

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

In the Matter of the Verified Application and)
Petition of Laclede Gas Company to Change) File No. G0-2015-0178
its Infrastructure System Replacement Surcharge)
In its Laclede Gas Service Territory)

**LACLEDE GAS COMPANY'S RESPONSE TO
ORDER DIRECTING FILING OF CUSTOMER NOTICES**

COMES NOW Laclede Gas Company ("Laclede") and, pursuant to Section 3.265 of the Rules of the Missouri Public Service Commission ("Commission") respectfully states as follows:

1. On January 30, 2015, Laclede filed an application to change its ISRS, which had been established effective April 12, 2014 by Commission order in Case No. GO-2014-0212.

2. On February 3, 2015, the Commission issued an order in this case directing Laclede to file sample customer notices as required by Commission Rule 3.265. Commission Rule 3.265(9) requires natural gas utilities to seek Commission approval of ISRS customer notices and its bill description following the filing of an application to establish an ISRS. In effect, at the time a utility proposes to first establish an ISRS, this rule provides for the Commission to consider the initial notice, the annual notice and the bill description that the utility will use during the life of the ISRS and all changes thereto.

3. Accordingly, in establishing an ISRS in Case No. GO-2014-0212, Laclede obtained commission approval of its ISRS notices and bill description. Laclede is attaching hereto the customer notices and bill description approved by the Commission in Case No. GO-2014-0212 and requests that the Commission

consider this submission to constitute compliance with the February 3 Order and the requirements of Commission Rule 3.265(9).

WHEREFORE, Laclede respectfully requests that the Commission accept this filing as complying with the Commission's February 3 Order and the requirements of Commission Rule 3.265(9).

Respectfully Submitted,

/s/ Rick E. Zucker

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CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing Response was served on the General Counsel of the Staff of the Missouri Public Service Commission and the Office of the Public Counsel on this 19th day of February, 2015 by hand-delivery, fax, electronic mail or United States mail, postage prepaid.

/s/ Marcia Spangler

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.

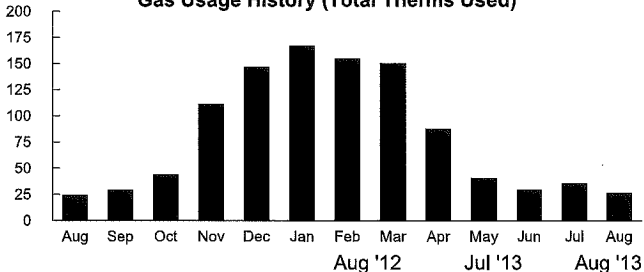
Statement Date: 08/28/2013
 Account Number: 7775280000
 Service Address: [REDACTED]

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

40016 3509289 040032 040032 0001/0001

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

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.