

## MEMORANDUM

TO: Missouri Public Service Commission Official Case File, Case No. GR-2009-0161;  
File No. YG-2010-0069, Missouri Gas Utility, Inc.

FROM: Tom Imhoff, Energy Department - Tariffs/Rate Design

/s/ Thomas M. Imhoff 08/18/09  
Energy Department/Date

/s/ Lera Shemwell 08/18/09  
General Counsel's Office/Date

SUBJECT: Staff Recommendation On Missouri Gas Utility's Tariff Sheets Filed to Specify Procedures  
Used When Billing Errors Occur

DATE: August 18, 2009

On August 4, 2009, Missouri Gas Utility, Inc. (MGU or Company), filed tariff sheets with the Missouri Public Service Commission (Commission) proposing to establish specific procedures for handling billing errors. In Case No. GR-2009-0161 Commission Staff (Staff) noticed MGU's tariffs did not contain procedures for handling billing errors to non-residential customers and Staff recommended MGU amend its tariffs.

These proposed changes provide MGU the authority to adjust a residential and non-residential customer's bill in the event an error occurs. MGU proposes to include these procedures in its Rules and Regulations (Metering for Billing/Billing Adjustments) section of its tariff.

Staff has reviewed the Company's tariff filing and has determined that the tariff sheets have been filed in compliance with Commission rules and regulations. Staff agrees with MGU's proposed procedures for dealing with any non-residential customers' billing errors. This filing was made on thirty (30) days or greater notice. Staff has reviewed this filing and is not aware of any issue currently pending before the Commission that affects, or is affected by, this filing.

Therefore, Staff recommends that the following tariff sheets be approved, as filed on August 4, 2009, be allowed to become effective on September 3, 2009.

P.S.C. MO. No. 1

Second Revised Sheet No. 6 Cancels First Revised Sheet No. 6

Second Revised Sheet No. 65 Cancels First Revised Sheet No. 65

Original Sheet No. 65A

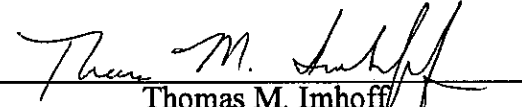
**BEFORE THE PUBLIC SERVICE COMMISSION**  
**OF THE STATE OF MISSOURI**

In the Matter of Missouri Gas Utility,	)	
Inc.'s Purchased Gas Adjustment (PGA)	)	
Factors to be audited in its 2007-2008	)	Case No. GR-2009-0161
Actual Cost Adjustment.	)	

**AFFIDAVIT OF THOMAS M. IMHOFF**

STATE OF MISSOURI     )  
                                  ) ss  
COUNTY OF COLE     )

Thomas M. Imhoff, of lawful age, on oath states: that he participated in the preparation of the foregoing Staff Recommendation in memorandum form, to be presented in the above case; that the information in the Staff Recommendation was provided to him; that he has knowledge of the matters set forth in such Staff Recommendation; and that such matters are true to the best of his knowledge and belief.

  
Thomas M. Imhoff

Subscribed and sworn to before me this 18<sup>th</sup> day of August, 2009.



SUSAN L. SUNDERMEYER  
My Commission Expires  
September 21, 2010  
Callaway County  
Commission #06942086

  
Notary Public