

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

In the Matter of Missouri Gas Energy)	
and Its Tariff Filing to Implement a)	
General Rate Increase for)	Case No. GR-2009-0355
Natural Gas Service.)	

**STAFF’S MOTION FOR COMMISSION TO ORDER
CUSTOMER COMMENTS EITHER NOT BE FILED IN EFIS
OR BE FILED AS NON-PUBLIC AND
MOTION FOR EXPEDITED TREATMENT**

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and files its Motion for Commission Order Not to File Customer Comments in the Commission’s Electronic Filing and Information System or To File Comments in a Non-Public file. In support of its Motion Staff states:

1. On July 8, 2009, the Commission ordered Missouri Gas Energy (MGE) to issue a customer notice concerning its proposed rate increase as discussed in the body of the Order.
2. To date, the Commission’s Consumer Services Department has received over one thousand (1,000) customer comments, in response to MGE’s issuance of the notice. The Staff expects to receive many more comments since customer receipt of the notice corresponds with customer billing cycle and there are twenty-one billing cycles.
3. The customer comments contain specific customer information including: the customer’s home address, phone number, and email address, and, in some cases, the customer’s MGE account number, bank account number and other personal information.

4. While in past cases letters and public comments have been entered into a public comment file, Staff has become increasingly concerned with this type of information being available to the general public

5. Staff, therefore, recommends the Commission consider the proper handling of these comment cards so that customer specific information is not made generally available to the public. There are a number of ways this could be accomplished.

6. The information could be retained but not entered into EFIS, or the information could be entered into EFIS, but put in a non-public file.

7. EFIS has the option of marking a file proprietary similar to the way HC documents are filed, which would make the information available to all parties to the case, and the Commission would still protect the information from broad public disclosure.

8. Since this information could be put into the case in a format available to all parties to the case, it should not be considered *ex parte* information.

9. Staff is currently reviewing all of MGE's customers' comments and is responding to customers' questions. If the comment states a complaint or inquiry, Staff is handling those comments as complaints and inquiries, as well as a public comment in the case.

10. While customer comments have been placed in a public comment file in past rate cases, the volume of comments and nature of some of the information included has prompted Staff to call this matter to the Commission's attention.

11. In support of its Motion for Expedited Treatment, Staff requests the Commission act as soon as possible to protect the personal information of customers who have submitted comments concerning MGE's rate case filing. Staff states this pleading is made in the interest of MGE's customers, and that this pleading was filed as soon as Staff realized the type of confidential customer information that would become public.

Respectfully submitted,

/s/ Lera L. Shemwell

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all counsel of record this 5th day of August, 2009.

/s/ Lera L. Shemwell