

**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-2011-0058
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 October 29, 2010, Laclede filed its Verified Application and Petition to re-establish its Infrastructure System Replacement Surcharge (“ISRS”).

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 (*see* Attachment 3).

3. The attached notices and the sample bill are identical to the notices and bills approved by the Commission in each of the previous cases establishing an ISRS for Laclede, including Case Nos. GO-2004-0443, GO-2006-0377, and GO-2008-0155. This continuity provides a consistent message for the consumer.

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

Michael C. Pendergast # 31763
Vice President & Associate General Counsel
Rick Zucker #49211
Assistant General Counsel

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ATTORNEYS 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 16th day of November, 2010 by hand-delivery, fax, electronic mail or by placing a copy of such Request, postage prepaid, in the United States mail.

/s/ Gerry Lynch

Gerry Lynch

ATTACHMENT I

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 II

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 III

EXAMPLE CUSTOMER BILL



Statement Date: 08/19/2010

Account Number: [REDACTED]

Service Address: [REDACTED]

Bill Item	Amount
Previous Bill	40.22
Payment/Adjustment	(40.22)
Balance	.00
Total Current Charges	34.68
Amount Due	\$34.68
Due By	09/01/10
Delinquent After	09/10/10

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
3264	3251	13	1.015	13.2
Actual Reading			Rate: Res. General	

Detail - Current Charges		Amount
Charge For Gas Svc 07-20-10 To 08-18-10		28.20
(Includes A Monthly Customer Charge Of \$ [REDACTED]		
A Monthly ISRS Charge Of \$ [REDACTED] And Usage Charges**)		
Chesterfield Tax		1.48
Subtotal - Current Utility Charges		29.68
Dollar Help		5.00
Subtotal - Other Charges		5.00
Total Current Charges		\$34.68

Detail - Account Balance		Amount
Prior Gas Balance		35.22
Dollar Help - Thank you		(5.00)
Payment - Thank you		(35.22)
Current Charges		34.68
Account Balance		\$34.68

**Gas usage charge per therm is \$0.86164 for the first 30 thermos and \$0.81138 for each additional therm.

Gas Consumption Comparison				
Thermos				
Current Period	13.2			
Previous Period	19.3			
Same Period Last Year	17.2			
	Use In Thermos	Degree Days	Supplier Cost of Gas/Therm	Days In Billing Period
Current Period	13.2	0	.65227	29
Previous Period	19.3	0	.65233	30
Same Period Last Year	17.2	0	.83140	28

Important Message

Avoid creating a hazardous situation; keep the area around the gas meter clear of debris. If the meter is located outside, periodically check to make sure there are no shrubs, bushes or vegetation blocking it. If it is inside, make sure there is nothing (including hanging clothes) near the meter. Never install electrical equipment within three feet of a gas meter.

Please retain this portion for your records.

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

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: [REDACTED]

Service Address: [REDACTED]

Amount Due \$34.68
Due By 09/01/10
Delinquent After 09/10/10

Make check payable to:

Laclede Gas Company
 Drawer 2
 St. Louis, MO 63171

Amount Enclosed:

Please do not write below.