

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

Bridgette Young	)	
	)	
Complainant	)	
	)	
v.	)	<u>Case No. GC-2010-0248</u>
	)	
Laclede Gas Company	)	
	)	
Respondent	)	

**STAFF’S REPORT OF INVESTIGATION AND RECOMMENDATION**

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and respectfully submits as follows:

1. On March 3, 2010, Bridgette Young (Complainant) filed a formal complaint against Laclede Gas Company (Laclede or Company) for excessive gas bills and overcharging by Laclede. Complainant alleges that subsequent to the repair of a gas leak somewhere in front of her home, her gas bills decreased. Complainant’s requested relief is that she be credited for past overcharges that may have occurred in prior years as a result of this leak.

2. Commission Rule 4 CSR 240-2.070(10) states as follows:

The commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint. The staff shall file a report of its findings with the commission and all parties to the complaint case. The investigative report shall not be made public unless released in accordance with sections 386.480, 392.210(2) or 393.140(3), RSMo, or during the course of a hearing involving the complaint.

Thus, the Staff’s Report, attached as Appendix A, and incorporated by reference herein, is a non-public document and Staff is filing it as a “Highly Confidential” document.

3. Staff's investigation found that a gas leak was repaired somewhere in the front yard of Ms. Young's home or in the street in front of Ms. Young's home around August 2008. Because this was a street leak, it would not have passed through Ms. Young's meter, thus not affecting her monthly bills.

4. As is detailed more thoroughly in Staff's Report, Staff does not believe there has been a violation of PSC rules or Laclede's approved tariff. Ms. Young's meter readings appear to be fairly consistent over the time period in question with a recent slight drop. Furthermore, these meter readings show no discrepancies with the annual meter readings performed by the Company. The Company has indicated that it would test Ms. Young's meter if there was any doubt as to the accuracy of the meter itself.

5. Staff recommends that the Commission schedule a prehearing conference where the parties may be able to reach an agreement and continue towards an evidentiary hearing where Ms. Young would be afforded the opportunity to present evidence on this matter.

WHEREFORE, the Staff requests that the Commission accept Staff's attached Report.

Respectfully submitted,

**/s/ Samuel D. Ritchie**

Samuel D. Ritchie

Legal Counsel

Missouri Bar No. 61167

Attorney for the Staff of the  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102  
(573) 751-4140 (Telephone)  
(573) 751-9285 (Fax)  
samuel.ritchie@psc.mo.gov

### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed with first-class postage, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 10<sup>th</sup> day of May, 2010.

**/s/ Samuel D. Ritchie**