

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

VOOK, LLC,)	
)	
Complainant,)	
)	
v.)	Case No. GC-2009-0110
)	
Laclede Gas Company,)	
)	
Respondent.)	

STAFF RESPONSE TO VOOK, LLC ELECTRONIC MAIL LETTER

COMES NOW the Staff of the Missouri Public Service Commission (Staff), and for its response to Complainant's electronic mail letter dated December 4, 2008 (Email), filed the next day in the Commission's Electronic Filing and Information System, states as follows:

On November 20, 2008, the Staff filed its *Motion For Extension of Time* to extend the filing date of its recommendation in this matter. Before that filing, the parties had discussed by way of email a proposal made by Laclede in its Answer whereby the Company would conduct a new usage study for the period of October 31, 2008 through February 9, 2009. At that time, the Company gave assurances to Staff that it would suppress the part of its customer billing system that caused the generation of disconnection notices. Apparently that did not happen. For reasons unknown to Staff, the Company's billing system continued sending the Complainant disconnection notices even though Laclede has been conducting its usage study and continues to do so. Laclede has again assured Staff that Complainant's account had been remarked as a formal complaint and that the Company would fix the suppression of disconnection notices. Laclede communicated the same to the Complainant in its December 4th email letter to VOOK, LLC counsel.

WHEREFORE, the Staff respectfully requests that the Commission accept its response to Complainant's Email pursuant to the Commission's December 5, 2008 Order Directing Filing.

Respectfully submitted,

/s/ Robert S. Berlin

Robert S. Berlin

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Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronic mail to all counsel of record this 9th day of December 2008.

/s/ Robert S. Berlin