

# THE PILOT

Spring 08



CONNECTING WITH OUR CUSTOMERS & COMMUNITIES

**W**elcome to the first issue of *The Pilot*. We hope that this newsletter will keep you informed of what's going on at Laclede Gas and provide valuable information regarding the services we offer, new initiatives that we are undertaking and other energy – particularly natural gas – related topics.

This newsletter is just one of many initiatives that we are working on in order to enhance your experience as a customer of Laclede Gas. Other ongoing projects include completion of the installation of Cellnet's Automated Meter Reading System, which will largely eliminate the



need for manual meter reads and estimated bills, and the launch in May of a customer self service website, which will enable customers to access account information and pay their bills 24 hours a day. You can read more about

the website in this newsletter.

During the past year, we redesigned our customer bill to make it easier to read and to provide more detailed information on customer-specific natural gas usage, including a chart that presents a comparison of gas usage across historical and current periods, along with useful definitions and messages. We will continue to fine tune the bill layout and content in response to customer input. We have not forgotten our less fortunate customers, as we assisted Dollar-Help to raise more than \$1 million during 2007 for the first time in its 25-year history.

Since 1857, Laclede Gas has provided safe and reliable services to the residents of the St. Louis metropolitan area. We're more than just your natural gas provider. Laclede and its employees are in the community, helping to shape the region's growth and development through involvement in impactful organizations and support of numerous charities. We're there when you need us.

Enjoy,

**Douglas H. Yaeger**  
Chairman, President and CEO

## Online Account Access – Coming Soon

**S**afe and reliable service is a hallmark of the Laclede Gas customer experience. Occasionally, you may have questions about your gas service or bill, and we recognize that it may not be convenient for you to call our customer service center during our regular business hours. Coming soon, Laclede will offer you online access to your account, affording you the convenience to research questions, change account options and pay your bill at any time, night or day.

### Features included allow you to:

- Access your account information 24/7 through [www.lacledegas.com](http://www.lacledegas.com);
- pay current bill online without having to sign up for a recurring payment program;
- make changes to your account;
- view current and past bills;
- compare bills for the last 13 months;
- view payment and usage histories; and
- obtain helpful information regarding various factors that impact gas usage.



We will add features to the site from time to time and already have additional enhancements planned for future phases. We anticipate the site to launch in May. Look for messages announcing the launch on future bills, in the media and on our website.

## Quick Response Saves Child

**A** toddler is safe due to the quick reaction of three Laclede Gas employees. Rich Kramer, Joseph Daniels and Charles Garavaglia were working onsite when they noticed a child, clad only in a diaper, wandering in the street. They collected the child, protected him from the cold and began looking for the parents. Fortunately, they quickly located the child's home and returned him safely to his parents. "I never saw three guys run so fast in my life," said witness Mike Vickery of Laclede's Corporate Safety Department, who was at the site conducting a safety audit. "It was an act of kindness and concern...that little boy could have been hit by a car or kidnapped."



(L-R) Rich Kramer, Joseph Daniels and Charles Garavaglia

Online Payment Option Now Available



**Y**ou can now pay your bill online with your credit card, debit card or e-check. Laclede has partnered with ChoicePay, an industry leader, to keep you in control of your payments. No registration or recurring commitment required. Pay one month with a credit card and have the balance taken out of a checking or savings account the next. The choice is yours. For more information, see the "Ways to Pay Your Bill" section at [www.lacledegas.com](http://www.lacledegas.com).

**W**ater heating is the third largest energy expense in a home, typically accounting for about 14% of a utility bill. Shorter showers, more efficient showerheads and lowering the thermostat on your water heater can help to decrease this expense. Also, please remember that a child's skin burns more easily than an adult's. Water heaters should be set to "Low" or "Normal" to avoid the potential for accidental scalding.

Safe & Sure helps you avoid becoming a victim by putting safety first. To learn more, please visit <http://www.lacledegas.com/safety/safesure.php>.



In the Community

**L**aclede Gas employees contribute their time and energy to make St. Louis a great place to live and work. Check out Laclede at these upcoming community events:

**May 3:**  
Affton Safety Fair,  
8:30-11 a.m.,  
Mesnier School,  
6930 Weber Rd.,  
Affton

**May 31:**  
The St. Louis  
Jazz Festival,  
Shaw Park, Clayton

**June 13:**  
Laclede's "United  
We Grill" BBQ,  
11 a.m.-2 p.m.,  
Kiener Plaza,  
St. Louis

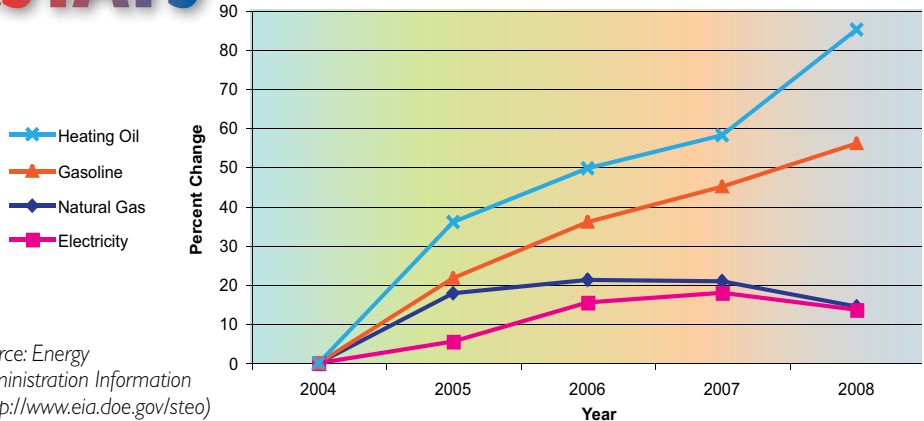
**June 25:**  
The Taste of Fenton  
Business Expo,  
4-7 p.m.,  
U.A.W. Hall Local 136,  
980 Horan Dr.,  
Fenton



**D**ollar-Help: The late Sister Pat Kelley, an advocate for the less fortunate, established Dollar-Help in 1982. As a founding sponsor, Laclede is not only a major donor, but also pays all administrative costs incurred by the independent, 501(c)(3) charity. Therefore, every dollar donated goes directly to families in need of assistance, regardless of whether their homes are heated by electricity, propane, fuel oil or natural gas.

THERMOSTATS

The Rising Cost of Energy



Source: Energy Administration Information (<http://www.eia.doe.gov/steo>)

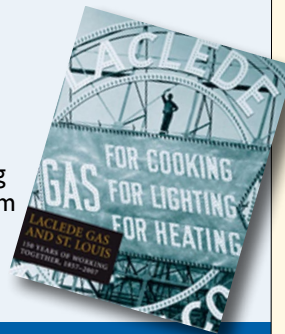
Laclede Gas and St. Louis

**150** Years of Working Together, 1857-2007 is a fascinating coffee table book offering insight into the growth of Laclede Gas in relation to the development of St. Louis. It includes over 200 photos and is available for \$19.95 plus tax. Proceeds benefit Dollar-Help, Inc.

To order:

**Call**  
• 314-342-3330

**Visit**  
• [www.dollarhelp.org](http://www.dollarhelp.org)  
• [www.lacledegas.com](http://www.lacledegas.com)



Blue is Green

**L**aclede Gas Company serves as an industry leader in the "green building" movement, promoting energy conservation and innovative environmental practices in new construction. For many years, we have offered customer assistance programs and workshops on how to more efficiently use natural gas. We partnered with the Home Builders Association of Greater St. Louis to bring the Green Building Initiative (GBI) to the region and developed an inspection and verification process to ensure homes constructed as part of the GBI program adhere to national environmentally-based guidelines. Laclede is a member of the National US Green Building Council (USGBC) and serves on the board of the St. Louis Regional Chapter of the USGBC. To further our support of "green building," Laclede Gas is a sponsor of the 2008 USGBC "Greening The Heartland" conference at America's Center, June 22-24. For more information, visit [www.greeningtheheartland.org](http://www.greeningtheheartland.org).



The Eads Bridge was completed in 1874 and featured gas lights provided by Laclede.

