

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Tonya Davis,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2009-0041</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

NOTICE OF COMPLAINT AND
ORDER DIRECTING STAFF INVESTIGATION

Issue Date: August 8, 2008

Effective Date: August 8, 2008

Legal Department
Laclede Gas Company
720 Olive Street
St. Louis, Missouri 63101
CERTIFIED MAIL

On August 8, 2008, Tonya Davis filed a complaint with the Missouri Public Service Commission against Laclede Gas Company, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Laclede Gas Company shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, Laclede 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 or not Ms. Davis is willing to submit to voluntary mediation. If Ms. Davis 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 Ms. Davis declines the opportunity to seek mediation, Laclede 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
Post Office Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Ms. Davis at the address as listed within the enclosed complaint. A copy of this notice has been mailed to her.

Under Commission rule 4 CSR 240-2.070(10), after a formal complaint has been filed the Commission may request an analysis by its Staff for the reasons underlying the complaint. The Staff must then file its findings with the Commission and serve copies on the other parties.

The Commission views its Staff as an unbiased third party in this complaint case and will direct the Staff to investigate the contested issues set out in the pleadings and to file a report of its findings with the Commission. Staff also has the discretion to report its findings as to any other contested issue in this case, which issue may appear during its investigation.

IT IS ORDERED THAT:

1. Laclede Gas Company shall file a response to this complaint no later than September 8, 2008.

2. The Staff of the Commission shall file a report of its investigation in this matter no later than September 29, 2008

3. This order shall become effective upon issuance.

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 8th day of August, 2008.