

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

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

**ORDER DIRECTING MISSOURI GAS ENERGY TO SHOW CAUSE FOR  
DENIAL OF, OR DISCONTINUANCE OF, SERVICE**

Issue Date: November 27, 2007

Effective Date: November 27, 2007

On November 19, 2007, Percy Cannon, filed a complaint with the Commission against Missouri Gas Energy ("MGE"). Complainant claims that MGE is erroneously denying him and his family natural gas service. On November 26, the Commission issued notice of the complaint and set the deadlines for responses to the complaint.

On November 27, Complainant filed a letter with the Commission seeking expedited treatment of his complaint action.<sup>1</sup> The reasons stated for this request include the current and impending cold weather and that there are two asthmatic children living in his household that could be adversely affected by the lack of proper home heating.

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<sup>1</sup> The Commission notes that Mr. Cannon is a *pro se* Complainant and understandably not versed in legal practice or practice before the Commission. Therefore, the Commission will treat Mr. Cannon's letter as being a motion for expedited treatment and finds his request to be in substantial compliance with Commission Rule 4 CSR 2-080(16) for purposes of this order.

MGE's answer to the complaint is not due until December 26. However, given the health issues raised by the Complainant, the Commission will direct MGE to expeditiously show cause for its denial of service. It is unclear from Complainant's pleadings if gas service has simply been denied pursuant to Commission Rule 4 CSR 240-13.045, or if gas service was discontinued pursuant to Commission Rule 4 CSR 240-13.050. Consequently, MGE shall explain the status of Complainant's gas service and its justification for either denying service or discontinuing service pursuant to the above named and/or any other pertinent Commission rules or regulations no later than November 29.

This deadline shall not change MGE's deadline for fully responding to Mr. Cannon's complaint, the deadline of December 26. However, based upon consideration of the Complainant's allegations and MGE's response, the Commission may expedite this matter, shorten the previously ordered deadlines, and determine if there is a need to conduct an expedited hearing.

**IT IS ORDERED THAT:**

1. No later than November 29, 2007, Missouri Gas Energy shall show cause for its denial of, or discontinuance of, service to Complainant, Percy Cannon.

2. This order shall become effective on November 27, 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 27th day of November, 2007.