

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

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

NOTICE OF COMPLAINT AND NOTICE OF *EX PARTE* CONTACT

Issue Date: January 21, 2010

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

On January 19, 2010, Charles A. Harter filed a complaint with the Missouri Public Service Commission against Laclede Gas Company, a copy of which is enclosed.¹ Pursuant to 4 CSR 240-2.070, Laclede Gas Company shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, Laclede Gas Company 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 shall be tolled while the Commission ascertains whether or not Mr. Harter is also willing to submit to voluntary mediation. If Mr. Harter agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If Mr. Harter declines the opportunity to seek mediation, Laclede Gas Company 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.

¹ Mr. Harter's complaint includes an attachment which is designated as "Highly Confidential" because of the customer-specific information it contains. That attachment is available on the Commission's Electronic Filing and Information System (EFIS) for proper parties to view.

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 Charles A. Harter, Complainant, at his address as listed within the enclosed complaint. A copy of this notice has been mailed to Mr. Harter.

The Commission's rules of discovery are set forth at 4 CSR 240-2.090.

In addition, upon assignment of the case on January 21, 2010, Judge Dippell called Mike Pendergast, counsel for Laclede Gas Company, to inquire as to the status of Mr. Harter's account. Mr. Pendergast returned the phone call and informed Judge Dippell that no disconnection of Mr. Harter's account had taken place and none would occur while the complaint was pending. Mr. Pendergast also informed Judge Dippell that Laclede had left a telephone message with Mr. Harter on January 20, 2010, regarding additional payment arrangements.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 21st day of January, 2010.

Dippell, Deputy Chief Regulatory Law Judge

Copy to: Charles A. Harter
827 South Sappington
St. Louis, Missouri 63126