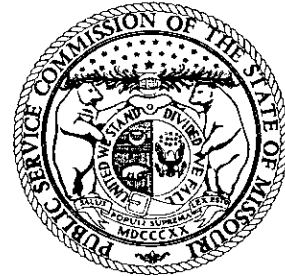


## Notice of *Ex Parte* Contact

TO: Data Center  
All Parties in Case No. GR-2007-0208

FROM: Chairman Jeff Davis  
Commissioner Connie Murray  
Commissioner Steve Gaw  
Commissioner Robert Clayton  
Commissioner Lin Appling



DATE: June 5, 2007

On May 31, 2007, we received the attached letter regarding Laclede Gas Company. The Commission is currently considering the issues discussed in this document in Case No. GR-2007-0208, which is a contested case. In contested cases, the Commission is bound by the same *ex parte* rule as a court of law.

Although communications from members of the public and members of the legislature are always welcome, those communications must be made known to all parties to a contested case so that those parties have the opportunity to respond. According to the Commission's rules (4 CSR 240-4.020(8)), when a communication (either oral or written) occurs outside the hearing process, any member of the Commission or Regulatory Law Judge who received the communication shall prepare a written report concerning the communication and submit it to each member of the Commission and the parties to the case. The report shall identify the person(s) who participated in the *ex parte* communication, the circumstances which resulted in the communication, the substance of the communication, and the relationship of the communication to a particular matter at issue before the Commission.

Therefore, we submit this report pursuant to the rules cited above. This will ensure that any party to this case will have notice of the attached information and a full and fair opportunity to respond to the comments contained therein.

cc: Commissioners  
Executive Director  
Secretary/Chief Regulatory Law Judge  
General Counsel

May 31, 2007

Larry J. Smith  
3169 Crystal Lake Drive  
St. Louis, Missouri 63129

Mr. Robert M. Clayton III  
Commissioner, Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

Dear Commissioner Clayton,

Concerning the pending request for a rate increase by Laclede Gas Corporation of St. Louis, Missouri, I urge you to vote no on this request. Until my most recent experience with Laclede Gas, I would have not paid much attention to the issue currently before you; a rate hike for Laclede Gas.

I recently purchased a gas appliance from Laclede and, after an onsite inspection, delivery and installation of the merchandise was scheduled for May 30, 2007. The installer was unable to install the appliance because of an error by the inspector that did the pre-install visit. The appliance and installation was valued at \$1,200.00 and after the installer left my home I began an unbelievable journey through the maze of rude and arrogant Laclede Gas employees that left me frustrated and for the first time in my life intimidated by people who feel they are powerful.

After my experience with this public utility, I thought about what must happen to low income and elderly customers when they are unable to pay their utility bills and are too intimidated to stand up against this mighty utility. I made a \$1,200.00 purchase and was treated like I was the lowest form of life on the planet when I complained about bad customer service. What must this utility do to low income and elderly customers when they are unable to pay their gas bill; I guess they will lobby for the establishment of work houses and poor houses in the future.

I am not surprised that Laclede Gas comes to you with this outrageous request; they also want their turn to feed at the energy trough. They have no feelings for people who have to make the decision to eat or keep their home warm, their only concern is profit and wage and bonus increases for the executives of their company.

I experienced first hand the intimidating nature of one of the Laclede executives when I dared to complain about bad service. After my ordeal my wife, who is ill with cancer, feared Laclede would disconnect our gas service as a result of my complaint and the heavy handed nature in which the complaint was handled. I guess that will be another issue that Laclede will ask you to take up: service disconnection for any customer that complains about service or rates: silence the consumer.

As I said in the first paragraph of this letter, I would have not paid much attention to this issue as I have always been blessed with a good job so I don't have to worry about that decision of heat or food. However, this utility outrage must stop or we will see the further decline of our state and country.

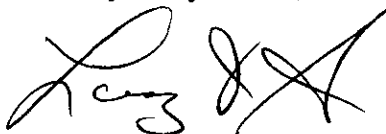
I am not an important person but my wife and I are people who vote. It is time that we, as a nation of middle and low income people, take back control of this government and send a strong message to the companies that hold a public trust that the time has come to end your greed.

I urge you to decline Laclede's request and I leave you with a quote:

*"Public sentiment is everything. With public sentiment, nothing can fail; without it nothing can succeed." Abraham Lincoln*

I think Mr. Lincoln sums it up pretty good.

Very Truly Yours,

A handwritten signature in black ink, appearing to read 'Larry J. Smith', with a stylized flourish at the end.

Larry J. Smith