

# NEWMAN, COMLEY & RUTH

PROFESSIONAL CORPORATION

ATTORNEYS AND COUNSELORS AT LAW

MONROE BLUFF EXECUTIVE CENTER

601 MONROE STREET, SUITE 301

P.O. BOX 337

JEFFERSON CITY, MISSOURI 65102-0537

www.ncrpc.com

TELEPHONE: (573) 634-2266

FACSIMILE: (573) 636-3306

ROBERT K. ANGSTEAD  
MARK W. COMLEY  
CATHLEEN A. MARTIN  
STEPHEN G. NEWMAN  
JOHN A. RUTH  
ALICIA EMBLEY TURNER

July 24, 2002

The Honorable Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102-0360

**FILED<sup>3</sup>**

**JUL 24 2002**

Re: Case No. GE-2002-1159

**Missouri Public  
Service Commission**

Dear Judge Roberts:

Enclosed for filing in the above referenced matter, please find the original and eight copies of Laclede Gas Company's Response to Commission Order.

Please contact me if you have any questions regarding this filing. Thank you.

Very truly yours,

NEWMAN, COMLEY & RUTH P.C.

By:

*Mark W. Comley* by RKA  
Mark W. Comley

MWC/kjh

Enclosures

cc: General Counsel  
Office of Public Counsel

FILED<sup>3</sup>

JUL 24 2002

BEFORE THE PUBLIC SERVICE COMMISSION  
STATE OF MISSOURI

Missouri Public  
Service Commission

In the Matter of Laclede Gas Company's	)	
Application for a Variance from the	)	Case No. GE-2002-1159
Provisions of Certain Commission Rules	)	Tariff No. 20020115
To Offer Electronic Billing	)	

**RESPONSE TO COMMISSION ORDER**

COMES NOW Laclede Gas Company ("Laclede" or "Company"), and in Response to the Commission's Order Directing Filing in the above-captioned case, states as follows:

1. On June 26, 2002, Laclede filed an Application for Variance requesting a variance from certain Commission Rules in order to permit the Company to offer an electronic billing and payment option to its customers on economic terms.

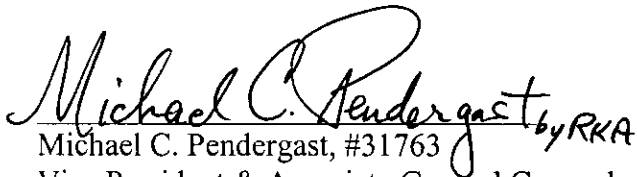
2. On July 23, 2002, the Commission issued an Order Directing Filing in which it directed Laclede to file a response indicating (a) whether customers, upon choosing to participate in the electronic billing and payment program will be notified that disconnection notices will be sent electronically; and (b) how customers will be notified that disconnection notices will be sent electronically.

3. In response, Laclede represents that while the text on the current computer enrollment form advises customers that they will be receiving electronic rather than paper bills once they enroll in the program, it does not explicitly state that their first disconnection notice will also be sent electronically. Many customers may surmise this since Laclede has customarily used its paper bill mailings to send out the first disconnection notice, and the absence of the one would suggest the absence of the other.

Nevertheless, Laclede will modify the text on the computer enrollment form to specifically advise the customer that by enrolling in the program the customers will also be agreeing to receive his or her first disconnection notice electronically as part of the customer's electronic bill. When combined with the program's existing feature that requires the customer to acknowledge the "pop-up" disconnection notice before he or she can access the electronic bill and the fact that customers will continue to receive a second and third standard disconnection notice in accordance with Commission rules, such measures should provide adequate notification safeguards both before and after the customer enrolls in the program.

WHEREFORE, for the foregoing reasons, Laclede Gas Company respectfully requests that the Commission take notice of this Response.

Respectfully Submitted,

A handwritten signature in black ink that reads "Michael C. Pendergast" with a stylized flourish at the end. To the right of the signature, the letters "by RKA" are handwritten.

Michael C. Pendergast, #31763  
Vice President & Associate General Counsel  
Laclede Gas Company  
720 Olive Street, Room 1520  
St. Louis, MO 63101  
Telephone: (314) 342-0532  
Facsimile: (314) 421-1979  
E-mail: mpendergast@lacledegas.com

Rick Zucker, #49211  
Assistant General Counsel-Regulatory  
Laclede Gas Company  
720 Olive Street, Room 1524  
St. Louis, MO 63101  
Telephone: (314) 342-0533  
Facsimile: (314) 421-1979  
E-mail: rzucker@lacledegas.

**CERTIFICATE OF SERVICE**

The undersigned certifies that a true and correct copy of the foregoing Response was served on the Office of the Public Counsel, each party in Laclede's most recent rate case who represented residential customers, and the General Counsel of the Staff of the Missouri Public Service Commission on this 24<sup>th</sup> day of July, 2002 by hand-delivery or by placing a copy of such Response, postage prepaid, in the United States mail.

A handwritten signature in black ink, reading "Robert K. Augstead". The signature is written in a cursive style with a large, looping initial "R".