

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

Lynn Piowarczyk,)	
)	
Complainant.)	
v.)	
)	Case No. GC-2007-0422
Laclede Gas Company,)	
)	
Respondent.)	

STAFF RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and files its Recommendation in this case.

1. On April 20, 2007, Lynn Piowarczyk (Ms. Piowarczyk or Complainant) filed a formal complaint case against Laclede Gas Company (Laclede or Company) stating in the complaint that she and her husband made efforts to reduce their gas usage and that fewer people were living in the home.

2. Apparently at about the same time, the Automated Meter Reading (AMR) was not working properly.

3. Staff has reviewed Ms. Piowarczyk's natural gas bills and payment history and Staff's conclusions.

4. Staff has concluded that Complainant does owe for gas used.

5. The Statement of Bills and Payments (Schedule 1) indicates that the Complainant had gas usage each month prior to the installation of the Automated Meter Reading (AMR) device on November 7, 2005. Following the installation, the Complainant was only billed the

customer charge until March 27, 2006, when the AMR was reprogrammed after which the bills immediately reflected gas consumption.

6. Laclede determined that Ms. Piwowarczyk had been under-billed during the period of time that the AMR was not functioning and properly issued a re-bill estimating the usage based on the heating degree days and prior year's gas usage of the customer. The method that Laclede used to estimate the usage is reasonable and Laclede did not re-bill for the time period (12 months) greater than allowed by Commission rule.

7. Staff does recommend that Laclede work with Ms. Piwowarczyk to determine a reduced bill amount to reflect the customer's reduced usage, as may be reflected in this past winter's bills, rather than relying exclusively on the customer's usage in prior winters.

8. In its investigation, Staff has not, however, found any tariff or rule violations by Laclede.

WHEREFORE Staff requests that the Commission accept Staff's recommendations as shown in the attached Recommendation and other documents.

Respectfully submitted,

/s/ Lera L. Shemwell

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Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all counsel of record this 15th day of June 2007.

/s/ Lera L. Shemwell