

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

In the Matter of Staff's Investigation into the)	
Customer Billing Impacts of a Recent Tornado)	<u>Case No. EO-2013-</u>
in the Area of St. Louis, Missouri.)	

In the Matter of Staff's Investigation into the)	
Customer Billing Impacts of a Recent Tornado)	<u>Case No. GO-2013-</u>
in the Area of St. Louis, Missouri.)	

STAFF'S MOTION TO OPEN INVESTIGATION DOCKETS

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and for *Staff's Motion to Open Investigation Dockets*, states as follows:

1. Severe weather, including a tornado, struck St. Charles County and north St. Louis County on May 31, 2013.
2. The storm disrupted the operations of a printing contractor that prints and mails bills to customers for the Union Electric Company, doing business as Ameren Missouri ("Ameren Missouri"), and Laclede Gas Company ("Laclede").
3. Ameren Missouri is an investor-owned public utility that provides electric and gas services to Missouri customers; and Laclede is an investor-owned public utility that provides gas services to Missouri customers. Both companies are regulated and supervised by this Commission.
4. The printing functions have subsequently been temporarily relocated out of state.
5. Due to the circumstances stated above, both Ameren Missouri and Laclede have informed Staff that they are now, or soon will be, out of compliance

with the customer billing standards promulgated by this Commission in 4 CSR 240-13 in that bills will be mailed out late, leaving customers less than the required 21-day interval to pay.

6. Both companies have also advised Staff that customers will not be charged late fees or subjected to service disconnections as a result of the delayed rendition of bills for service. Nonetheless, a significant likelihood of customer confusion exists. Staff seeks to open investigatory dockets in order to monitor the situation and for the purpose of regular reports to the Commission as it develops.

WHEREFORE, in consideration of all the foregoing, Staff prays that the Commission will open the requested investigation dockets, make Ameren Missouri and Laclede parties thereto, and direct those companies to file regular status reports describing how, and to what extent, they are out of compliance with 4 CSR 240-13, and describing the steps they are taking to return to compliance; or grant such other and further relief as is just in the circumstances.

Respectfully submitted,

s/ Kevin A. Thompson
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Certificate of Service

I hereby certify that a true and correct copy of the foregoing was served, either electronically or by hand delivery or by First Class United States Mail, postage prepaid, on this **6th day of June, 2013**, on the Office of the Public Counsel and on attorneys representing Ameren Missouri and Laclede.

s/ Kevin A. Thompson