



**MISSOURI GAS ENERGY**

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 360-5755

**ROBERT J. HACK**  
Vice President, Pricing & Regulatory Affairs

April 27, 2000

**FILED<sup>3</sup>**

APR 28 2000

Missouri Public  
Service Commission

Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
P.O. Box 360  
301 W. High Street  
Jefferson City, Missouri 65102

**RE: Case No. GC-2000-611**

Dear Mr. Roberts:

Enclosed for filing in the above-referenced case, please find an original and fourteen (14) conformed copies of Missouri Gas Energy's **Notice of Satisfaction of Complaint**.

A copy of this filing has been mailed or hand-delivered this date to counsel of record.

Thank you for bringing this matter to the attention of the Commission. Please call me if you have any questions regarding this matter.

Sincerely,

C: F. Jay Cummings  
Service List

Enclosures

FILED<sup>3</sup>

Missouri Public  
Service Commission

Complainants, )

Case No. GC-2000-611

Respondent. )

WHEREFORE, having fully satisfied the Complaint, MGE respectfully request that the Commission issue its Order closing this case.

Respectfully submitted,



Robert J. Hack MBE #36496  
3420 Broadway  
Kansas City, MO 64111  
(816) 360-5755  
FAX: (816) 360-5554  
e-mail: rob.hack@southernunionco.com

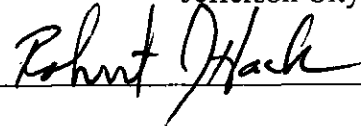
Attorney for Missouri Gas Energy, a division of  
Southern Union Company

Certificate of Service

I hereby certify that a true and correct copy of the above and foregoing document was either mailed or hand delivered this 27th day of April, 2000 to:

Mr. and Mrs. Beverly Ward  
2609 Indiana  
Kansas City, MO 64127

Mr. Douglas E. Micheel  
P.O. Box 7800  
Jefferson City, MO 65102





**MISSOURI GAS ENERGY**

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 756-5261

April 25, 2000

Mr. and Mrs. Beverly Ward  
2609 Indiana  
Kansas City, MO 64127

Dear Mr. and Mrs. Ward:

This type of feedback provides an opportunity for us to continue to improve our service levels. Our goal at MGE is to provide quality customer service, and I regret any inconvenience you experienced concerning this matter.

MGE did credit your account \$669.05, on 04/25/2000. Mary Hawkins has agreed to pay MGE \$669.05 for service at 2609 Indiana from 11/1998-03/1999. Again, I apologize for any inconveniences you were caused and look forward to providing you with quality service in the future. We intend to inform the Missouri Public Service Commission that the above action resolves the formal complaint you have filed. If you have any questions or concerns, please contact Maurice Ragland at 816-360-5567.

Sincerely,



**MISSOURI GAS ENERGY**

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 756-5261

April 25, 2000

Mary E. Hawkins  
11907 E 58<sup>th</sup> Terrace  
Kansas City, MO 64133

Dear Mrs. Hawkins:

Please sign and return this letter confirming that you have entered into an agreement with Missouri Gas Energy (MGE), to pay \$669.05, which in turn will clear the debt owed for service at 2609 Indiana between 11/1998-03/1999. By signing and returning this letter, MGE will remove the before mentioned charges from Rosalind Ward's account.

Thank you for your payment (\$117.45). Enclosed is a receipt for \$117.45. This amount has been applied to the debt owed at 2609 Indiana, the balance now totals \$551.60. If you have any additional questions, please give me a call at 816-360-5567.

Sincerely,

Maurice Ragland  
Customer Affairs Specialist

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Mary E. Hawkins

Enclosure