

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Robert F. Morgan,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0054</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

ORDER DIRECTING RESPONDENT TO FILE A REPORT ON SERVICE STATUS

Issue Date: September 25, 2006

Effective Date: September 25, 2006

On August 9, 2006,¹ Robert F. Morgan filed a complaint with the Commission against Laclede Gas Company ("Laclede"). Mr. Morgan alleges he was overcharged as a result of Laclede's estimated billing practices during the months of October of 2005 through March of 2006, when his gas meter was allegedly not functioning properly. Laclede filed its answer to the complaint on September 11, and the Commission directed its Staff to investigate and file a report no later than October 11.

¹ All dates throughout this order shall refer to the year 2006 unless otherwise specified.

On September 25, Mr. Morgan filed a letter with the Commission indicating that he has received two notices of disconnection from Laclede, one with his latest billing statement on September 15 and one having been placed on his door on September 19. Commission Rule 4 CSR 240-13.050(5) states:

(5) A utility shall not discontinue residential service pursuant to section (1) unless written notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. As an alternative, a utility may deliver a written notice in hand to the customer at least ninety-six (96) hours prior to discontinuance. A utility shall maintain an accurate record of the date of mailing or delivery. **A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to sections 4 CSR 240-13.045(5) or (6) that is currently the subject of a dispute pending with the utility or complaint before the commission, nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless the utility inadvertently issues the notice, in which case the utility shall take necessary steps to withdraw or cancel this notice.**

In his letter, Mr. Morgan also stated that after receiving the disconnection notice on September 15 he had received assurances from Laclede that his file is label “disputed” and that his gas service would not be disconnected. However, this assurance came prior to the September 19 notice of disconnection, and Mr. Morgan now faces potential disconnection.

IT IS ORDERED THAT:

1. The Laclede Gas Company shall file a report concerning the status of Mr. Morgan’s gas service no later than September 29, 2006.

2. This order shall become effective on September 25, 2006.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written in a cursive style.

Colleen M. Dale
Secretary

(S E A L)

Harold Stearley, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 25th day of September, 2006.