

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

Regarding an Investigation into the	)	
Service and Billing Practices for	)	Case No. GW-2007-0099
Residential Customers of Electric, Gas,	)	
and Water Utilities.	)	

**PUBLIC COUNSEL’S STATUS REPORT**

**COMES NOW** the Missouri Office of the Public Counsel and for its Status Report states:

1. The Commission opened this case in September 2006 to address concerns with Laclede Gas Company’s estimated billing practices and the Commission’s desire to “investigate the extent of these problems and whether they extend to other utilities.”

2. In the Commission’s September 20, 2007 *Order Directing Public Counsel to File Status Report*, the Commission directed Public Counsel to “file a status report regarding its evaluation of the Staff’s investigation into the estimated billing practices of Missouri’s electric, gas, and water utilities no later than December 21, 2007.”

3. Public Counsel stated in its September 19, 2007 response to the Staff’s report that it was concerned that the best available data was not used in the report. The Staff’s September 2007 report used data that ended in September 2006. To update this data and determine how Missouri utilities have performed over the past year regarding estimated billing, Public Counsel sent new data requests to certain utility companies requesting updated estimated billing data through November 2007. Public Counsel also met with Laclede Gas Company on December 18, 2007 and discussed the estimated billing updates and other billing issues.

4. Public Counsel is currently receiving and analyzing responses to its data requests; however, to date not all utilities have provided responses. Public Counsel requests additional time to receive and analyze this data before it files an evaluation of the issues in this case. Additional time will allow Public Counsel to determine whether it will recommend further investigation or another course of action to the Commission. According, Public Counsel requests that the Commission grant Public Counsel an additional 60 days to file a second status report or, if possible, Public Counsel's conclusions regarding the investigation.

WHEREFORE, the Office of the Public Counsel respectfully offers this Status Report.

Respectfully submitted,  
OFFICE OF THE PUBLIC COUNSEL

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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the following this 19<sup>th</sup> day of December:

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**/s/ Marc Poston**

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