

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

Raymond Joseph Freeman, III,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. GC-2009-0047</u></b>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**NOTICE OF COMPLAINT AND**  
**ORDER DIRECTING STAFF INVESTIGATION**

Issue Date: August 19, 2008

Effective Date: August 19, 2008

Legal Department  
Laclede Gas Company  
720 Olive Street  
St. Louis, Missouri 63101  
**CERTIFIED MAIL**

On August 15, 2008, Raymond Joseph Freeman, III, filed a complaint with the Missouri Public Service Commission against Laclede Gas Company, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent, Laclede, shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, Laclede 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 or not Mr. Freeman is willing to submit to voluntary

mediation. If Mr. Freeman 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 Mr. Freeman declines the opportunity to seek mediation, Laclede will be notified in writing that the tolling 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 (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
Post Office Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon Mr. Freeman at his address as listed within the enclosed complaint. A copy of this notice has been mailed to Mr. Freeman.

Under Commission rule 4 CSR 240-2.070(10), after a formal complaint has been filed the Commission may request an analysis by its Staff for the reasons underlying the complaint. The Staff must then file its findings with the Commission and serve copies on the other parties.

The Commission views its Staff as an unbiased third party in this complaint case and will direct the Staff to investigate the contested issues set out in the pleadings and to file a report of its findings with the Commission. Staff also has the discretion to report its findings as to any other contested issue in this case, which issue may appear during its investigation.

**IT IS ORDERED THAT:**

1. Laclede Gas Company shall file a response to this complaint no later than September 18, 2008.
2. The Staff of the Commission shall file a report of its investigation in this matter no later than October 8, 2008.
3. This order shall become effective upon issuance.

**BY THE COMMISSION**

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

Colleen M. Dale  
Secretary

( S E A L )

Nancy Dippell, Deputy Chief Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 19th day of August, 2008.