

1. Laclede Gas Co. shall file an answer to the complaint no later than November 13, 2008.
2. This Commission's Staff shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than November 24, 2008.
3. This order shall become effective immediately upon issuance.

The Commission's rules of discovery are set forth at 4 CSR 240-2.090.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. A request from Laclede Gas Co. for mediation may suspend the schedule set forth in this order.

**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 )

Dated at Jefferson City, Missouri,  
on this 14<sup>th</sup> day of October, 2008.

Jordan, Regulatory Law Judge

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

RECEIVED  
OCT 09 2008

Name: STEPHEN D. CHANERL  
Complainant

vs.

Case No.

Company Name: LACLEDE GAS CO.  
Respondent

CUSTOMER SERVICES  
PUBLIC SERVICE COMMISSION

COMPLAINT

Complainant resides at 9508 WEYBURN  
(address of complainant)

FILED<sup>2</sup>

OCT 10 2008

1. Respondent, LACLEDE GAS CO  
(company name)  
of ST. LOUIS MO  
(location of company), is a public utility under the

Missouri Public  
Service Commission

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

THE COMPLAINANT DID NOT USE OR CONSUME THE AMOUNT OF GAS THAT IS BEING CLAIMED BY THE COMPANY. DURING THE PERIODS IN WHICH LACLEDE GAS CO. USED AN ESTIMATE READING, THE RESIDENT 9508 WEYBURN WAS BEING HEATED BY A KEROSENE HEATER, MY MANAGER AT ST. LOUIS VILLAGE SUGGESTED THAT OTHER TENANTS BILL BE REVIEWED. THE NUMBERS FROM THE METER READING AND THE THERMS DO NOT ADD UP. THE THERMS NUMBER SHOULD BE SINGLE DIGIT, BECAUSE ONLY THE WATER HEATER WAS USING GAS. BECAUSE MY THERMS WAS NOT AS HIGH AS MY NEIGHBORS LACLEDE GAS THEN CLAIM THE METER WAS BROKEN AND CHANGED METERS.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

LACHEDE GAS DOES NOT ~~WANT~~ WANT  
CONSUMERS SAVING MONEY ON SERVICES.

WHEREFORE, Complainant now requests the following relief:

THE COMPLAINANT REQUEST RELIEF IN THE  
CORRECT BILL FOR SERVICES USED AND NOT  
ESTIMATED

10-9-08  
Date

*Stephen D. Charles*  
Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
SEPTEMBER 05, 2007

CHANERL, STEPHEN D  
P O BOX 663  
ST LOUIS, MO 63188

PAGE 0002

SERVICE ADDRESS: 9508 WEYBURN DR  
ACCT. NO: 703701-005

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
02-20-07	LATE PAY CREDIT-GAS SERVICE				4.66-	180.54-
03-08-07	PAYMENT-GAS SERVICE				30.00-	210.54-
03-14-07	REBILL	05/17/06-02/15/07	4955E	115.5	257.73	47.19
04-03-07	REBILL	02/15/07-03/19/07	4970E	15.5	31.28	78.47
04-05-07	PAYMENT-GAS SERVICE				30.00-	48.47
05-03-07	REBILL	03/19/07-04/18/07	4980E	10.3	25.18	73.65
05-07-07	PAYMENT-GAS SERVICE				25.00-	48.65
06-04-07	PAYMENT-GAS SERVICE				25.18-	23.47
06-12-07	BILL ADJUSTMENT CREDIT				314.19-	290.72-
06-12-07	REBILL	05/17/06-05/17/07	5038R	200.9	399.23	108.51
06-20-07	BILL	05/17/07-06/18/07	5072R	34.7	53.27	161.78
07-06-07	PAYMENT-GAS SERVICE				25.00-	136.78
07-13-07	LATE PAY CHRG-GAS SERVICE				2.05	138.83
07-20-07	BILL	06/18/07-07/18/07	5077R	5.1	19.23	158.06
08-06-07	PAYMENT-GAS SERVICE				21.28-	136.78
08-14-07	LATE PAY CHRG-GAS SERVICE				2.05	138.83
08-18-07	BILL	07/18/07-08/16/07	5082R	5.1	20.81	159.64

TOTAL ACCOUNT BALANCE \$159.64

THE ABOVE ACCOUNT BALANCE DOES NOT REFLECT  
ANY BUDGET OR PAYMENT ARRANGEMENTS YOU MAY  
HAVE MADE. REFER TO YOUR LAST BILL FOR  
INFORMATION ON YOUR AMOUNT DUE.

EXPLANATION OF METER READING CODES

R - REGULAR READING

S - CUSTOMER READING

E - ESTIMATE

DON'T ADD UP

0<

DEPT. 9

LACLEDE GAS COMPANY  
STATEMENT OF BILLS & PAYMENTS  
SEPTEMBER 05, 2007

CHANEERL,STEPHEN D  
P O BOX 663  
ST LOUIS,MO 63188

PAGE 0001

SERVICE ADDRESS: 9508 WEYBURN DR  
ACCT. NO: 703701-005

DATE	TRANSACTION	SERVICE DATES FROM - TO	METER READING	THERMS	BILLS/ PAYMENTS	BALANCE
BALANCE AS OF 01-19-06						11.08
01-19-06	BILL	12/14/05-01/17/06	4790R	16.5	35.80	46.88
02-06-06	PAYMENT-GAS SERVICE				35.80-	11.08
02-13-06	LATE PAY CHRG-GAS SERVICE				0.17	11.25
02-17-06	BILL	01/17/06-02/15/06	4809R	19.6	38.19	49.44
03-07-06	PAYMENT-GAS SERVICE				38.19-	11.25
03-14-06	LATE PAY CHRG-GAS SERVICE				0.17	11.42
03-21-06	BILL	02/15/06-03/17/06	4821R	12.4	28.80	40.22
04-13-06	LATE PAY CHRG-GAS SERVICE				0.60	40.82
04-20-06	BILL	03/17/06-04/18/06	4833R	12.3	28.66	69.48
05-08-06	PAYMENT-GAS SERVICE				34.74-	34.74
05-15-06	LATE PAY CHRG-GAS SERVICE				0.52	35.26
05-19-06	BILL	04/18/06-05/17/06	4843R	10.2	25.77	61.03
06-06-06	PAYMENT-GAS SERVICE				31.03-	30.00
06-13-06	LATE PAY CHRG-GAS SERVICE				0.45	30.45
06-20-06	REBILL	05/17/06-06/16/06	4850R	7.2	21.92	52.37
07-07-06	PAYMENT-GAS SERVICE				21.92-	30.45
07-13-06	LATE PAY CHRG-GAS SERVICE				0.46	30.91
07-20-06	REBILL	06/16/06-07/18/06	4858R	8.2	23.42	54.33
08-07-06	PAYMENT-GAS SERVICE				23.42-	30.91
08-14-06	LATE PAY CHRG-GAS SERVICE				0.46	31.37
08-18-06	REBILL	07/18/06-08/16/06	4865R	7.2	22.14	53.51
09-05-06	PAYMENT-GAS SERVICE				25.00-	28.51
09-12-06	LATE PAY CHRG-GAS SERVICE				0.43	28.94
09-18-06	REBILL	08/16/06-09/14/06	4872R	7.1	22.01	50.95
10-11-06	LATE PAY CHRG-GAS SERVICE				0.76	51.71
10-12-06	PAYMENT-GAS SERVICE				22.01-	29.70
10-17-06	REBILL	09/14/06-10/13/06	4881R	9.2	24.72	54.42
11-09-06	LATE PAY CHRG-GAS SERVICE				0.82	55.24
11-16-06	REBILL	10/13/06-11/14/06	4893R	12.3	28.89	84.13
12-04-06	PAYMENT-GAS SERVICE				50.00-	34.13
12-11-06	LATE PAY CHRG-GAS SERVICE				0.51	34.64
12-18-06	REBILL	11/14/06-12/14/06	4910R	17.5	33.54	68.18
01-08-07	PAYMENT-GAS SERVICE				34.64-	33.54
01-10-07	LATE PAY CHRG-GAS SERVICE				0.50	34.04
01-19-07	REBILL	12/14/06-01/17/07	4939R	29.9	48.03	82.07
02-07-07	PAYMENT-GAS SERVICE				34.00-	48.07
02-13-07	LATE PAY CHRG-GAS SERVICE				0.72	48.79
02-20-07	BILL ADJUSTMENT CREDIT				224.67-	175.88-



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**ROBERT M. CLAYTON III**

**TERRY JARRETT**

**KEVIN GUNN**

***Missouri Public Service Commission***

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Director, Utility Services

**NATELLE DIETRICH**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**KEVIN A. THOMPSON**  
General Counsel

**Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

A handwritten signature in black ink, appearing to read "Colleen M. Dale".

**Colleen M. Dale**  
Secretary