

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

In the Matter of the Complaint of Bobby	)	
J. Armour,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. GC-2008-0004
	)	
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 July 3, 2007, Bobby J. Armour (Complainant or Armour) filed his Complaint against Laclede Gas Company (Company or Laclede) with the Missouri Public Service Commission (Commission). In his Complaint, Armour requested that someone at Laclede "be responsible so that we can get this gas bill on track." Earlier reference was made in the Complaint to estimated billings and difficulties encountered Complainant's communications with Company. Complainant expresses a willingness to pay for the gas that he did use.

2. On July 10, 2007, the Commission issued its Order Directing Staff to File its Recommendation on or before August 17, 2007.

3. On August 9, 2007, Company filed its Answer to Complaint. In its answer, Company stated that while approximately one-half of Armour's bills were

estimated during the relevant time-frame because of problems with the AMR, these bills have been reconciled with actual readings, and that the amount the company claims due is accurate. Laclede further avers that the company has consistently returned Armour's phone calls.

4. 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 is a non-public document and the Staff is filing it as "Highly Confidential."

5. Staff's Report and Recommendation is attached hereto. Staff recommends that the Commission dismiss this complaint.

WHEREFORE, Staff requests that the Commission accept Staff's Report and the recommendations in the attached Staff Report and dismiss the Complaint.

Respectfully submitted,

/s/ Sarah L. Kliethermes

Sarah L. Kliethermes

Pursuant to Rule 13

Supervised by Kevin A. Thompson

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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 16th day of August, 2007.

/s/ Sarah L. Kliethermes

