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Chief Staff Counsel

December 10, 2009

Betty R. Barnes-Mayes  
4602 Penrose Street  
St. Louis, MO 63115

RE: File No. GC-2010-0121,  
*Betty Barnes-Mayes v. Laclede Gas Co.*

Dear Ms. Barnes-Mayes:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by Laclede Gas Co. and the Missouri Public Service Commission ("PSC") staff who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than January 7, 2010. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

/S/

Daniel Jordan,  
Regulatory Law Judge

Enclosures