

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Gale Carpenter,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0209</u>
)	
Missouri Gas Energy,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: December 7, 2006

Effective Date: December 7, 2006

Gale Carpenter filed a formal complaint against Missouri Gas Energy ("MGE") on December 4, 2006.¹ On December 7, 2006, the Commission notified MGE of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7).

The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.² As this matter does not involve the interruption or discontinuation of Ms. Carpenter's residential gas service or any other time-sensitive issue and also does not appear to involve complex factual or legal issues, Staff should be

¹ The complaint indicates that Ms. Carpenter is an attorney licensed to practice in Missouri and is affiliated with the Montee Law Firm in St. Joseph, Missouri. However, she is evidently prosecuting her complaint *in propria persona*, rather than on behalf of any client of the law firm.

² MGE's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."

able to complete its investigation and prepare a report concerning the results of that investigation no later than two weeks after MGE files its answer, which is due no later than January 8, 2007.

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Gale Carpenter's formal complaint against Missouri Gas Energy.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than two weeks after Missouri Gas Energy files its answer to Gale Carpenter's complaint.
3. This order shall become effective on December 7, 2006.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 7th day of December, 2006.