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**KEVIN A. THOMPSON**  
General Counsel

December 3, 2007

Percy Cannon  
3223 E 41st Street  
Kansas City, Missouri 64130

**RE: Case No. GC-2008-0169**

Dear Mr. Cannon:

As you know, the Public Service Commission has your complaint and your motion for expedited treatment of your complaint. This letter is being sent to you to explain the PSC's procedures and get more information from you about your complaint. Your complaint has been given Case Number GC-2008-0169. Please use this number when you send any documents to the PSC or when you contact the PSC about your complaint.

Attached to this letter is a list of statements made by you and by the company in response to your motion to expedite your complaint. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true. **You must return the attached form to the PSC by no later than December 10, 2007.** However, the Commission will be able to proceed faster with your complaint if you return the form earlier.

**The Commission is also trying to reach you by phone in an attempt to schedule a pre-hearing conference as soon as possible. Please contact the regulatory law judge assigned to your case as soon as possible.**

**About Cases at the PSC:**

**You must respond:** If you do not respond to orders that require you to send information, you will lose your case. If you need more time, or do not understand, you must contact the judge assigned to your case and ask for more time or ask about the part you do not understand.

**Your assigned Judge:**

**Name: Harold Stearley**

**E-mail:** harold.stearley@psc.mo.gov

**Phone:** 573-522-8459      **Fax:** 573-526-6010

**Mailing Address:** Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102

**If you have e-mail:** You can request a copy of this letter, the attached list and any of the other papers in this case to be sent to you by e-mail and you can respond to anything by e-mail. Just send an e-mail to the judge on this case asking for e-mail service.

**If you have Internet access:** You can check on your case by going to the PSC homepage at [www.psc.mo.gov](http://www.psc.mo.gov) and following the directions included with this letter about the PSC's Electronic Filing Information System, or EFIS. Some of the information in your case may not be available unless you identify yourself, because we keep some of your personal information closed (not available to the general public).

**You must participate:** You must attend all meetings, conferences and hearings in your case and you must be on time. If you do not come, your case could be dismissed and you will have to start over in another case. If you fail to come more than once, your case could be dismissed "with prejudice," which means you lose the case and cannot bring another one about the same complaint.

**If you cannot come:** You must contact the judge in your case. The judge can arrange for you to participate by phone or by video conference in Kansas City or St. Louis (where the PSC has offices). If you do not make special arrangements with the judge, you must come to the PSC offices in Jefferson City.

**Do not be late:** If you are more than 10 minutes late, the judge will let the court reporter and the other people in the hearing or conference leave and your case will be treated as though you did not come at all. You will then receive an order asking you to give a reason why your case should not be dismissed (this is called a "show cause" order). If you could not come to the hearing or conference for some reason, you should contact the judge and explain what kept you from attending. If you do not respond to a show cause order, your case will be dismissed.

**Communicating with the judge:** The judge on your case cannot discuss the facts of your actual complaint with you, except in a scheduled conference or hearing. This is so that both sides can be present when the facts are stated so that any wrong information can be corrected. It is the only way for the judge to be fair. You can discuss procedural matters, such as the time and location of meetings, but please do not talk about, send letters, or e-mail specific information about the facts of your case to the judge.

Sincerely,



Colleen M. Dale  
Secretary

CMD/crk  
Enclosures

## Complaint Case Response Form

In the Matter of: Percy Cannon v. Missouri Gas Energy  
Case No: GC-2008-0169

Listed below are several statements about your case. These statements come directly from your complaint and from the response the utility company gave to your motion to expedite your complaint. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true.

### Mr. Cannon's Statements

1. Mr. Cannon states in his complaint that he resides at 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri with Swanita M. Carson-Cannon, his wife.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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2. Mr. Cannon states in his complaint that he is not responsible for outstanding balances at 4542 Park & 3009 E. 27<sup>th</sup> Street, both in Kansas City, Missouri, and has not allowed anyone to use his name, social security number or other personal information to gain services at these two addresses.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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3. Mr. Cannon states in his complaint that: "I take full responsibility of the gas bill for 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri as Swanita M. Carson-Cannon is my wife as of 8/24/07."

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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4. Mr. Cannon states in his complaint that MGE refuses to provide him with gas service or with a copy of his bill and requests that the outstanding balances from the addresses listed in statement number 1 be removed from his account.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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5. In his motion for expedited treatment, Mr. Cannon states that he has two underage children living in his home with severe asthma and that he is need of having his gas service immediately restored.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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### **Missouri Gas Energy States**

1. In response, Missouri Gas Energy states that Mr. Cannon's wife, Swanita M. Carson-Cannon is behind in paying for her gas bills in the amount of \$1929.57 for gas service provided to 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri, the address where she and her husband, Percy Cannon, now reside.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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2. MGE states that Ms. Carson-Cannon has been an MGE customer at 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri, since March 10, 1997.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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3. MGE states that Ms. Carson-Cannon, residing at 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri, has had her gas service shut off several times for non-payment and that the last time it was shut off was on April 6, 2007.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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4. MGE states that the situation on non-payment at 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri, is sufficient reason for not commencing gas service to this residence, based upon its tariffs and Commission Regulations.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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5. MGE states that Mr. Cannon's admission of being responsible for his wife's gas bills in the amount of \$1929.57 leaves him without a basis for complaint.

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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6. MGE states that it is continuing to attempt to contact Mr. Cannon to reach some type of arrangement that would allow it to commence service, if Mr. Cannon pays for the outstanding debt at 3223 E. 41<sup>st</sup> Street, Kansas City, Missouri

☐ This whole statement is true.

This statement is not true because \_\_\_\_\_

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Thank you for responding to these statements. Please return this form to the PSC by no later than December 10, 2007, so that we can continue to work on your complaint. If you can respond sooner, the Commission can act sooner on your motion to expedite this complaint. If you do not return this form, we will assume that you do not want to continue with your complaint and it should be dismissed.

Additionally, the Commission has been attempting to contact you by phone to try to arrange and expedited pre-hearing conference to address your concerns. The Commission will continue to attempt to contact you so that it can address your complaint as quickly as is possible. The Commission has not yet made a decision regarding your motion to expedite this matter because it has insufficient information at this time upon which to rule on that motion.