

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

In the Matter of Atmos Energy Corporation's Tariff        )  
Revision Designed to Consolidate Rates and            )  
Implement a General Rate Increase for Natural Gas    )  
Service in the Missouri Service Area of the Company. )

**Case No. GR-2006-0387**  
**Tariff No. YG-2006-0762**

**ORDER DIRECTING FILING**

Issue Date: October 19, 2006

Effective Date: October 19, 2006

The Commission seeks additional information relating to customer service performance, including, but not limited to, the reduced availability of local utility customer service staff in each service territory. The Staff of the Missouri Public Service Commission filed the Direct Testimony of Lisa A. Kremer which made certain statements about call center complaints received by the Commission, including references to the number of informal Commission complaints made against the utility. In addition, testimony received during the Local Public Hearings raised questions of customer service performance.

The parties are directed to address the following questions as supplemental direct testimony or in a responsive pleading. The first item is directed specifically at information that the Staff of the Missouri Public Service Commission has, but may be addressed or responded to by the other parties:

- A. Please provide detail of the nature of customer complaints received at the Commission since January 1, 2004. Specifically, state whether these complaints have involved a problem with customer service or if the complaint is due to the lack of a local company representative.
- B. During the Kirksville public hearing, at least one witness testified that she received poor service from the call center, but was satisfied with the service

she received when she went to the company office. The Commission directs the parties to address this comment in detail, including an analysis of whether customer service could be improved if a local contact was available by telephone.

- C. Address any other issues involving improvement of customer service performance.

**IT IS ORDERED THAT:**

1. No later than November 1, 2006, the parties shall respond to this order as directed above.
2. This order shall become effective on October 19, 2006.

**BY THE COMMISSION**



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 October, 2006.