

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

In the Matter of the Complaint of Susan	)	
Smith,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. GC-2007-0469
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**STAFF’S REPORT**

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and respectfully submits as follows:

1. On June 6, 2007, Susan Smith (Complainant) filed her complaint against Laclede Gas Co. (Company), alleging certain overcharges and requesting relief thereof.
2. On May 24, 2007, the Commission issued its Order Directing Staff to Investigate and File a Report no later July 18, 2007.
3. Commission Rule 4 CSR 240-2.070(10) states as follows:

The commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint. The staff shall file a report of its findings with the commission and all parties to the complaint case. The investigative report shall not be made public unless released in accordance with sections 386.480, 392.210(2) or 393.140(3), RSMo, or during the course of a hearing involving the complaint.

Thus, the Staff’s Report, attached hereto and incorporated by reference herein, is a non-public document and the Staff is filing it as a “Highly Confidential” document.

4. Based on its investigation and the analysis of information provided by the Complainant and the Company, Staff did not find any factual support of Complainant’s

account of events or that the activities carried out by the Company in this instance constitute a violation of applicable statutes, the Commission's rules, or the Company's tariff. Therefore, for the reasons stated in its attached Report, Staff recommends that the Commission dismiss this complaint.

WHEREFORE, Staff requests that the Commission accept Staff's attached Report including Schedules 1-3 and dismiss this complaint.

Respectfully submitted,

**/s/ Robert S. Berlin**

Robert S. Berlin  
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**/s/ Sarah Kliethermes**

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### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all counsel of record this 18<sup>th</sup> day of July, 2007.

**/s/ Robert S. Berlin**