

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

Craig A. Smith,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. GC-2015-0147</u></b>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**STATUS REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Status Report* on behalf of all parties in this matter hereby states:

1. On December 10, 2014, Craig Smith (“Complainant”) filed a formal complaint against Laclede Gas Company (“Laclede” or “Company”). Smith’s complaint alleged problems with his enrollment in the Company’s “Easy Pay” system, and problems with the meter at his home.

2. The parties to this case—including the Complainant, Laclede, Staff and the Office of the Public Counsel—held a prehearing conference on March 11, 2015. Staff filed a Status Report on March 12.

3. Laclede reports that it continues to work on plans to change internal processes that will address the issues raised in this case. Upon completion of those plans, Laclede will draft a stipulation and agreement for the parties’ consideration. The agreement will outline the issues raised in this case, and memorialize the changes Laclede has made to resolve those issues. Once the parties reach agreement, they will

present the stipulation for Commission approval. The Company believes that it can complete its planning and submit a stipulation to the parties by May 11.

**WHEREFORE**, Staff submits this Status Report in response to the Regulatory Law Judge's order, and hereby requests the Commission grant the parties until May 11, 2015, to submit a stipulation and agreement or another status report in this matter.

Respectfully Submitted,

**/s/ John D. Borgmeyer**

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### **CERTIFICATE OF SERVICE**

I hereby certify that true and correct copies of the foregoing were served electronically to all counsel of record this 10<sup>th</sup> day of April, 2015.

**/s/ John D. Borgmeyer**