

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Gloria McCollum,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0269</u>
)	
Laclede Gas,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: January 19, 2007

Effective Date: January 19, 2007

Gloria McCollum filed a formal complaint against Laclede Gas Company ("Laclede") on January 17, 2007. On January 19, 2007, the Commission notified Laclede 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.¹ As this matter does not involve the interruption or discontinuation of Ms. McCollum'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 able to complete its investigation and prepare a report concerning the results of that

¹ Laclede'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."

investigation no later than two weeks after Laclede files its answer, which is due no later than February 19, 2007.

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Gloria McCollum's formal complaint against Laclede Gas Company.
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 Laclede files its answer to Gloria McCollum's complaint.
3. This order shall become effective on January 19, 2007.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

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 19th day of January, 2007.