

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

Bobby J. Armour,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. GC-2008-0004</u></b>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**ORDER DIRECTING FILING**

Issue Date: August 24, 2007

Effective Date: August 24, 2007

Bobby J. Armour filed a formal complaint against Laclede Gas Company on July 3, 2007. Mr. Armour's complaint alleges that Laclede has improperly billed him for gas usage, improperly relied on estimated billing to his financial detriment, and was negligent in failing to correct problems or respond to his requests.

Laclede filed its Answer on August 9, 2007. The answer denies many of Mr. Armour'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 August 16, 2007. In particular, Staff concluded that Laclede did not violate any Commission rule or its filed tariffs for the billings rendered to Mr. Armour. Therefore, Staff recommends the complaint be dismissed.

At this stage of this case, Mr. Armour 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 Mr. Armour before deciding whether to accept the recommendation of its Staff that the case be dismissed. Accordingly, Mr. Armour will be given 20 days from the date of this order to file his 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. Bobby J. Armour shall file a response, by not later than 5:00 p.m. on Thursday, September 13, 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 24, 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 24th day of August, 2007.