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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 16th
day of September, 1998.

Judith A. Baum,	)	
	)	
Complainant,	)	
	)	
vs.	)	<u>Case No. GC-98-557</u>
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

ORDER DIRECTING STAFF INVESTIGATION AND REPORT

On June 11, 1998, Judith A. Baum (Complainant) filed a Complaint against Laclede Gas Company (Respondent). Complainant alleged that, under the terms of a lease, Complainant's tenant rather than Complainant is responsible for a bill rendered by Respondent. Complainant also alleges that Respondent "turned gas off" at the premises at issue because there was no flue liner installed. Complainant also alleges that Respondent improperly took a final reading and sent a final bill.

On August 10, Respondent filed an answer and motion to dismiss complaint. Respondent denies the allegations about the flue liner and the final bill. Respondent admits that it billed Complainant for service that Complainant alleges was provided to her tenant, but asserts that such billing was proper.

The Commission has reviewed the complaint and the answer and motion to dismiss, and 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.

IT IS THEREFORE ORDERED:

1. That 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 October 29, 1998.

2. That this order shall become effective on September 29, 1998.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

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

Mills, Deputy Chief Regulatory Law Judge

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COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION