

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Linda Light,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2008-0045</u>
)	
Missouri Gas Energy,)	
)	
Respondent.)	

ORDER DIRECTING FILING

Issue Date: October 29, 2007

Effective Date: October 29, 2007

Linda Light filed a formal complaint against Missouri Gas Energy (MGE) on August 17, 2007. Ms. Light's complaint alleges that MGE mixed up the billing between her residence and her two neighbors, and that MGE has not successfully corrected the billing mix-up or appropriately credited her account for the resulting over billings.

MGE filed its Answer on September 25, 2007. The answer denies many of Ms. Light's allegations. MGE admits that, although the meters at the three residences in question were properly installed, the meter numbers were transposed. Thus, Ms. Light and the individuals residing in two neighboring residential units were billed for the gas used by one of their neighbors. MGE states that it corrected the recording error, analyzed the usage and billing history of all three units, and appropriately adjusted the accounts of each residential unit, including Ms. Light's, for amounts over- or under-billed.

Staff filed its verified report on October 26, 2007. In particular, Staff concluded that MGE did not violate any Commission rule or its filed tariffs for the billings rendered to Ms. Light. Therefore, Staff recommends the complaint be dismissed.

At this stage of this case, Ms. Light has not stated any facts upon which the Commission could conclude that MGE has violated its approved tariff, applicable Commission rules, or Missouri statutes. Therefore, the Commission would like to hear from Ms. Light before deciding whether to accept the recommendation of its Staff that the case be dismissed. Accordingly, Ms. Light will be given 20 days from the date of this order to file her response addressing the statements contained in MGE's answer and Staff's report in this matter and setting forth the legal or factual reasons why she agrees or disagrees with those statements. (Attached to this order is a letter further explaining this process and providing other helpful information.)

If no response is received, the Commission may make its decision based on the current documents and recommendations before it.

IT IS ORDERED THAT:

1. Linda Light shall file a response, by not later than 5:00 p.m. on Monday, November 19, 2007, which addresses the statements contained in Missouri Gas Energy's answer and Staff's report in this matter and sets forth the legal or factual reasons why she agrees or disagrees with those statements.

2. This order shall become effective on October 29, 2007.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written in a cursive style.

Colleen M. Dale
Secretary

(S E A L)

Cherlyn D. Voss, Regulatory Law Judge,
by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 29th day of October, 2007.