

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Percy Cannon,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2008-0169</u>
)	
Missouri Gas Energy,)	
)	
Respondent.)	

NOTICE OF COMPLAINT AND ORDER DIRECTING STAFF
INVESTIGATION AND RESPONSES

Issue Date: November 26, 2007

Effective Date: November 26, 2007

Missouri Gas Energy
Legal Department
3420 Broadway
Kansas City, Missouri 64111
CERTIFIED MAIL

On November 19, 2007, Percy Cannon, filed a complaint with the Commission against Missouri Gas Energy ("MGE"). A copy of the complaint is enclosed. Under Commission Rule 4 CSR 240-2.070, MGE has 30 days from the date of this notice to file an answer or to file notification that the complaint has been satisfied. Since this notice is being issued on November 26, MGE's response is due by December 26, 2007.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether the Complainant is also willing to submit to voluntary

mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice shall be mailed to the Complainant.

Pursuant to Commission Rule 4 CSR 240-2.070(10), the Commission will direct its Staff, an unbiased third party in this complaint case, to investigate the facts in this case and the contested issues set out in the pleadings. Staff also has the discretion to report findings as to any other contested issues in this case that may appear during its investigation. The Staff must then file its findings with the Commission and serve copies on the other parties. The Commission will also allow the parties to file responsive pleadings to that report.

IT IS ORDERED THAT:

1. The Commission's Data Center shall mail a copy of this Notice and Order to the Complainant, Percy Cannon.

2. Missouri Gas Energy shall, no later than December 26, 2007, file a response to this complaint.

3. The Staff of the Commission shall file, no later than January 7, 2008, a report of its investigation in this matter.

4. Any party may file a response to Staff's report no later than January 17, 2008.

5. This order shall become effective on November 26, 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)

Harold Stearley, Regulatory Law Judge
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 26th day of November, 2007.