

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

DUSTIN L. ESTES,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. GC-2009-0163
	)	
MISSOURI GAS ENERGY,	)	
Legal Department	)	
3420 Broadway	)	
Kansas City, Missouri 64111	)	
<b>CERTIFIED MAIL</b>	)	
	)	
Respondent.	)	

**NOTICE OF COMPLAINT and ORDER DIRECTING FILING**

Issue Date: November 4, 2008

Effective Date: November 4, 2008

On October 31, 2008, Dustin L. Estes filed the complaint, of which a copy of accompanies this notice and order. The Commission's rules of discovery are set forth at 4 CSR 240-2.090. As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. A request from Missouri Gas Energy for mediation may suspend the schedule set forth in this order.

**THE COMMISSION ORDERS THAT:**

1. Missouri Gas Energy shall file an answer to the complaint no later than December 4, 2008.
2. This Commission's Staff ("Staff") shall file a recommendation no later than December 30, 2008.

3. This order shall be effective immediately upon issuance.

**BY THE COMMISSION**



Colleen M. Dale  
Secretary

( S E A L )

Dated at Jefferson City, Missouri,  
on this 4<sup>th</sup> day of November, 2008.

Jordan, Regulatory Law Judge

Copy to:     Dustin L. Estes  
                 511 Oak Ridge Drive  
                 Neosho, MO 64850

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

OCT 31 2008

Name: Dustin L Estes  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: Missouri Gas Energy  
Respondent

COMPLAINT

Complainant resides at 511 Oak Ridge Dr. - Currently homeless  
(address of complainant)

due in part to MGE! Neosho MO 64850 - Address for mail ONLY

1. Respondent, Missouri Gas Energy  
(company name)

of Kansas City MO  
(location of company), is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

I DID NOT receive benefit of said services at  
the residence/s ~~the~~ MGE claims.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Contacted MGE Many times & even agreed to a level pay to pay ALL charges I am disputing. After being hospitalized with blood clots I was late making a payment. They then shut service off & demanded full payment. It was then that I began disputing charges for this. Most of the time of these charges I resided at 11228 Ibex, Neasbo which was propane gas. The part I am not disputing is service at 607 Elm Neasbo MD

WHEREFORE, Complainant now requests the following relief:

All charges removed & the amount at 607 Elm to be discounted due to all my trouble & aggravation. I am disabled & have been since Nov 8, 1992. This aggravation is only making my condition worse & will be able to provide medical documentation proving such.

10-27-08

Date

*Det Ext*

Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**ROBERT M. CLAYTON III**

**TERRY JARRETT**

**KEVIN GUNN**

***Missouri Public Service Commission***

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**WESS A. HENDERSON**  
Executive Director

**DANA K. JOYCE**  
Director, Administration and  
Regulatory Policy

**ROBERT SCHALLENBERG**  
Director, Utility Services

**NATELLE DIETRICH**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**KEVIN A. THOMPSON**  
General Counsel

**Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

A handwritten signature in black ink, appearing to read "Colleen M. Dale".

**Colleen M. Dale**  
Secretary