

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

Robert F. Morgan,	)	
	)	
Complainant,	)	
v.	)	Case No. GC-2007-0054
	)	
Laclede Gas Company,	)	
Respondent.	)	

**LACLEDE GAS COMPANY’S REPORT ON SERVICE STATUS**

COMES NOW Laclede Gas Company (“Laclede” or “Company”), and files this Report, pursuant to the Commission’s September 25, 2006 Order Directing Respondent to file a Report on Service Status in the above captioned case, and in support thereof, states as follows:

1. Dr. Morgan currently has gas service, and has continually had gas service at all times during his dispute, except for a brief period from September 19-20. Dr. Morgan’s service was briefly interrupted because of the unusual manner in which he filed his complaint. Residential customers with complaints routinely initiate those complaints through the informal complaint process, where most complaints are resolved. Upon receiving notice of an informal complaint, Laclede enters a remarks in its system that prevents disconnection over the disputed balance.

2. However, Dr. Morgan did not initiate his claim through the informal complaint process, but went directly to the formal complaint process. As a result, the usual remark was not entered on his account. Based on a mistaken assumption that the usual remarks had been entered, I may very well have told Dr. Morgan, as he claims, that his service would not be interrupted for amounts subject to dispute.

3. Due to the absence of the dispute remark, Dr. Morgan's gas service was discontinued on September 19. On the morning of September 20, Dr. Morgan telephoned me, requesting that his service be restored, and informing me that he would be available after 5:30 pm for restoration. Service was reactivated on the evening of September 20.

4. It should be noted that Dr. Morgan's complaint concerns a meter that did not function during the heart of the 2005-06 winter, from December to March. For these four months, Dr. Morgan has paid a total of about \$100, wherein his normal usage for that period would exceed \$1000. In these cases, Rule 25 of Laclede's tariffs, and Commission Rule 13.045 regarding disputes, entitle the utility to recover, at its option, half of the amount in dispute, or an amount based on the customer's usage during a like period under similar conditions. Based on Dr. Morgan's good faith claim in his complaint that he is willing to pay his fair share for the winter of 2005-06, Laclede has not to date enforced its right to collect approximately \$900 under these provisions. Laclede restored service immediately upon learning of the mistaken disconnection, even though it has the right to collect the amounts upon which it based that disconnection.

WHEREFORE, Laclede respectfully requests that the Commission accept Laclede's Report regarding Dr. Morgan's gas service.

Respectfully submitted,

**/s/ Rick Zucker**

Rick Zucker

Assistant General Counsel

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**Certificate of Service**

The undersigned certifies that a true and correct copy of the foregoing Report was served on the Complainant, the General Counsel of the Staff of the Missouri Public Service Commission, and the Office of Public Counsel on or before this 2nd day of October, 2006 by United States mail, hand-delivery, email, or facsimile.

**/s/ Rick Zucker**