

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

William Rapp,	)	
	)	
Complainant,	)	
	)	Case No. GC-2007-0164
v.	)	
	)	
Laclede Gas Company	)	
	)	
Respondent.	)	

**LACLEDE GAS COMPANY'S
RESPONSE TO STAFF RECOMMENDATION**

COMES NOW Laclede Gas Company ("Laclede" or "Company"), and submits this Response to the Staff Recommendation filed in this case on January 30, 2007, and in support thereof, states as follows:

1. Laclede concurs with the large majority of Staff's Recommendation. The Company agrees that it did not violate any of its tariffs or Commission rules, and that Mr. Rapp's complaint should be dismissed. Laclede takes exception to one point in Staff's Recommendation, wherein Staff states that Laclede's service in this case was poor due to the manner that it handled billing adjustments and a refund check, and Staff recommends that the Commission direct Laclede to act more promptly on bill adjustments and refunds. Laclede disagrees that it failed either in promptly effecting billing adjustments or in issuing a refund.

2. As indicated by Mr. Rapp in his complaint, his job makes it inconvenient for him to be home so that Laclede can read its inside meter each month. As a result Mr. Rapp went approximately 12 months without a meter reading. In late May 2006, Laclede

obtained a meter reading when its contractor installed an automated meter reading module. Laclede promptly used that reading to issue a billing adjustment for an overcharge in June 2006. Unfortunately, this adjustment was performed incorrectly; the rebill went back only four months when it should have gone back twelve months to the last actual meter reading. Laclede promptly corrected its error and reissued the billing adjustment in the next billing period in July 2006. While Laclede concedes that its billing adjustment was not perfectly performed in this case, it maintains that the adjustment was both swiftly performed and punctually corrected.

3. Regarding the refund check, Laclede notes that its tariff and Commission rules provide that upon final billing, refunds are due within 21 days. In this case, the customer communicated to Staff his request for a refund check, and Staff passed that request to Laclede on Friday, October 13, 2006. A check request was processed on October 16, but the check, totaling less than \$100, was apparently not mailed until Thursday, October 19, four business days after the refund was first requested. Laclede regrets indicating to Staff that the check was mailed on the 16th when it was apparently not mailed until the 19th. The check was mailed to Mr. Rapp, an active customer who would be receiving a bill for October service less than three weeks later, and would be sending his own check to Laclede shortly thereafter. As a consequence, in issuing this customer's check Laclede believes it operated with reasonable and even exemplary dispatch compared to the time allowances given for similar actions in its tariff.

4. Since Mr. Rapp has received all requested relief to which he is entitled, Laclede joins Staff in requesting that the complaint be dismissed.

WHEREFORE, in light of the foregoing, Laclede respectfully requests that the Commission dismiss the complaint, because the customer has received all requested relief to which he is entitled, and decline Staff's recommendation with respect to adjustments and refunds, as Laclede acted reasonably promptly on both matters in this case.

Respectfully submitted,

/s/ Rick Zucker

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Certificate of Service

The undersigned certifies that a true and correct copy of the foregoing Response was served on the Complainant and on the General Counsel of the Staff of the Missouri Public Service Commission on this 2nd day of February, 2007, by hand-delivery, email, facsimile or regular mail, postage prepaid.

/s/ Gerry Lynch