

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Stanley Lewis,)	
)	
Complainant,)	
)	
v.)	Case No. GC-2007-0267
)	
Laclede Gas Company,)	
)	
Respondent.)	

STAFF REPORT

COMES NOW Staff of the Public Service Commission of Missouri (Commission), and for its Report, states:

1. In its March 2, 2007, *Order Granting Motion For Extension of Time to File Staff Report*, the Commission directed the Staff to file its report not later than March 13, 2007 concerning the results of its investigation of Mr. Lewis's formal complaint against Laclede Gas Company.

2. Staff has completed its Report, attached hereto as Appendix A, with supporting Schedule A, and incorporated by reference herein. The Staff has investigated Mr. Lewis's complaint and has performed an analysis of the billing statements related to Mr. Lewis's residence over the past 3 years. Complainant's gas usage during the past 3 years has trended downward during a period of unprecedented high natural gas prices. Based on its investigation and analysis, the Staff finds no violations of its tariff or any Commission rules on the part of

Laclede in its rendering of billing statements to Mr. Lewis. Therefore, the Staff recommends that the Commission dismiss this Complaint.

WHEREFORE, the Staff respectfully submits its Report as directed by the Commission.

Respectfully submitted,

/s/ Robert S. Berlin

Robert S. Berlin

Senior Counsel

Missouri Bar No. 51709

Attorney for the Staff of the
Missouri Public Service Commission

P. O. Box 360

Jefferson City, MO 65102

(573) 526-7779 (Telephone)

(573) 751-9285 (Fax)

E-mail: bob.berlin@psc.mo.gov

Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronic mail to all counsel of record this 13th day of March 2007.

/s/ Robert S. Berlin

REPORT OF THE STAFF

TO: Missouri Public Service Commission Official Case File
Case No. GC-2007-0267, Stanley Lewis vs. Laclede Gas Company

FROM: /s/Marilyn Doerhoff, Consumer Services Coordinator

DATE: March 12, 2007

Marilyn Doerhoff / 3/12/07 *Robert Bertin* 3/12/07
Consumer Service Department/Date General Counsel's Office/Date

COMPLAINT

On January 16, 2007, Stanley Lewis filed a formal complaint case against Laclede Gas Company (Laclede) stating in the complaint:

"I, Stanley Lewis have been over the past 35 years have been over charge for gas at each house I have own. Starting with 3817 Clarence St. St. Louis Mo. 63115 City 3 Rooms an a basement 846 McLaran St. Louis Mo. 63147 City 6 Rooms an a basement 5739 Hamilton St. Louis Mo. 63136 County 5 Rooms an a basement. Base on the square footage the gas bills were to high. At 5739 Hamilton were I am at now the bill as been very over charge an high. I feel Laclede Gas is not give me a real reading."

On January 17, 2007, the Missouri Public Service Commission (Commission) issued an Order Directing Staff to Investigate and File a Report regarding Mr. Lewis's formal complaint. Following are the findings of the Staff's investigation.

FINDINGS

On December 8, 2006, Mr. Lewis filed an informal complaint with the Consumer Services Department by phone. Mr. Lewis stated that his service was still on, but it is due for disconnection and he was not sure when. Mr. Lewis also stated that his account balance was \$1,100+ and he feels Laclede is overcharging him at current and previous addresses. Mr. Lewis stated he believes bills were estimated, even though some bills state actual gas usage. However, he does not believe them.

Staff immediately began its informal investigation by requesting billing details and statements of account from Laclede, which also suspended the pending disconnection work order. As a result of Staff's investigation, Staff found:

- On December 14, 2006, Laclede responded to the Commission's informal complaint by reporting that Mr. Lewis's current account balance was \$907.48 per the billing mailed on 11/16/06. The total amount due was \$1,199.42, which included \$555.42 CWR Budget amount due. Also included in the \$1,199.42 is a \$644.00 deposit which was assessed June 20, 2006 due to his five or more late payments for the prior twelve (12) consecutive billing periods. Total arrears/minimum amount required to avoid disconnection was \$430.42 with a due date of 11/29/06. Laclede scheduled the delinquency disconnect date for 12/07/06. The 96-Hour notice was mailed and the automated telephone response system call was completed on 12/05/06. In addition, Laclede stated that its Customer Relations explained all the account details to Mr. Lewis on 12/8/06, the same date that Mr. Lewis filed his informal complaint with the Commission. During this telephone conversation with the Company, Mr. Lewis told them they might as well turn off the gas service since he couldn't pay his bill. A turn-off order was then scheduled by Laclede for 12/12/06.
- On 12/8/06, following the Company's receipt of Mr. Lewis's informal complaint case, a Company representative called Mr. Lewis and advised him that the Company was holding collection activity due to the receipt of the MPSC complaint. The Company also advised Mr. Lewis that the Company would cancel the billed deposit as a customer relations gesture. The Company asked Mr. Lewis if he still wanted to have the service turned off on 12/12/06. Mr. Lewis told the Company to do whatever the Company wanted to do and then disconnected the call. As a result of its conversation with Mr. Lewis, the Company representative cancelled the turn-off order.
- On 12/14/06, the Company further advised Mr. Lewis that his current account balance was \$19.94 and that the CWR budget amount due from him was zero. AMR installation was completed by the Company on or about 5/25/06 with a reading index of x4452.
- A review of Mr. Lewis's current residence of 5739 Hamilton for the past year's gas usage appears to be in-line with his previous his years' usage at this residence:
 - 11/03 to 11/04, 1294 CCfs
 - 11/04 to 11/05, 1207 CCfs
 - 11/05 to 11/06, 1083 CCfs
- Laclede also provided a statement of bills and payments, (Schedule A), for service from December 14, 2004 through November 14, 2006 showing

that Mr. Lewis's monthly billings were based on actual meter readings except for the August 2005 billing.

- On December 15, 2006, as a result of the informal complaint process, the Missouri Public Service Commission, Consumer Services Department sent a letter to Mr. Lewis, which provided him with an up-to-date breakdown of his account and included a copy of the Statement of Bills and Payments.
- On December 18, 2006, Mr. Lewis requested from the Missouri Public Service Commission, Consumer Services Department a formal complaint packet for failure to resolve his informal complaint.
- February 2007, as a result of Staff's additional investigation of Mr. Lewis's formal complaint, there does not appear to be any new information or documentation submitted by Mr. Lewis that was not previously considered. In addition, Laclede's account records do not reflect any changes to Mr. Lewis's account that would change Staff's previous findings.

STAFF CONCLUSION

Staff recognizes that Mr. Lewis's annual gas usage over the past three years has trended downward, appearing to be the result of Mr. Lewis's efforts to improve energy efficiency. However, given the higher price of gas and the colder temperatures experienced this year, the actual usage and bills rendered for that usage appear correct based on Staff's investigation and analysis of Mr. Lewis's billing statements.

Staff's investigation shows that Laclede has not violated its approved tariff or any Commission rules for the billings rendered to Mr. Lewis. Therefore, Staff recommends that the Complainant's case be dismissed in its entirety.

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
DECEMBER 12, 2006

LEWIS, STANLEY
5739 HAMILTON AVE
ST LOUIS, MO 63136

PAGE 0001

SERVICE ADDRESS: 5739 HAMILTON AVE
ACCT. NO: 294827-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 01-19-05						
01-19-05	BILL	12/14/04-01/15/05	2817R	211.6	240.19	125.39
02-04-05	PAYMENT-GAS SERVICE				200.00-	365.58
02-11-05	LATE PAY CHRG-GAS SERVICE				0.81	165.58
02-11-05	LATE PAY CHRG-SERVICE WORK				1.67	166.39
02-17-05	BILL	01/15/05-02/15/05	3022R	211.8	214.96	168.06
03-04-05	PAYMENT-GAS SERVICE				200.00-	383.02
03-14-05	LATE PAY CHRG-GAS SERVICE				1.05	183.02
03-14-05	LATE PAY CHRG-SERVICE WORK				1.69	184.07
03-21-05	BILL	02/15/05-03/17/05	3173R	155.5	163.27	185.76
04-04-05	PAYMENT-GAS SERVICE				175.00-	349.03
04-13-05	LATE PAY CHRG-GAS SERVICE				0.89	174.03
04-13-05	LATE PAY CHRG-SERVICE WORK				1.72	174.92
04-20-05	BILL	03/17/05-04/18/05	3257R	86.4	103.32	176.64
05-04-05	PAYMENT-GAS SERVICE				140.00-	279.96
05-13-05	LATE PAY CHRG-GAS SERVICE				0.35	139.96
05-13-05	LATE PAY CHRG-SERVICE WORK				1.75	140.31
05-19-05	BILL	04/18/05-05/17/05	3322R	66.4	80.90	142.06
06-06-05	PAYMENT-GAS SERVICE				104.81-	222.96
06-06-05	PAYMENT-SERVICE WORK				7.19-	118.15
06-13-05	LATE PAY CHRG-SERVICE WORK				1.66	110.96
06-20-05	BILL	05/17/05-06/16/05	3379R	98.3	72.80	112.62
07-13-05	LATE PAY CHRG-GAS SERVICE				1.09	185.42
07-13-05	LATE PAY CHRG-SERVICE WORK				1.69	186.51
07-20-05	BILL	06/16/05-07/18/05	3435R	57.0	72.28	188.20
08-12-05	LATE PAY CHRG-GAS SERVICE				2.19	260.48
08-12-05	LATE PAY CHRG-SERVICE WORK				1.71	262.67
08-17-05	BILL	07/18/05-08/15/05	3477E	42.8	57.77	264.38
09-09-05	LATE PAY CHRG-GAS SERVICE				3.09	322.15
09-09-05	LATE PAY CHRG-SERVICE WORK				1.74	325.24
09-16-05	BILL	08/15/05-09/14/05	3551R	75.6	90.99	326.98
10-11-05	LATE PAY CHRG-GAS SERVICE				4.50	417.97
10-11-05	LATE PAY CHRG-SERVICE WORK				1.77	422.47
10-14-05	PAYMENT-GAS SERVICE				200.13-	424.24
10-17-05	DISCONNECT CHARGE				9.00	224.11
10-17-05	BILL	09/14/05-10/13/05	3604R	54.2	69.96	233.11
11-04-05	PAYMENT-GAS SERVICE				100.00-	303.07
11-09-05	LATE PAY CHRG-GAS SERVICE				1.25	203.07
11-09-05	LATE PAY CHRG-SERVICE WORK				1.79	204.32
						206.11

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
DECEMBER 12, 2006

LEWIS, STANLEY
5739 HAMILTON AVE
ST LOUIS, MO 63136

PAGE 0002

SERVICE ADDRESS: 5739 HAMILTON AVE
ACCT. NO: 294827-002

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
11-16-05	BILL	10/13/05-11/14/05	3683R	81.1	99.84	305.95
12-05-05	PAYMENT-GAS SERVICE				100.00-	205.95
12-09-05	LATE PAY CHRG-GAS SERVICE				1.27	207.22
12-09-05	LATE PAY CHRG-SERVICE WORK				1.82	209.04
12-16-05	BILL	11/14/05-12/14/05	3857R	179.9	268.04	477.08
01-04-06	PAYMENT-GAS SERVICE				150.00-	327.08
01-10-06	LATE PAY CHRG-GAS SERVICE				3.06	330.14
01-10-06	LATE PAY CHRG-SERVICE WORK				1.85	331.99
01-19-06	BILL	12/14/05-01/17/06	4056R	205.8	300.25	632.24
02-06-06	PAYMENT-GAS SERVICE				204.00-	428.24
02-13-06	LATE PAY CHRG-GAS SERVICE				4.55	432.79
02-13-06	LATE PAY CHRG-SERVICE WORK				1.87	434.66
02-17-06	BILL	01/17/06-02/15/06	4213R	162.0	225.62	660.28
03-06-06	PAYMENT-GAS SERVICE				304.00-	356.28
03-14-06	LATE PAY CHRG-GAS SERVICE				3.44	359.72
03-14-06	LATE PAY CHRG-SERVICE WORK				1.90	361.62
03-21-06	BILLED DEPOSIT				204.00	565.62
03-21-06	BILL	02/15/06-03/17/06	4351R	142.6	200.50	766.12
03-23-06	DEPOSIT CANCELLED				204.00-	562.12
04-04-06	PAYMENT-GAS SERVICE				71.24-	490.88
04-04-06	PAYMENT-SERVICE WORK				128.76-	362.12
04-20-06	BILL CNR	298.26 03/17/06-04/18/06	4447R	98.8	143.77	505.89
05-04-06	PAYMENT-GAS SERVICE				170.00-	335.89
05-15-06	LATE PAY CHRG-GAS SERVICE				1.92	337.81
05-19-06	BILL CNR	299.68 04/18/06-05/17/06	4487R	40.9	67.08	404.89
06-05-06	PAYMENT-GAS SERVICE				128.00-	276.89
06-13-06	LATE PAY CHRG-GAS SERVICE				2.58	279.47
06-20-06	BILLED DEPOSIT				214.66	494.13
06-20-06	BILL CNR	343.76 05/17/06-06/16/06	4529R	43.0	69.86	563.99
07-05-06	PAYMENT-GAS SERVICE				172.00-	391.99
07-13-06	LATE PAY CHRG-GAS SERVICE				2.58	394.57
07-20-06	BILLED DEPOSIT				214.67	609.24
07-20-06	BILL CNR	317.84 06/16/06-07/18/06	4565R	36.7	61.75	670.99
08-04-06	PAYMENT-GAS SERVICE				57.12-	613.87
08-14-06	LATE PAY CHRG-GAS SERVICE				3.91	617.78
08-18-06	BILLED DEPOSIT				214.67	832.45
08-18-06	BILL CNR	408.13 07/18/06-08/16/06	4602R	37.9	63.35	895.80
09-05-06	PAYMENT-GAS SERVICE				58.60-	837.20
09-12-06	LATE PAY CHRG-GAS SERVICE				5.24	842.44

DEPT. 9

LACLEDE GAS COMPANY
STATEMENT OF BILLS & PAYMENTS
DECEMBER 12, 2006

LEWIS, STANLEY
5739 HAMILTON AVE
ST LOUIS, MO 63136

PAGE 0003

SERVICE ADDRESS: 5739 HAMILTON AVE
ACCT. NO: 294827-002

DATE	TRANSACTION		SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
09-18-06	BILL CWR	498.27	08/16/06-09/14/06	4638R	36.8	61.89	904.33
10-04-06	PAYMENT-GAS SERVICE					60.00-	844.33
10-11-06	LATE PAY CHRG-GAS SERVICE					6.57	850.90
10-17-06	BILL CWR	588.34	09/14/06-10/13/06	4676R	38.8	64.54	915.44
11-06-06	PAYMENT-GAS SERVICE					150.00-	765.44
11-09-06	LATE PAY CHRG-GAS SERVICE					6.58	772.02
11-16-06	BILL CWR	555.42	10/13/06-11/14/06	4766R	92.2	135.46	907.48
12-04-06	PAYMENT-GAS SERVICE					125.00-	782.48
12-11-06	DEPOSIT CANCELLED					644.00-	138.48
12-11-06	LATE PAY CHRG-GAS SERVICE					6.46	144.94
12-11-06	PAYMENT-GAS SERVICE					125.00-	19.94

TOTAL ACCOUNT BALANCE \$19.94

Crc

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