

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 6th day of September, 2017.

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

In the Matter of the Laclede Gas Company's)
Request to Increase Its Revenues for Gas) **File No. GR-2017-0215**
Service) Tariff No. YG-2017-0195

In the Matter of the Laclede Gas Company d/b/a)
Missouri Gas Energy's Request to Increase Its) **File No. GR-2017-0216**
Revenues for Gas Service) Tariff No. YG-2017-0196

ORDER REGARDING PROTECTIVE ORDER

Issue Date: September 6, 2017

Effective Date: September 6, 2017

The Staff of the Missouri Public Service Commission (Staff) filed a *Staff Motion for Protective Order and Request for Commission Order* on August 28, 2017. Staff's motion concerns a data request (DR 211) from the Department of Economic Development – Division of Energy (DE) requesting copies of all customer inquiries and complaints concerning Laclede Gas Company's Laclede and Missouri Gas Energy divisions during the period their current rates have been in effect. DE requested that any personally-identifiable or customer-specific information be redacted from the information provided.

Staff had previously objected to DE's first request for this information and that objection was sustained by the Regulatory Law Judge. However, the Regulatory Law Judge specified that a more particular request may be obtainable with the proper

protections. Section 386.480, RSMo 2016, prohibits the provision of any information supplied to the Commission by any person and makes the release of such information a misdemeanor unless specifically ordered by the Commission in the course of a proceeding.

In the current request, DE has asked for only the non-personally identifiable information. However, Staff indicates that the information is voluminous and it would be too burdensome for Staff to redact the information manually as it cannot be done electronically. Instead, Staff requests an order from the Commission allowing it to release the information, including personally-identifiable information (such as names, addresses, phone numbers, etc.) to DE under a protective order prohibiting DE from further releasing the information and requiring its destruction at the close of these files.

Based on Staff's motion, the Commission determines that granting a protective order is appropriate. Staff is authorized as part of the discovery process for this proceeding to release customer-specific information to DE as specified in this order, including personally-identifying information. DE shall maintain the confidentiality of the customer-specific information and shall destroy all versions of the information provided to it by Staff under DR 211, except those filed in these cases with proper confidential designations, within 10 days of the close of these files unless otherwise ordered.

THE COMMISSION ORDERS THAT:

1. The Staff of the Missouri Public Service Commission is authorized to provide the requested consumer complaints and inquiries to the Department of Economic Development – Division of Energy in response to DR 211, including personally-identifying information.

2. The Department of Economic Development – Division of Energy shall keep all personally-identifying information of customers confidential and shall not provide such information to any other individual or entity without a further order of the Commission.

3. Within 10 days of the close of these files, the Department of Economic Development – Division of Energy shall destroy all versions of the information provided to it by Staff under DR 211, except those filed in the case with proper confidential designations, within 10 days of the close of these files unless otherwise ordered.

4. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Hall, Chm., Kenney, Rupp, and
Coleman, CC., concur.
Stoll, C., dissents.

Dippell, Senior Regulatory Law Judge

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 6th day of September 2017.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 6, 2017

File/Case No. GR-2017-0215 and GR-2017-0216

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



Morris L. Woodruff
Secretary

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.