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Missouri Public Service Commission

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General Counsel

April 19, 2006

Mr. Marlyn Young
2437 Wieck Drive
St. Louis, MO. 63136

Dear Mr. Young:

This letter is in response to your Laclede Gas (Company) complaint #C200607334. In your complaint, you stated you sent a certified letter to Laclede in February 2006. Your letter alleges that Laclede is over-charging your service account and acting in bad faith by attempting to collect a discharged debt. You stated that (1) in 1997, Morlyne B. Young discharged an unpaid balance of \$579.00 in Federal Bankruptcy and Laclede is attempting to collect this debt; and (2) you sold a property to Rosemary B. Jackson in late 2003, who put service in her name; however, because you had a relationship with Ms. Jackson, Laclede put services back into your name. You further state that at this time, you were living with your brother at 1612 Nenmich Drive, St. Louis, MO. I contacted Laclede on your behalf; this is the result of my investigation.

(1). Regarding the \$579.00 discharged in the 1997 Federal bankruptcy: According to court documents, the bankruptcy was filed on 2/12/97 by Morlyne B. Young at 1250 Ferguson, who had service at this address from 11/16/92 to 1/06/99. Morlyne B. Young was discharged from paying the debt. However, the gas usage billed from 2/12/97 to 1/06/99 was still due and payable. The unpaid amount due was \$112.66. This unpaid debt was transferred to your account on 8831 May. According to court records, Marlyn Young filed for bankruptcy 8/28/00. Therefore, the \$112.66 has been removed from your current account on 2437 Wieck Drive.

(2). Regarding the property sold to Rosemary B. Jackson in late 2003: You have not provided documentation of the property being sold to Ms. Jackson; however, there is evidence that you both shared benefit of service at 9414 Eastchester (September 1998 to February 2003) and at 8831 May (February 2003 to May 2003), while the services were in Ms. Jackson's name. A social security trace places you at both premises when the debts were incurred. The unpaid debts of \$421.93 were transferred to your account on 8831 May. On 9/21/05 the gas service at 8831 May was turned off per your request.

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In December 2003, Laclede was notified by the Post Office that Ms. Jackson's forwarding address was 8831 May. On 7/08/05 you established service at 2437 Wieck. The final bill of \$729.31 from 8831 May was transferred to your account on 2437 Wieck.

incorrect

Laclede issued a rebill on the account 3/30/06 to correct an over-estimation from 9/14/05 (x9478) to 3/17/06 (x0146). The account balance of \$924.42 is due on 04/13/06 and delinquent on 4/24/06. A statement of bills and payments is attached.

Chapter 13, Service and Billing Practices for Residential Customers of Electric, Gas and Water Utilities, 4 CSR 240-13.050 (2) (B) The failure of a customer to pay for service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, a utility may transfer and bill any unpaid balance to any other residential service account of the customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule. 4 CSR 240-13.050 (2) (D) The failure to pay the bill of another customer, unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.

In closing, this informal complaint will not be reconsidered for further review without the Missouri Public Service Commission's receipt of the actual documentation disputing the Company records.

Sincerely,

Cecilia Barr

Cecilia Barr
Consumer Services Specialist

Attachment: Statement of bills and payments