

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

Charles A. Harter,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. GC-2010-0217</u></b>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**ORDER DIRECTING STAFF TO INVESTIGATE  
AND FILE A REPORT**

Issue Date: March 5, 2010

Effective Date: March 5, 2010

Charles Harter filed a complaint against Laclede Gas Company on January 19, 2010. Laclede filed an answer to the Complaint on February 19, 2010. The Commission would like to have the benefit of an investigation and report by its Staff before it considers this complaint.

In addition, since there appear to be facts in dispute, the Commission will set this matter for a prehearing conference. The purpose of the conference will be to discuss possible settlement of the issues and, if not resolved, to set out a procedural schedule for a formal hearing on this matter. The parties will be allowed to appear by telephone at the conference.

**IT IS ORDERED THAT:**

1. The Commission's Staff is directed to conduct an investigation of Charles A. Harter's complaint against Laclede Gas Company and to file a report concerning the results of that investigation by March 22, 2010.

2. The parties shall meet for a prehearing conference beginning at 10:00 a.m. on March 29, 2010. The prehearing conference will be held at the Commission's offices in the Governor Office Building, 200 Madison Street, Room 305, Jefferson City, Missouri. The Governor Office Building meets accessibility standards required by the Americans with Disabilities Act. Anyone needing additional accommodations to participate in the hearing should call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

3. Any party wishing to appear at the prehearing conference by telephone shall notify the Regulatory Law Judge no later than March 19, 2010, by calling 573-751-4393 or sending electronic mail to [nancy.dippell@psc.mo.gov](mailto:nancy.dippell@psc.mo.gov) and giving the Judge a phone number at which that party may be reached at the time of the conference.

4. This order shall become effective upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

(SEAL)

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 5th day of March, 2010.