

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

Robert and Carol Herzog,)	
)	
Complainants,)	
)	
v.)	<u>Case No. GC-2008-0089</u>
)	
Laclede Gas Co.,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: September 25, 2007

Effective Date: September 25, 2007

Robert and Carol Herzog filed a formal complaint against Laclede Gas Company (“Laclede”) on September 24, 2007. On September 25, 2007, the Commission notified Laclede of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7).

The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.¹ Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than two weeks after Laclede files its answer, which is due no later than October 25, 2007.

¹ Laclede’s answer period has just begun. However, 4 CSR 240-2.070(10) states that “[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint.”

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Robert and Carol Herzog's formal complaint against Laclede Gas Company.

2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than two weeks after Laclede files its answer to the Herzogs' complaint.

3. This order shall become effective on September 25, 2007.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 25th day of September, 2007.