

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

Kimberly Jones,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. GC-2008-0258</u></b>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**ORDER DIRECTING FILING**

Issue Date: March 20, 2008

Effective Date: March 20, 2008

Kimberly Jones filed a formal complaint against Laclede Gas Company on February 7, 2008. Ms. Jones' complaint alleges that Laclede has improperly billed her for unmetered gas, caused by the meter's stoppage or failure to register, in the amount of \$432.16.

Laclede's Answer to Complaint, filed on March 12, 2008, denies many of Ms. Jones' allegations. Laclede states that it is required by its tariff to bill a reasonable estimate of a customer's usage in the event Laclede's meter stops or fails to register. Laclede states further that it issued a reasonable estimate and, after consulting with Ms. Jones, it provided a credit to her by reducing that estimate so that in the end, Ms. Jones owed \$129.78 as a result of the unmetered gas which, Laclede argues, it is entitled to collect.

The Commission's Staff filed its verified report on March 13, 2008. Staff states that it found no violation by Laclede of Commission rules or Company tariffs. Therefore, Staff recommends the complaint be dismissed.

At this stage of this case, it appears that no facts are disputed and the only issue for a Commission decision is whether Laclede has violated its approved tariff, applicable Commission rules, or Missouri statutes. Therefore, the Commission would like to hear from Ms. Jones before deciding whether any violations have occurred. Accordingly, Ms. Jones will be given 20 days from the date of this order to inform the Commission of any disputed facts. (Attached to this order is a letter further explaining this process and providing other helpful information.)

**IT IS ORDERED THAT:**

1. Kimberly Jones shall file a pleading, by not later than 5:00 p.m. on April 9, 2008, which addresses the statements contained in Laclede Gas Company's answer and Staff's report in this matter and sets forth the legal or factual reasons why she agrees or disagrees with those statements.
2. This order shall become effective on March 20, 2008.

**BY THE COMMISSION**



Colleen M. Dale  
Secretary

( S E A L )

Nancy Dippell, Deputy Chief Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 20th day of March, 2008.