

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

|                      |   |                       |
|----------------------|---|-----------------------|
| Carl Hepp,           | ) |                       |
|                      | ) |                       |
| Complainant,         | ) |                       |
|                      | ) |                       |
| v.                   | ) | Case No. GC-2004-0240 |
|                      | ) |                       |
| Laclede Gas Company, | ) |                       |
|                      | ) |                       |
| Respondant.          | ) |                       |

**STAFF'S INVESTIGATION**

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and in response to the Commission's January 4, 2004 Order Directing Staff Report states:

1. On December 2, 2003, Mr. Carl G. Hepp filed a formal complaint with the Commission stating that he believed that he had not been treated fairly by Laclede Gas Company. Mr. Hepp complained that, among other things, after many years of satisfactory relations, he was having trouble with meter readers and Company access to his meter.

2. On January 2, 2004, Laclede filed its answer and had a completely different account of the events described by Mr. Hepp.

3. Staff has completed its investigation and its Report is attached.

4. Staff has determined that some of the issues were resolved by: a) the placement of a remote read device on Complainant's meter; b) the Company entering into an 18-month payment agreement and c) waiver of late charges on several months of bills.

5. Other relief requested by Complainant, money for "annoyance" is not a claim that may be granted by the Commission. State ex rel. Midwest Gas Users' Ass'n v. Public Service Comm'n, 976 S.W.2d 485, (Mo.App. W.D. 1998).

**NP**

6. As a result of its investigation, the fact that the Company has resolved the issues as noted in paragraph 4 above, and that other relief requested by the Complainant is not the type of relief over which the Commission has jurisdiction, the Staff does not oppose Laclede's request to dismiss the case.

WHEREFORE Staff requests that the Commission accept Staff's report in satisfaction of its January 6, 2004 Order.

Respectfully submitted,

DANA K. JOYCE  
General Counsel

/s/ Lera L. Shemwell  
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### **Certificate of Service**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronic mail to all counsel of record this 12th day of March, 2004.

/s/ Lera L. Shemwell

**STAFF HAS  
DEEMED THIS  
VERIFIED REPORT  
OF STAFF HC IN  
ITS ENTIRETY**