

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Doris House,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0451</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

ORDER DIRECTING FILING

Issue Date: August 6, 2007

Effective Date: August 6, 2007

Doris House filed a formal complaint against Laclede Gas Company on May 29, 2007. Ms. House's complaint alleges that Laclede has improperly billed her for gas usage, improperly relied on estimated billing to her financial detriment, and was negligent in failing to correct problems with its remote reader.

Laclede filed its Answer on July 5, 2007. The answer denies many of Ms. House's allegations. Laclede states that it has followed its tariffs as well as Commission rules and regulations and that it took all appropriate actions to correct a remote reader issue.

Staff filed its verified report on July 31, 2007. In particular, Staff concluded that Laclede did not violate any Commission rule or its filed tariffs for the billings rendered to Ms. House. Therefore, Staff recommends the complaint be dismissed.

At this stage of this case, Ms. House 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. House before deciding whether to accept the recommendation of its Staff that the case be dismissed. Accordingly, Ms. House will be given 20 days from the date of this order to file her response addressing the statements contained in Laclede's answer and Staff's report in this matter and setting 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.)

If no response is received, the Commission may make its decision based on the current documents and recommendations before it.

IT IS ORDERED THAT:

1. Doris House shall file a response, by not later than 5:00 p.m. on Thursday, August 27, 2007, which addresses the statements contained in Laclede Gas Company'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 August 6, 2007.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Cherlyn D. Voss, Regulatory Law Judge,
by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 6th day of August, 2007.