

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Norman Harrold,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0311</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: February 23, 2007

Effective Date: February 23, 2007

Norman Harrold filed a formal complaint against Laclede Gas Company ("Laclede") on February 22, 2007. On February 22, 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 Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than three weeks after Laclede files its answer, which is due no later than March 26, 2007.

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Norman Harrold's formal complaint against Laclede Gas Company.

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."

2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than three weeks after Laclede files its answer to the Turners' complaint.

3. This order shall become effective on February 23, 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 23rd day of February, 2007.