

RECEIVED³

AUG 25 2011

Records
Public Service Commission

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Public Service
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

our Pass Record since 1990 All Paid
in full! since 1990 we, Requested View
of some over Charge, Plus Digging of
our Front yard. All Bill were Paid
We ARE Customer's ①
1. All Bills Paid

2. Request of View High Bills,
I've lost wage! due take off work
Check Meter, Timek why High Bills

3. The Rain Wet my - Foot, Lacke Drut
Dut Back after digging - Can't water

Full Front yard, For the Puddle of
water, COME see you your SELF, I
standly Puddle water SAME AREA.
Wrote but Foundation, My Black Glass
Window Cracked due, the Wet Foot -

4. We Pay our Bill still - OWE Zero!
SINCE 1990 Bully Tactic Were Customer's

5. New Devlee was install, 1993
Devlee Failed

6. This is A BUSINESS TRANSACTION, not Person
We or Customer, With A simple complaint
Sense Gas Company
(Meter Reading, not obtained on A
Regular Basis -

Above Statement by Gas Company
own Admission!

I'm to think As A customer not on
A Regular Basis, (So you Gas Co. Requested
(How do I process that, took Reading When Ever)
it when you think about 2008.
this *0844. no customer understood
this private Code, No matter I don't

Believe, All The Reason they said my Bill
was High 1 Gas Boiler was Replaced
New Door Solid Wood \$4,000.00

ENERGY Efficiency -	80.4 AFUE
New <u>Boiler</u> 1994	Most Efficient 90.6
	Least 80.0

Window - 8500 Double Hwn E.T.C. \$5,500.00
Gas Bill got Higher Before, And After -

I've got A very sick Brother, I really have
Been Fighting - (New home) With A 3 story House!
(Old Home like mine)

Bill less than, my home his house Much Larger!
State by Gas Co. ~~State~~

The Meter index VERIFIED the AMR sett
At 1,000 CCFs too high

Another Statement this Billing corrected
the over Charge for 1,000 ccf's.

I'm A Customer Ask 500 Hundred Thousand
Customer What do 1,000 CCFs mean?
All 500 unless they have study Gas ETC.

Average Customer, Compare his Bill, I don't
Believe nothing Gas Company Say Nothing -

You Can't make me Believe them! 1990 overcharge
Damage our Foundation I CAN Prove!

BUSINESS TRANSACTION only I paid them in

Full since 1990, Fair Business Refund Start over
I'm there Client, And The Customer Always
Right! Plus Lost prevention Dept! Insurance
Petty Cash, Re Pay us Start Fresh!

Paul

Menu

1990 - 1991 High Bill

If We Bltched since 1991 suddenly

They SHARE AMR Failed had I not

Ask Why such High Bill - After

NEW Boiler, Double Pain Window whole
House! And New Door

How do I process Meter not even

Read on Regular Basein, From 1990-1991

ON. Failed Device there Product!

They cont. High Bill will Failed Parts

Read it when they Feel like it -

Boiler May have Been Turned off!

No 3 Story Large Home Bill Should

Be MORE than Mine! not suppose to
question this -

Linda + Vernon We have Paid Those People
In Fall Each Winter, oh The ^{ff} 8,000⁰⁰ Recorded
Maybe on Gas Company Phone, we'd figure
About [#] 8,000⁰⁰ oh Add to Puzzle - Spin
The what they we forgot Gas Company
2008 Nebraska, Change them Last time
Meta Read was 2000 what 19 whatever
Make up A Price

We the Customer Scramble in our head
We on Radio 95.5 FM Customer SAME Problem -
Refund him [#] 6,000⁰⁰ All Fact he Bitch for leysaw
(Meta and Bill,

We left to figure out Damage Front? \$
Paid for Failed AMR Gauge to High? to High?
To High? Guest when meta Read - By who?
Customer?

Miss Mary

View A, EXCUSE

Since the trace Device Failed,
Who Device? Access was needed to obtain
I took off work for install actual reading each month the
lost wage: Bills were Estimated,

So the Customer should have lost wage
And let Gas Company in for Proper Reading

1980 to 2011 I should let some in for
Reading - added more to puzzle SCRAMBLE

Came call Estimate Bill, mmm!

We or Customer, Never Paid me for Reading Meter
What!

- *The adjusted balance due was \$404.26; a representative from Laclede's Customer Relations Department explained the adjusted billing and account status in November, 2005 and January, 2006.*
- *Since the trace device was on the meter and the meter was located inside, access was needed to obtain actual readings each month; therefore, the bills were estimated.*
- *Through April 20, 2006, the usage was estimated to X2909. In May, 2006 a customer self-reading was received of x2839, which indicated an over-charge. An adjustment was issued for service from January 19, 2006 to May 19, 2006. The adjusted account balance was \$1,289.43; budget amount due was \$190.49.*
- *On August 19, 2006, an Automated Meter Reading (AMR) device was installed on the meter; meter index reading was x3967. The index obtained was out of line with prior customer readings.*
- *On September 22, 2006, service work was performed. The meter index obtained verified that the AMR was set at 1,000 CCF's too high. Cell Net was advised to investigate; therefore, subsequent usage was based on modified AMR indexes to compensate for the incorrect AMR index.*
- *On March 17, 2007, Laclede changed the meter while at the premise to investigate a gas odor report. No bill was issued in March 2007 and April 2007, pending an adjustment to the meter change.*
- *On May 1, 2007 an adjustment was issued for service from August 19, 2007 to April 20, 2007 for 1,651 CCF's. The adjusted account balance was \$1,573.00; this billing corrected the over-charge for 1,000 CCF's.*
- *On May 7, 2007, Laclede's Customer Relations verified that the exception budget was \$200.00 per month. Subsequent bills have been based on actual usage from the AMR.*
- *The service line at your premise was renewed in late 1992. A service renewal would include the installation of new piping in the yard. In some cases, a new meter is installed while this type of work is being performed.*
- *Laclede indicates there is no record of previously reported damage to the yard at this premise.*
- *On July 25, 2007 the usage comparison data was mailed to Mr. Ball and Ms. Nelson; the letter also advised they could contact the Customer Relations Department to schedule a high bill premise investigation, but no one requested this.*
- *Currently, the customer charge for residential general is \$19.50 a month. A monthly Infrastructure System Replace Surcharge (ISRS) of \$0.31 is also billed but covers only a part of the expenses that Laclede incurs to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements.*

I have reviewed the information provided by both Laclede and yourself and found that it appears Laclede has acted in accordance with both the rules and regulations of the Commission and Laclede's filed and approved tariff. Receipt of this letter serves as your notice of closure into this matter.



Commissioners

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April 19, 2011

Ms. Linda Nelson
PO Box 4935
St. Louis, MO 63108

Dear Ms. Nelson:

This letter is a follow up to my telephone conversation on April 18, 2011 with Mr. Vernon Ball regarding the complaint he filed on your behalf on April 4, 2011, regarding your account with Laclede Gas Company (Laclede). The following are the details provided by the company.

- *The gas service at 2008 Nebraska in St. Louis, Missouri has been in Linda Nelson's name since September 1990. Throughout the 1990's the customer reported gas odors and/or hazards at the premise which resulted in hazardous conditions being found at the gas furnace.*
- *A trace reading device was installed on September 3, 1993 at no charge.*
- *Laclede's records indicate that the trace device failed to transmit readings prior to May 2004.*
- *Because the meter was located on the inside of the premise, the meter readings were not obtained on a regular basis and were based on estimated usage.*
- *The estimated usage was resolved with the installation of the Automated Meter Reading (AMR) device.*
- *A manual reading was obtained on September 22, 2005 that indicated the customer had been under-charge.*
- *The usage had been estimated up September 16, 2005; the meter reading was x0844.*
- *On November 10, 2005 and adjusted bill was issued for service from October 16, 2005 to October 17, 2005. A total of 251 Ccf's of actual usage was not billed.*