

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Beverly A. Johnson,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2008-0295</u>
)	
Missouri Gas Energy,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: March 12, 2008

Effective Date: March 12, 2008

Beverly A. Johnson filed a formal complaint against Missouri Gas Energy ("MGE") on March 10, 2008. On March 12, 2008, the Commission notified MGE of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7).

The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.¹ Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than two weeks after MGE files its answer, which is due no later than April 11, 2008.

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Beverly A. Johnson's formal complaint against Missouri Gas Energy.

2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than two weeks after Missouri Gas Energy files its answer to Ms. Johnson's complaint.

3. This order shall become effective on March 12, 2008.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 12th day of March, 2008.

¹ MGE's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."