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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held at its office
in Jefferson City on the 24th
day of June, 1997.

Terry Reynolds,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. EC-97-496</u>
	)	
St. Joseph Light & Power Company,	)	
	)	
Respondent.	)	
	)	

ORDER DIRECTING STAFF INVESTIGATION

On May 9, 1997, Mr. Terry Reynolds (Complainant) filed a complaint before this Commission against St. Joseph Light & Power Company (SJLP or Company). The pleadings show that the Complainant's electric meter was replaced around May of 1996. The pleadings further show that a demand meter was installed around November of 1996.

On June 5, 1997, the Company filed an answer to the complaint. In that answer the Company requests an order from the Commission determining that the respondent has accurately billed Complainant and that the sum of \$1,577.82 is due the Company by Complainant. On June 12 the Company filed another answer in which the Company admits that Complainant owes SJLP the sum of \$1,675.86 for past electric service.

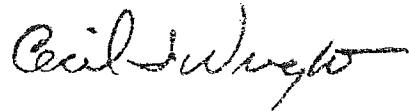
The Commission finds that the Staff should investigate this matter. Specifically, the Staff should investigate the manner in which SJLP has calculated the amounts that it claims are due for past electric service. The Staff's report should contain a narrative as to the method

for calculating the amounts claimed to be owed for past electric service, and the report should contain a schedule showing the amount of electricity used, the amount of electricity billed, the dollar amount reflecting the electricity used and the dollar amount already paid for each month for which there is a dispute.

IT IS THEREFORE ORDERED:

1. That the Staff shall investigate this matter and file a report containing its findings no later than July 31, 1997.
2. That this order shall become effective on the date hereof.

BY THE COMMISSION



**Cecil I. Wright
Executive Secretary**

(S E A L)

Zobrist, Chm., Crumpton,
Drainer, Murray and Lumpe,
CC., concur.

ALJ: Luckenbill