

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 14th day of September, 2006.

Regarding an Investigation into the Service and )  
Billing Practices for Residential Customers of ) **Case No. GW-2007-0099**  
Electric, Gas, and Water Utilities )

**ORDER ESTABLISHING INVESTIGATIVE CASE AND DIRECTING  
STAFF TO FILE AN INITIAL REPORT**

Issue Date: September 14, 2006

Effective Date: September 14, 2006

The Commission is concerned about the service and billing issues recently revealed by public complaints regarding Laclede Gas Company's estimated billing practices. The Commission would like to investigate the extent of these problems and whether they extend to other utilities. To that end, the Commission will establish this case.

To start the investigation, the Commission will direct its Staff to file an initial report setting out Staff's recommendations concerning the scope and nature of the investigation. As part of that initial report, Staff shall offer its recommendations on how the public and the affected utilities should be notified of this investigation.

**IT IS ORDERED THAT:**

1. No later than September 26, 2006, the Commission's Staff shall file an initial report setting out Staff's recommendations concerning the scope and nature of the Commission's investigation into the service and billing practices of Missouri's electric, gas and water utilities.

2. This order shall become effective on September 14, 2006.

**BY THE COMMISSION**

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written in a cursive style.

Colleen M. Dale  
Secretary

( S E A L )

Davis, Chm., Murray, Gaw and Appling, CC., concur  
Clayton, C., absent

Woodruff, Deputy Chief Regulatory Law Judge