

**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)	Case No. GR-2009-0355
For Natural Gas Service)	

NOTICE REGARDING EXTERNAL COMMUNICATION

Issue Date: October 16, 2009

On October 14, 2009, I received the attached e-mail from David Hutson.

Respectfully Submitted,



Robert M. Clayton III
Chairman

Dated at Jefferson City, Missouri,
On this 16th day of October, 2009.

From: David Hutson [mailto:hutsondavid@sbcglobal.net]
Sent: Wednesday, October 14, 2009 1:24 PM
To: MGE WebSupport; Clayton, Robert
Cc: PSC Info (Public Info Email Address) - PSC
Subject: Re: Web maintenance site error

Let me get this straight.

The web site is messed up and I can't make a payment there.

There is an over 2 hour wait on the phone.

There is NO place at MGE on Broadway to get to an accountant, access your bill and pay. In fact I was told by the two

What the hell is up with you people? You run a monopoly, quite clearly, but make it virtually impossible to pay.

David Allen Hutson
Noah Graham Hutson

hutsondavid@sbcglobal.net

www.davidallenhutson.com
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O: 816.741.0345

M: 816.589.1119

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Thank you.

On Oct 13, 2009, at 9:56 AM, MGE WebSupport wrote:

Dear Valued Customer;

We apologize for the inconvenience. We have been experiencing difficulties with the customer transaction section of our web site over the past several days and have been in the process of resolving those issues.

If you need to reach us, please feel free to call our Contact Center Monday through Friday from 7 a.m. to 7 p.m. at 816-756-5252 or 1-800-582-1234.

Thanks,

Stephen J. Rehrer, PMP

Office: (816) 360-5989

Cell: (816) 686-4890

From: David Hutson [mailto:hutsondavid@sbcglobal.net]

Sent: Monday, October 12, 2009 11:57 AM

To: MGE WebSupport

Subject: Web maintenance site error

Having been out of the US for several weeks, I've been trying to pay my bill for 4 days now.

What is up with your company? How can this bill be paid if you do not have internet capabilities and the phone system doesn't work.

The last time you people had this problem my gas was cut off despite many attempts to pay the invoice remotely.

Your monopoly is a pain.

We consumers deserve better.

David Allen Hutson

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Thank you.

Private and confidential as detailed [here](#). If you cannot access hyperlink, please e-mail sender.