOUNT DUE \$537.51
PAYMENT DUE BY 03-31-06 DELINQUENT AFTER 04-11-06

PRE-SEASON GRILL SALE! CALL OR VISIT
WWW.LACLEDEAPPLIANCES.COM FOR MORE INFORMATION

April 8, 06
NEVER-should
5142 ASB

Please
NOTE

4763 Meter Reading
of 3/15/05
5471 Meter Reading
NEVER EXISTED

Please
NOTE -
5471 never
EXISTED
Also -
5736 never
EXISTED

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

AMOUNT DUE \$537.51 AMOUNT PAID

PAYMENT DUE BY 03-31-06
DELINQUENT AFTER 04-11-06
Joiner Help - Check One!

\$1 \$2 \$5

JULIAN HARVATIN
5427 NOTTINGHAM AVE
ST LOUIS, MO 63109

27764801160000537515



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

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

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

September 29, 2006

Mr. Julian Harvatin
5427 Nottingham Ave.
St. Louis, MO. 63109

Dear Mr. Harvatin:

This will acknowledge receipt of your correspondence we received on September 14, 2006. You indicated that you filed a previous complaint against Laclede Gas in May 2006, but you were not satisfied with the investigation. Ms. Doerhoff, the specialist in our office that handled your original complaint, is on extended leave and is unable to address your concerns. We apologize for the delay in getting back with you, as it was necessary to request account information from Laclede Gas (Company).

According to 4 CSR240-13.070, Missouri Public Service Commission Procedures, "the commission staff may treat an informal complaint involving the same facts dealt with in a prior informal complaint as already decided, and may advise the complainant that this informal complaint will not be reviewed."

However, as a courtesy, we reviewed your complaint and took into consideration the documentation you provided. When comparing your current usage to your historical usage, please be sure to compare the actual usage, rather than the amount billed. The wholesale cost of natural gas has risen significantly. We have enclosed information on natural gas prices for your file.

It appears your RE device did fail on your meter. It was necessary for the Company to issue a re-bill once they discovered the problem. Even though the RE device failed, your natural gas meter would have continued to record your actual natural gas usage. The RE device is strictly a transmitting device that allows the Company to obtain meter reads without having to gain physical access to your inside meter. A RE device is not a meter. Since meter serve as evidence of consumption, there is no evidence indicating that the Company improperly billed you.

Mr. Julian Harvatin

9/29/06

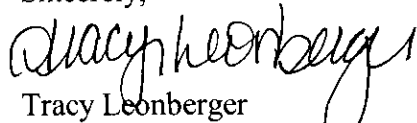
Page 2 of 2

We have reviewed the catch-up bill and do not find that any refund or further bill adjustment is due. The rules and regulations pertaining to billing adjustments by utilities states:

“In the event of an undercharge, and adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods or four (4) quarterly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever was first.”

We are sorry we will be unable to assist you further in this matter.

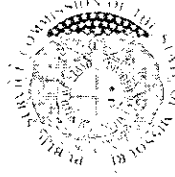
Sincerely,

A handwritten signature in black ink, appearing to read "Tracy Leonberger", written over the printed name.

Tracy Leonberger

Consumer Services Specialist II

/tfl



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

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KEVIN A. THOMPSON
General Counsel

October 19, 2006

Mr. Julian Harvatin
5427 Nottingham Ave.
St. Louis, MO 63109

*PLEASE USE THE PAPERS I'MILE &
TO VERIFY*

Dear Mr. Harvatin:

This is in response to your complaint against Laclede Gas (Company) regarding the disputed charges the Company billed as a result of transferred bills. This letter serves as notification of your right to file a formal complaint with the Commission.

Since your complaint involves disputed charges, the nonpayment of which could subject your service to discontinuance, this letter also serves as notification of the Commission rules, which state that **if a formal complaint is not filed within thirty (30) days of the date of this letter**, your service may become subject to discontinuance by the Company. Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance.

A formal complaint must be filed in written form **including an original or duplicate original and eight (8) copies** addressed to: *Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360*. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual must be represented by an attorney.

Mr. Julian Harvatin
October 19, 2006
Page 2 of 2

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tracy Leonberger".

Tracy Leonberger
Consumer Services Specialist

/mb

Enclosures: Chapter 2 – Rules of Practice and Procedure and Formal Complaint Form