

**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.

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.

( S E A L )

**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.