

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Isabelle Conduct,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2008-0158</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

**ORDER DIRECTING COMPLAINANT TO RESPOND TO LACLEDE'S
SETTLEMENT OFFER**

Issue Date: May 1, 2008

Effective Date: May 1, 2008

Isabelle Conduct has filed a complaint against Laclede Gas Company alleging Laclede overcharged her for gas service during a period when Laclede's meter at her home was not functioning. Laclede sent her an estimated bill based on usage during the previous winter. Conduct argued usage during the previous winter was not a reasonable basis to estimate usage during that period because changes in her home allowed her to reduce usage from the previous winter.

On December 17, 2007, in its answer to the complaint, Laclede reported the parties' agreement that Laclede would collect information about Conduct's use of gas during the current winter season and use that information to possibly negotiate a settlement of the complaint. In response, the Commission ordered Laclede to file a status report by May 1 regarding the usage information collected over the winter.

Laclede filed the required status report on April 30. Laclede reports that Conduct's weather adjusted winter gas usage for the past winter was indeed lower than her usage for the winter of 2005-2006. Based on that lower usage, Laclede offers to credit Conduct's account 214 CCF of gas for the period of September 19, 2006 through May 1, 2007.

Before taking any further action on this complaint, the Commission will direct Conduct to respond to Laclede's settlement offer.

IT IS ORDERED THAT:

1. Isabelle Conduct shall file a letter, or other pleading, by May 19, 2008, indicating whether she accepts Laclede Gas Company's settlement offer.
2. This order shall become effective on May 1, 2008.

(S E A L)

Morris L. Woodruff, Deputy Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 1st day of May, 2008.

BY THE COMMISSION



Colleen M. Dale
Secretary