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September 12, 2003

Secretary
Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

FILED³

SEP 12 2003

**Missouri Public
Service Commission**

RE: Case No. GC-2003-0579

Dear Mr. Roberts:

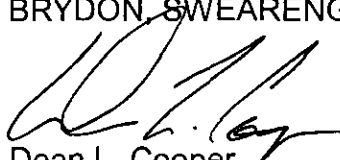
Enclosed please find an original and eight copies of Missouri Gas Energy's Response to Staff Report of Investigation and Recommendation; Satisfaction of Complaint in the above-referenced matter. Please file stamp the enclosed extra receipt copy and return it to me for my records.

If you have any questions concerning this matter, then please do not hesitate to contact me. Thank you very much for your attention to this matter.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:


Dean L. Cooper

DLC/llv

Enclosure

cc: Robert Berlin
Douglas E. Micheel
Michael McKinzy

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED³
SEP 12 2003

Michael E. McKinzy, Sr.,)
Complainant,)
vs.)
Missouri Gas Energy,)
Respondent.)

Case No. GC-2003-0579

Missouri Public
Service Commission

**MISSOURI GAS ENERGY'S RESPONSE TO STAFF REPORT OF INVESTIGATION
AND RECOMMENDATION; SATISFACTION OF COMPLAINT**

Comes now Missouri Gas Energy ("MGE"), a division of Southern Union Company, by and through counsel, and for this response and satisfaction of complaint respectfully states as follows:

1. On or about September 8, 2003, the Staff filed herein its Report of Investigation and Recommendation in which it requested that the Commission: 1) find that the debt of the wife of Mr. McKinzy (the Complainant) is not owed by Mr. McKinzy; and, 2) require MGE to commence gas service to Mr. McKinzy.

2. MGE had refused to commence gas service to the premise located at 8004 Overton Road in Kansas City, Missouri, when Mr. McKinzy applied for service based on the fact that Mr. McKinzy's wife, who was listed on the application for service, had a gas service account in arrears. MGE's tariff (Section 3.02 on Sheet No. R-19), provides that

Company shall not be required to commence supplying gas service if at the time of application, the applicant, or any member of applicant's household (who has received benefit from previous gas service), is indebted to Company for such gas service previously supplied at the same premises or any former premises until payment of such indebtedness shall have been made.

MGE believed, at the time Mr. McKinzy applied for service, that his wife was living with him, based upon the spouse having been listed on the application as well as a common expectation as to typical living arrangements between a husband and wife.

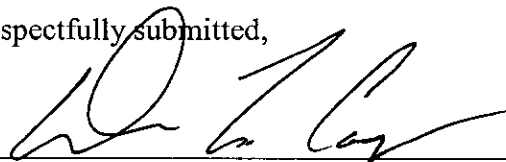
3. Other than the fact that Mr. McKinzy listed his spouse at the time of applying for service and a common expectation as to typical living arrangements between husband and wife, MGE does not presently have any evidence to substantiate that Mr. McKinzy's wife is living at the premise located at 8004 Overton Road.

4. On the basis of the foregoing, MGE customer service personnel contacted Mr. McKinzy on the afternoon of September 10, 2003, and made arrangements to commence gas service to the premise located at 8004 Overton Road in Kansas City, Missouri on September 11, 2003. Gas service was commenced on September 11, 2003, as scheduled. In addition, Mr. McKinzy's account has been noted such that the debt of Mr. McKinzy's wife will not be transferred to the account for gas service at 8004 Overton Road absent evidence that his wife is living there. On information and belief, counsel for MGE states that the action taken by MGE should satisfy the complaint.

WHEREFORE, MGE respectfully offers the foregoing response and satisfaction of

complaint.

Respectfully submitted,



Dean L. Cooper MBE #36592
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Attorneys for Missouri Gas Energy

Certificate of Service

I hereby certify that a true and correct copy of the above and foregoing document was either mailed or hand delivered this 12th day of September, 2003 to:

Mr. Robert Berlin
P.O. Box 360
Jefferson City, MO 65102

Mr. Douglas E. Micheel
P.O. Box 7800
Jefferson City, MO 65102

Mr. Michael McKinzy
8004 Overton Road
Kansas City, MO 64138

