

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

In the Matter of the Verified Application and)
Petition of Laclede Gas Company for) Case No. GO-2014-0212
Establishment of an Infrastructure System)
Replacement Surcharge)

REQUEST FOR APPROVAL OF CUSTOMER NOTICES

COMES NOW Laclede Gas Company (“Laclede” or “Company”), pursuant to 4 CSR 240-3.265(9) of the Commission’s Rules, and for its Request for Approval of Customer Notices, states as follows:

1. Pursuant to Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri, and Commission Rule 4 CSR 240-3.265 (the “ISRS Rule”), on January 17, 2014, Laclede filed its Verified Application and Petition to re-establish an Infrastructure System Replacement Surcharge (“ISRS”) for its Laclede division.

2. Sections 8 and 9 of the ISRS Rule set forth certain requirements regarding how customers are to be notified of the ISRS. Accordingly, Laclede has attached for the Commission’s approval:

- (a) an example of the initial, one-time notice required by subsection (8)(A) of the ISRS Rule which explains the Company’s infrastructure system replacement program, explains how the ISRS will be applied to the Company’s various customer classes, and identifies the statutory authority under which the ISRS is being implemented (Attachment 1);
- (b) an example of the annual notice required by subsection (8)(B) of the ISRS Rule explaining the continuation of the infrastructure system replacement program and the resulting ISRS (Attachment 2); and

- (c) an example customer bill showing how the ISRS will be described on affected customer's bills in accordance with subsection (8)(C) of the ISRS Rule (Attachment 3).

3. The attached notices are identical to the notices approved by the Commission in each of the previous cases establishing an ISRS for Laclede, including Case Nos. GO-2004-0443, GO-2006-0377, GO-2008-0155, and GO-2011-0058. This continuity provides a consistent ISRS message for the consumer. The bill format has been updated and improved by the Company over the years. For the customer's convenience, it includes a definition of ISRS on the back of the bill (see Attachment 3).

4. The initial one-time notice and the annual notice referenced in paragraphs 2(a) and 2(b) above may be provided as either an insert sent with the customer's bill or as a bill message on the front of the bill itself. It is more likely that the annual notice will be provided as a separate insert.

WHEREFORE, Laclede Gas Company respectfully requests that the Commission issue an Order approving the customer notices and bill format set forth in Attachments 1, 2 and 3 to this Request.

Respectfully submitted,

/s/ Rick Zucker

Rick Zucker #49211

Associate General Counsel

Laclede Gas Company

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E-mail:rick.zucker@thelacledegroup.com

ATTORNEY FOR

LACLEDE GAS COMPANY

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing Request was served on the General Counsel of the Staff of the Missouri Public Service Commission, the Office of the Public Counsel, and all parties or record on this 6th day of February, 2014 by hand-delivery, fax, electronic mail or by placing a copy of such Request, postage prepaid, in the United States mail.

/s/ Marcia Spangler

ATTACHMENT 1

INITIAL NOTICE

ISRS NOTICE

Each year, Laclede spends tens of millions of dollars on its more than 16,000 miles of pipeline facilities used to deliver gas to its customers. The infrastructure system replacement surcharge (ISRS) covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount. The amount of the charge may be adjusted periodically, and is being implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri.

ATTACHMENT 2

ANNUAL NOTICE

ISRS

Each year, Laclede spends tens of millions of dollars on its more than 16,000 miles of pipeline facilities used to deliver gas to its customers. The infrastructure system replacement surcharge (ISRS) covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount. The amount of the charge, which is reflected on the front of your bill, may be adjusted periodically, and has been implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri.

ATTACHMENT 3

Laclede Gas

IMPORTANT CONTACT INFORMATION
 Customer service: 314 621-6960
 Natural gas emergencies or odor: 314-342-0800
 Toll-free: 1-800-887-4173
 (If outside of the St. Louis Metropolitan area)
 Additional information and phone numbers are on the back of the printed bill and at lacledegas.com/billinfo.php.

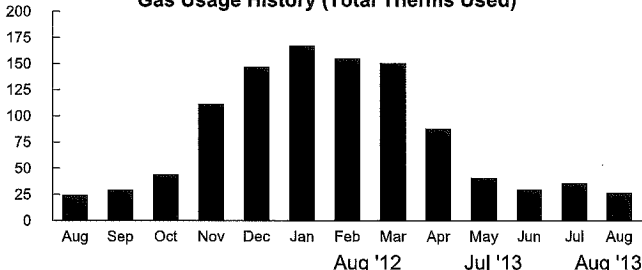
Statement Date: 08/28/2013
 Account Number: 7775280000
 Service Address: [REDACTED]

Bill at a Glance	Amount
Previous Balance	200.18
Payment - Thank you	(82.00)
Total Current Charges	44.46
Total Balance	162.64
Amount Due	\$88.00
Due By	09/09/13
Delinquent After	09/23/13

Barcode
 >040016 3509289 0004 092049 10Z



Gas Usage History (Total Therms Used)



	Aug '12	Jul '13	Aug '13
Total Therms Used	24.5	35.7	26.5
Daily Average Therms	0.8	1.1	0.9
Days in Billing Cycle	29.0	33.0	29.0

14701

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Therms
2324	2298	26	1.019	26.5
Actual		Residential General		

Laclede Delivery 07-30-2013 to 08-27-2013	26.65
Customer Charge	19.50
Usage ≤ 30 Therms: 26.5 @ \$0.20132	5.33
ISRS	1.82
Natural Gas Cost	14.20
Usage ≤ 30 Therms	14.20
Taxes	2.61
Crestwood Tax	2.61
Other Charges	1.00
Dollar Help	Cur Due 1.00
Total Current Charges	\$44.46

Payment Plans	
General Budget Plan	87.00

Important Message

Attention: As part of our budget review, your budget amount may have changed. Your current budget amount can be found under the Payment Plan section of your bill. If you have any questions, please contact our Customer Relations department at 314-621-6960 or 800-887-4173.

Thank you for your recent Dollar Help contribution.

Want to save energy and money? Use our free tool called the Home Energy Advisor to analyze your gas usage and see how it compares to similar homes. Set energy savings goals and track progress in real time. Sign up today through Customer Connection:

www.lacledegas.com/customer/customerconnection.

Please retain this portion for your records.

See back of bill for other convenient ways to pay your bill.

Please detach and return this portion to Laclede Gas Company, Drawer 2, St. Louis, MO 63171 with your payment. Please do not fold, staple or paper clip payment to your bill.

Account Number: 7775280000
 Service Address: [REDACTED]

Amount Due \$88.00
Due By 09/09/13
Delinquent After 09/23/13

Make Check Payable to:

Laclede Gas Company
 Drawer 2
 St. Louis, MO 63171

Amount Enclosed:

Please do not write below.

777528000010000008800

ATTACHMENT 3

DEFINITIONS

BTU (British Thermal Unit) – the heating content of natural gas.

CCF (Hundred Cubic Feet) – the amount of gas used in hundreds of cubic feet.

MUNICIPAL/COUNTY TAX – the amount of municipal tax or gross receipts tax assessed by the municipality in which you receive service. This amount is collected by us and paid directly to the municipality.

THERMS – the result of multiplying CCFs by the BTU factor.

LACLEDE DELIVERY – the amount that covers the delivery and service costs to operate, maintain and upgrade natural gas pipelines across our service area.

NATURAL GAS COST – the amount we pay others for the purchase, transportation and storage of natural gas. This cost is directly passed through to customers with no profit for Laclede.

CUSTOMER CHARGE – the monthly service charge for being a Laclede Gas customer.

ISRS (Infrastructure System Replacement Surcharge) – the ISRS covers a portion of the expenses we incur in connection with local, state and federal public improvement projects and safety requirements.

CALL THE GAS EXPERTS

If you detect the odor of natural gas, let us track it down. Avoid creating a spark, do not turn on or off any electrical appliances, even light switches or cell phones. Warn others, leave the building immediately, and call us from another location.

For servicing of clean-burning, cost-efficient natural gas appliances, call the natural gas experts.

Gas appliance service work is not subject to PSC regulations.

JOIN THE CONVERSATION



Like us on Facebook at Laclede Gas Company



Follow us on Twitter @LacledeGas

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OTHER WAYS TO PAY YOUR BILL

Please visit www.LacledeGas.com/bill/pay for more information about, or to enroll in, the following payment options:

EASY-PAY DIRECT

Pay your bill automatically each month directly from your bank account. This is a free service. Go online or call us for an enrollment form.

PAY ONLINE

Make an online payment from your bank account or with a credit card (Visa, MasterCard, Discover or American Express). A convenience fee applies.

PAY BY PHONE

Call 1-877-839-2478 to pay your bill from your bank account or with a credit card (Visa, MasterCard, Discover or American Express). A convenience fee applies.

PAY IN PERSON

Pay your bill by cash, check or money order through one of our authorized payment agents, including Schnucks and Dierbergs. A complete list is available at www.LacledeGas.com/bill/pay/agents. Most agents charge a convenience fee.

HELPFUL INFORMATION

Residential rates are seasonal; rates are lower May through October, and higher November through April.

A late payment charge of 1.5% will be applied to all amounts remaining unpaid after the delinquent date.

Before you dig, call 1-800-DIG-RITE or 811 to have underground facilities located and marked.

Customer Connection allows you to manage your natural gas account online. Monitor and track usage, view and pay your bill, enroll in Budget Billing, donate to DollarHelp and more. Register at www.LacledeGas.com.

CONTACT INFORMATION

Emergency:	314-342-0800
All other calls:	314-621-6960
Toll-free:	1-800-887-4173 (outside St. Louis Metro area)
Correspondence:	Drawer 9, St. Louis, MO 63166
Website:	www.LacledeGas.com

Printed on Recyclable Paper

F-STM-BILLSTM-1305-4.0

Do **not** send correspondence to Drawer 2.
See "Contact Information" for the appropriate
correspondence address.