

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Diane W. Guy,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2008-0394</u>
)	
Laclede Gas Company,)	
)	
Respondent.)	

NOTICE OF COMPLAINT

Issue Date: June 17, 2008

Laclede Gas Company
720 Olive Street
St. Louis, Missouri 63101

CERTIFIED MAIL

On June 16, 2008, Complainant Diane W. Guy filed a formal complaint with the Missouri Public Service Commission against Respondent Laclede Gas Company ("Laclede"), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied. Since this notice is being issued on June 17, 2008, Laclede's response is due no later than July 17, 2008.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling period has ceased and will also be notified of the

date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (including the answer, the notice of satisfaction of complaint, or request for mediation) shall be mailed to:

Secretary of the Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy of such pleadings shall be served upon the Complainant at her home address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', is written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 17th day of June, 2008.

Lane, Regulatory Law Judge

Copy to: Mrs. Diane W. Guy
 1127 Kentucky Avenue
 St. Louis, Missouri 63110

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

JUN 16 2008

Name: Mrs. Diane W. Guy
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Laclede Gas Company
Respondent

COMPLAINT

Complainant resides at 1127 Kentucky Avenue
Saint Louis, Missouri 63110
(address of complainant)

1. Respondent, Laclede Gas Company
(company name)
of Drawer 2 St. Louis, Mo. 63177, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

I Diane W. Guy haven't resided at the premises at 1127 Kentucky Avenue Saint Louis Missouri 63110 since October 1996 due to an heart ailment which caused numerous hospitalizations which led to unemployment whereas I reached out for assistance from the government whereas after twenty years of employment up to my health problem I obtained a reasonable amount of my income which assisted me with my bills. I tried to budget my income toward my accumulations of payments. I managed to a certain extent with the help of residing with my daughter/grandchildren and son-in-law during the winter months due to the weather/accumulation of gas usage. I finance proof of statements to be shown upon request.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

1. Notified the Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

2. Rotten Business Bureau (pending)
12 Summer Dr. St. Louis, MO 63143

3. Inglede Gas Company (Representatives)
Address mentioned previously

WHEREFORE, Complainant now requests the following relief:

I Demand Mr. Guy request the immediate
reimbursement of the overcharge the refund be made to my
account or to me for the months mentioned
previously a portion of January all but
7 days in February plus no days in March
2008

June 12, 2008
Date

Deane W. Guy
Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY JARRETT

KEVIN GUNN

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

A handwritten signature in black ink, appearing to read "Colleen M. Dale".

Colleen M. Dale
Secretary