

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JAN 22 2013

Name: William Wehle
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Co.
Respondent

GC-13-0361

FORMAL COMPLAINT

Complainant resides at 101 Spencer Ct / St. Peters, MO
(Address of Complainant) 63376

1. Respondent, Laclede Gas Co. / Drawer 2
(Company Name)
of St. Louis, MO, is a public utility under the
(Location of Company)

jurisdiction of the Public Service Commission of the State of Missouri.

You are NOT going to believe this!

2. As the basis of this complaint, Complainant states the following facts:

1. Laclede Gas notified me via U.S. Mail that my meter box outside my home was old & needed to be replaced.
2. I mailed in the S.A.S.E. & advised Laclede Gas to call me about this.
3. Laclede Gas Gas Service called me a day or 2 later to schedule a time whereby they could come to my home & do the scheduled work. They asked me what days would be best & what time. I advised Laclede Gas that I was retired & that they could come here anytime as long as 1. they called first & 2. it was "during the day" meaning during daylight hours.
4. Laclede Gas decided to come out here last night @ 10:30 pm without calling first while I was out shopping @ Walmart. My young son answered the door (My Wife was asleep in bed!) & being the nice

The Laclede Gas man told my son that he "had an appointment" with me here at the house to do this work. That is why he let him in.

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

Young man that he is, allowed this guy from Laclede Gas to enter our home & turn off the gas & proceed to replace the measuring device on the side of ~~the~~ my home. I came home as he was in his truck (blocking my driveway!) & wanted to know what he was doing. When he told me I asked why he did not call first & why in the middle of the night! He refused to talk to me & called the police because I would not allow him access to my house anymore & refused to let him on the property! Two Squad cars & a fire truck appeared on the street in front of my home. Then a Laclede Gas "Supervisor" comes here too - but he refused to talk to me! In any case, the Laclede Gas worker was allowed to finish his job - but he made a serious error when calibrating

WHEREFORE, Complainant now requests the following relief:

My meter ~~shows~~ such that the gas line going to my furnace was now allowing 60 to 70 more gas to come into the house due to increased gas pressure & to know this for a fact because my furnace started glowing red & the paint scorching. I had to get Laclede Gas out here again (2 police included) to adjust the gas pressure. They left after 12 midnight. All this because he did not call & get permission to come here before he came. I think I need a new furnace! Paid for by Laclede Gas! He also stepped on & broke my garden hose!

1-17-13

Date



Signature of Complainant

636-928-9200

Complainant's Phone Number

william.wehrle@yahoo.com

Complainant's E-mail Address

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

It was pitch black outside last night & Very Cold - about 18 degrees²
This guy could not see what he was doing! There is no reason for him to come at night

MO Public Service Comm.

~~Governor's Office Building~~

200 Madison Street

P.O. Box 350

Jefferson City MO 65102

800-342-0246