

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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

ORDER REMOVING TARIFF FILING AND RECLOSING CASE

Issue Date: May 21, 2008

Effective Date: May 21, 2008

The Commission opened this case in September 2006 because of its concern about the service and billing issues that had been revealed by public complaints regarding Laclede Gas Company's estimated billing practices. The Commission directed its Staff to investigate the extent of problems with estimated billing practices, and in particular, whether those problems extended to Missouri's other gas, electric, and large water utilities.

Staff completed its investigation and filed a report concluding that estimated billing practices were not generally a problem for Missouri's utilities. However, Staff and the Office of the Public Counsel took issue with some specific practices of Laclede and recommended that Laclede revise those practices.

On May 13, 2008, the Commission issued an order that accepted Staff's report of its investigation and closed the investigative case. The Commission declined to order Laclede to take any action in that case, finding that a general investigative case was not the appropriate vehicle for dealing with Staff and Public Counsel's concerns. However, the Commission authorized Staff to file a separate complaint against Laclede to change that company's estimated billing practices if it found a sufficient basis for bringing such a complaint.

On May 19, Laclede reopened the investigative case by filing a tariff revision in the case file. Laclede's tariff filing was assigned file number YG-2008-0690, and purports to be a response to some of the concerns raised by Staff and Public Counsel in their investigative reports.

Laclede is certainly welcome to file this tariff revision, and the Commission will consider Laclede's tariff as it would any other filed tariff. However, the tariff should not have been filed in this investigative case. Therefore, the Commission will direct its Data Center to disassociate tariff file number YG-2008-0690 from case number GW-2007-0099. Tariff file YG-2008-0099 shall be considered by the Commission as if it had not been filed in a case file.

IT IS ORDERED THAT:

1. The Commission's Data Center shall disassociate tariff file number YG-2008-0690 from case number GW-2007-0099.
2. Case No. GW-2007-0099 shall be reclosed effective May 24, 2008.
3. This order shall become effective on May 21, 2008.

BY THE COMMISSION



Colleen M. Dale
Secretary

(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 21st day of May, 2008.