

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

Charles Engelke,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2009-0238</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

**NOTICE OF COMPLAINT AND ORDER DIRECTING STAFF
INVESTIGATION AND RESPONSES**

Issue Date: December 11, 2008

Effective Date: December 11, 2008

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

On December 5, 2008, Charles Engelke filed a complaint with the Commission against Laclede Gas Company ("Laclede"). A copy of the complaint is enclosed. Under Commission Rule 4 CSR 240-2.070, Laclede has 30 days from the date of this notice to file an answer or to file notification that the complaint has been satisfied. Since this notice is being issued on December 11, 2008, Laclede's response is due by January 12, 2009.¹ In addition to the allegations in the complaint, Laclede shall respond to the settlement offer proposed by the Complainant.

¹ A thirty-day deadline would fall on Saturday January 10, 2009; however, under these circumstances Commission Rule 4 CSR 240-2.050 requires extension of the deadline to the following Monday.

In the alternative, the Respondent 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 may be tolled while the Commission ascertains whether the Complainants are also willing to submit to voluntary mediation. If the Complainants agree to mediation, the deadlines set in this order shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainants decline the opportunity to seek mediation, the Respondent 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
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainants at the Complainants' address as listed within the enclosed complaint. A copy of this notice shall be mailed to the Complainants.

Pursuant to Commission Rule 4 CSR 240-2.070(10), the Commission will direct its Staff, an unbiased third party in this complaint case, to investigate the facts in this case and the contested issues set out in the pleadings. Staff also has the discretion to report findings as to any other contested issues in this case that may appear during its investigation. The Staff must then file its findings with the Commission and serve copies on

the other parties. The Commission will also allow the parties to file responsive pleadings to that report.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall mail a copy of this Notice and Order to the Complainant, Charles Engelke.
2. Laclede Gas Company shall, no later than January 12, 2009, file a response to this complaint addressing all of the allegations and the settlement offer from the complainant.
3. The Staff of the Commission shall file, no later than February 2, 2009, a report of its investigation in this matter.
4. Any party, including the Complainants, may file a response to Staff's report no later than February 12, 2009.
5. This order shall become effective immediately upon issue.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Harold Stearley, Senior Regulatory Law Judge
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 11th day of December, 2008.