

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED³

DEC 30 2009

Missouri Public
Service Commission


In the Matter of Missouri Gas Energy and its)
Tariff Filing to Implement a General Rate Increase)
For Natural Gas Service.)

Case No. GR-2009-0355

AFFIDAVIT OF CAROL GAY FRED

STATE OF MISSOURI)
) ss
COUNTY OF COLE)

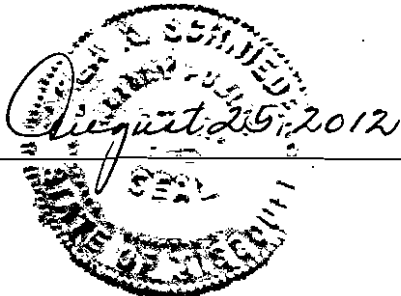
Carol Gay Fred, of lawful age, on oath states: the information in the attached Professional Credentials are true and correct to the best of her knowledge and belief.


Carol Gay Fred

Subscribed and sworn to before me this 22nd day of December, 2009.


Notary Public

My commission expires



CARLA K. SCHNIEDERS
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: August 25, 2012
Commission Number: 08533187

Exhibit No. 116
Case No(s). GR-2009-0355
Date 12/23/09 Rptr MM

Professional Credentials of Carol Gay Fred

Consumer Services Manager – Staff General Counsel Division
Missouri Public Service Commission • Jefferson City, MO

February 2003–Present

Thirty-two (32) years experience in customer service. Currently, manages the Consumer Services department of the Missouri Public Service Commission. Primary responsibility is receive, investigate and respond to billing and service issues, involving regulated utility company's by verifying that they are in compliance with Missouri Statute, Public Commission Rules and the utility company's filed and approved tariff, to ensure safe and reliable utility services at just, reasonable and affordable rates.

- Currently, I supervise nine Consumer Services Specialists who are responsible for interacting with consumers of the regulated utilities regarding compliance issues and who educates consumers on various service issues so those consumers are more knowledgeable and better equipped to make informed decisions about their utility services.
- I have prepared and delivered expert testimony in numerous cases before the Commission related to gas, electric, water and telephone issues.
- Develops rules and follows the State's rulemaking procedures for issues related to consumer services.
- Develops data analysis, trend analysis, budget and status reports for senior management on a weekly and monthly basis to review the performance and quality of service provided by the MPSC's call center and that of the Utilities regulated in Missouri.
- Act as a liaison for the Commission with Staff, news media, utilities, general public, social service agencies and other state agencies.

EFIS Project Manager

Missouri Public Service Commission • Jefferson City, MO

1997-2003

Directed a multi-million dollar award winning eGovernment initiative project whereby a fully web enabled application was developed utilizing the pre-existing mainframe data and new data requirements in order to accept electronic filings/documents via web, to convert all paper documents to electronic media and to automate all business workflow processes. In addition to ensuring, that all components are accessible through the worldwide web with a tightly integrated security module.

Commission Advisor/Policy Analyst

Missouri Public Service Commission • Jefferson City, MO

1995-1997

Rate and Tariff Examiner III – Telecommunications Department

Missouri Public Service Commission • Jefferson City, MO

1987-1995

Subject matter expert on telecommunication tariffs and various issues, i.e., expanded calling scopes. As served as an expert witness in numerous telecommunication cases regarding rates, service and inter-utility compensation.

Customer Service Call Center Representative

TAC Specialist – Installation and Repair Services

Cable Assignment Specialist – State of Missouri Account

United Telephone Company of Missouri

1977-1987

EDUCATION:

- BOSTON UNIVERSITY • Boston, MA
 - **Certification in Project Management**
- Bachelor of Science in Business Administration - Almeda University, Wauconda, IL

PROFESSIONAL ACCOLADES:

Appointed member of the National Association of Regulatory Utility Commissions - Subcommittee on Consumer Affairs

Winner of FileNET's 2002 Chief Technology Officer Award – Selected by the judging committee members who consisted of Andy Warzecha, META Group; Penny Lunt, Executive Editor, Transform Magazine; Bruce Silver, President, Bruce Silver Associates; Rory Staunton, Strategy Partners International; and John Mancini, President, Association for Information and Image Management (AIIM) International.