

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

|                      |   |                       |
|----------------------|---|-----------------------|
| Yvonne Ferguson,     | ) |                       |
|                      | ) |                       |
| Complainant,         | ) |                       |
|                      | ) |                       |
| v.                   | ) | Case No. GC-2009-0138 |
|                      | ) |                       |
| Missouri Gas Energy, | ) |                       |
|                      | ) |                       |
| Respondent.          | ) |                       |

**STAFF REPORT**

COMES NOW Staff of the Public Service Commission of Missouri (Staff), and for its Report, states:

1. In its November 10, 2008, *Order Granting Motion For Extension Of Time*, the Commission extended the time for Staff to file its report in this matter to no later than December 12, 2008.

2. In accordance with Commission Rule 4 CSR 240-2.070, Missouri Gas Energy (MGE or Company) timely filed its Answer on November 20, 2008, to the complaint filed by Ms. Ferguson on October 16, 2008.

3. Complainant alleged MGE had improperly denied her service at her new residence over a past due debt incurred at her previous residence at which she resided with her mother prior to her mother's decease. Complainant's mother was listed as the name of record on that account.

4. As a part of conducting its investigation, the Staff has discussed this matter with the Complainant and the Company. Based on the facts presented to Staff by the Complainant

and the Company, the Staff submits its Report concerning the results of its investigation and its recommendation based on those facts, attached hereto as Appendix A, with supporting schedules 1 and 2, marked Highly Confidential, and incorporated by reference herein. Because the Staff's Report contains personal billing information, it is marked Highly Confidential (HC) in accordance with Commission Rule 4CSR 240-2.070(10).

5. Based on the results of Staff's investigation and for reasons explained in more detail in its Report, the Staff has found no violation on the part of MGE of Commission rules or Company tariffs regarding the denial of service alleged by Complainant and recommends that the Commission dismiss this Complaint.

WHEREFORE, the Staff submits its report as directed by the Commission and respectfully requests that the Commission accept its report on the above-captioned case.

Respectfully submitted,

**/s/ Robert S. Berlin**

Robert S. Berlin

Senior Counsel

Missouri Bar No. 51709

Attorney for the Staff of the  
Missouri Public Service Commission

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### **Certificate of Service**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronic mail to all counsel of record this 12<sup>th</sup> day of December 2008.

**/s/ Robert S. Berlin**

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

Ms. Yvonne Ferguson )

Complainant, )

v. )

Missouri Gas Energy )

Respondent. )

Case No. GC-2009-0138

**AFFIDAVIT OF MARILYN DOERHOFF**

STATE OF MISSOURI )

) ss

COUNTY OF COLE )

Marilyn Doerhoff, of lawful age, on her oath states: that she has knowledge of the matters set forth, in the Report of Staff; and that such matters are true to the best of her knowledge and belief.

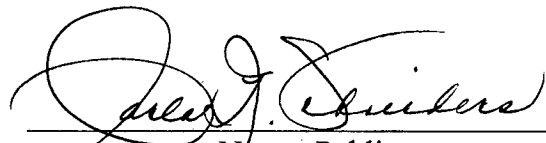
  
Marilyn Doerhoff

Subscribed and sworn to me before this 10<sup>th</sup> day of December 2008.



My commission expires

August 25, 2012

  
Notary Public

CARLA K. SCHNIEDERS  
Notary Public - Notary Seal  
State of Missouri  
Commissioned for Cole County  
My Commission Expires: August 25, 2012  
Commission Number: 08533187