

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

|                                |   |                                     |
|--------------------------------|---|-------------------------------------|
| Beatrice OKorie,               | ) |                                     |
|                                | ) |                                     |
| Complainant,                   | ) |                                     |
|                                | ) |                                     |
| v.                             | ) | <b><u>File No. GC-2016-0167</u></b> |
|                                | ) |                                     |
| Missouri Gas Energy (Laclede), | ) |                                     |
|                                | ) |                                     |
| Respondent.                    | ) |                                     |
|                                | ) |                                     |
| VIA CERTIFIED MAIL             | ) |                                     |

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING RESPONDENT  
TO FILE A RESPONSE, AND DIRECTING STAFF INVESTIGATION**

Issue Date: January 5, 2016

Effective Date: January 5, 2016

On January 4, 2016, the Missouri Public Service Commission received a formal complaint from Beatrice OKorie against Missouri Gas Energy, an operating unit of Laclede Gas Company. A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo 2000. This case will proceed under the small formal complaint process.<sup>2</sup>

The Commission will set a deadline for Missouri Gas Energy to file an answer to M. OKorie's complaint. In the alternative, Missouri Gas Energy 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 for Missouri Gas Energy to file an answer shall be tolled so that the Commission can ascertain whether or

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<sup>1</sup> A "[c]ontested case' means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing." Section 536.010.4, RSMo Cum.Supp. 2013.

<sup>2</sup> 4 CSR 240-2.070(15).

not Ms. OKorie is also willing to submit to voluntary mediation. If she agrees to mediation, the time 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 Ms. OKorie declines the opportunity to seek mediation, Missouri Gas Energy 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.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2.090. The Commission will also set a deadline for its Staff to complete an investigation and file a report.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send a copy of the complaint and this order via certified mail to Missouri Gas Energy, an Operating Unit of Laclede Gas Company.
2. The Commission's Data Center shall send a written copy of this order to Ms. OKorie's address that is on file with the Commission.
3. Missouri Gas Energy, an Operating Unit of Laclede Gas Company, shall file an answer to this complaint or a request for mediation no later than February 4, 2016, and serve a copy upon Ms. OKorie. All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be filed in the Commission's Electronic Filing and Information System (EFIS) or mailed to the Secretary of the Commission.

4. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than February 22, 2016. Staff shall also contact Ms. OKorie to determine if she has an email address that she can easily access to receive correspondence on this case.

5. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Kim S. Burton, Regulatory Law Judge,  
by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 5<sup>th</sup> day of January, 2016.