STATE OF MISSOURI PUBLIC SERVICE COMMISSION

At a Session of the Public Service Commission held at its office in Jefferson City on the 10th day of June, 1998.

Tracey L. Salisbury and Julie A. Salisbury,))
Complainants,	, , , , , , , , , , , , , , , , , , ,
Vs.) <u>Case No. GC-98-376</u>
v 5 •)
Missouri Natural Gas Company,)
)
Respondent.)

ORDER DIRECTING STAFF INVESTIGATION AND REPORT

On March 3, 1998, Tracey L. Salisbury and Julie A. Salisbury, (Complainants) filed a Complaint against Missouri Natural Gas Company, a division of Laclede Gas Company (Respondent). Complainants alleged that their bill for gas service for the period December 17, 1996 to January 20, 1997 was unreasonably high.

On April 10, Respondent filed an answer and motion to dismiss complaint. Respondent requests that the complaint be dismissed because it tested Complainants' meter and found it to be accurate.

The Commission has reviewed the complaint filed by the Complainants and the response filed by Respondent and believes that its deliberations in this case would benefit from a Staff investigation into the facts surrounding the complaint. The Commission will not rule on Respondent's motion to dismiss until after Staff files a report on its investigation.

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IT IS THEREFORE ORDERED:

- 1. That the Staff from the Gas Department, Consumer Services, and the Office of the General Counsel of the Missouri Public Service Commission shall investigate the allegations set out in the complaint filed herein and shall file a report of their findings in this case no later than July 19, 1998.
 - 2. That this order shall become effective on June 23, 1998.

BY THE COMMISSION

Hole Hoed Roberts

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Lumpe, Ch., Crumpton, Murray, Schemenauer and Drainer, CC., concur.

Mills, Deputy Chief Regulatory Law Judge

JUN 10 1998

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION