



Commissioners

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**Missouri Public Service Commission**

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Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON  
General Counsel

July 24, 2007

Ms. Susan Smith  
4056 Taft  
St. Louis, MO 63116

**RE: Case No. GC-2007-0469**

Dear Ms. Smith:

As you know, the Public Service Commission has your complaint. This letter is being sent to you to explain the PSC's procedures and get more information from you about your complaint. Your complaint has been given Case Number GC-2007-0469. Please use this number when you send any documents to the PSC or when you contact the PSC about your complaint.

Attached to this letter is a list of statements made by the company and the PSC staff who investigated your complaint. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true. The form is listed as "highly confidential" so that the public will not have access to your personal information. **You must return the attached form to the PSC by no later than August 13, 2007.**

**About Cases at the PSC:**

**You must respond:** If you do not respond to orders that require you to send information, you will lose your case. If you need more time, or do not understand, you must contact the judge assigned to your case and ask for more time or ask about the part you do not understand.

**Your assigned Judge:**

**Name:** Ron Pridgin

**E-mail:** [ron.pridgin@psc.mo.gov](mailto:ron.pridgin@psc.mo.gov)

**Phone:** 573-751-7497 **Fax:** 573-526-6010

**Mailing Address:** Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102

**If you have e-mail:** You can request a copy of this letter, the attached list and any of the other papers in this case to be sent to you by e-mail and you can respond to anything by e-mail. Just send an e-mail to the judge on this case asking for e-mail service.

**If you have Internet access:** You can check on your case by going to the PSC homepage at [www.psc.mo.gov](http://www.psc.mo.gov) and following the directions included with this letter about the PSC's Electronic Filing Information System, or EFIS. Some of the information in your case may not be available unless you identify yourself, because we keep some of your personal information closed (not available to the general public).

**You must participate:** You must attend all meetings, conferences and hearings in your case and you must be on time. If you do not come, your case could be dismissed and you will have to start over in another case. If you fail to come more than once, your case could be dismissed "with prejudice," which means you lose the case and cannot bring another one about the same complaint.

**If you cannot come:** You must contact the judge in your case. The judge can arrange for you to participate by phone or by video conference in Kansas City or St. Louis (where the PSC has offices). If you do not make special arrangements with the judge, you must come to the PSC offices in Jefferson City.

**Do not be late:** If you are more than 10 minutes late, the judge will let the court reporter and the other people in the hearing or conference leave and your case will be treated as though you did not come at all. You will then receive an order asking you to give a reason why your case should not be dismissed (this is called a "show cause" order). If you could not come to the hearing or conference for some reason, you should contact the judge and explain what kept you from attending. If you do not respond to a show cause order, your case will be dismissed.

**Communicating with the judge:** The judge on your case cannot discuss the facts of your actual complaint with you, except in a scheduled conference or hearing. This is so that both sides can be present when the facts are stated so that any wrong information can be corrected. It is the only way for the judge to be fair. You can discuss procedural matters, such as the time and location of meetings, but please do not talk about, send letters, or e-mail specific information about the facts of your case to the judge.

Sincerely,



Colleen M. Dale  
Secretary

CMD/crk  
Enclosures

**BEFORE THE PUBLIC SERVICE COMMISSION**  
**OF THE STATE OF MISSOURI**

Susan Smith,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. GC-2007-0469</u></b>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**ORDER DIRECTING FILING**

Issue Date: July 24, 2007

Effective Date: July 24, 2007

Susan Smith filed a formal complaint against Laclede Gas Company ("Laclede") on June 6, 2007. Ms. Smith's complaint alleges that Laclede incorrectly overcharged her for gas usage from January to March, 2007.

Laclede filed its Answer and Motion to Dismiss Complaint on July 18. The answer denies Ms. Smith's allegations. Laclede asserts that it has not violated any laws, rules, decisions or orders of the commission, and asks that the Commission dismiss the complaint.

Staff filed its verified report on July 18. In particular, Staff concluded, in part:

Staff has reviewed the meter change order that shows the old meter was removed with an index of x5671 and can find no evidence that Laclede provided a remove index of x5511 to Ms. Smith. Subsequent bills have been based on actual usage provided to Laclede by the AMR device. Staff found no tariff or rule violations, therefore, recommends that this complaint be dismissed.

*Wofat* →

At this stage of her case, Ms. Smith has not stated any facts upon which the Commission could conclude that Laclede has violated its approved tariff, applicable Commission rules, or Missouri statutes. Therefore, the Commission would like to hear from Ms. Smith before deciding whether to accept the recommendation of its Staff that it be dismissed. Accordingly, Ms. Smith will be given twenty days from the date of this order to file a pleading which addresses the statements contained in Laclede's answer and Staff's report in this matter and sets forth the legal or factual reasons why she agrees or disagrees with those statements. (Attached to this order is a letter further explaining this process and providing other helpful information.)

**IT IS ORDERED THAT:**

1. Susan Smith shall file a pleading, by not later than 5:00 p.m. on Monday, August 13, 2007, which addresses the statements contained in Laclede's answer and Staff's report in this matter and sets forth the legal or factual reasons why she agrees or disagrees with those statements.

2. This order shall become effective on July 24, 2007.

(SEAL)

**BY THE COMMISSION**



Colleen M. Dale  
Secretary

Ronald D. Pridgin, Senior Regulatory Law  
Judge, by delegation of authority  
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 24th day of July, 2007.

8-7-07

To Whom it concerns

I've enclosed the forms you sent me with statements answered to the best of my ability. I'm sorry if it's not very professional.

I only filed a complaint because of the absurd charges. I had no furnace this past winter & used electric heaters. I still have no furnace.

I've always paid my bill for the past 35 years & would not go thru all this hassle for no reason to get out of paying a bill.

Any help you can offer will be appreciated.

Thank you.

Susan Smith

4856 Taft

St. Louis MO 63116

314 353 1299