

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

Donald Rose,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. GC-2005-0249
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**STAFF RECOMMENDATION**

COMES NOW the Staff of the Commission and in response to the Commission's March 4, 2005 Order Directing Staff Investigation, Staff responds as follows:

1. On January 31, 2005, Donald and Glennda Rose of 2729 Chalet Hill, St. Louis, Mo., filed a complaint with the Missouri Public Service Commission (Commission) against Laclede Gas Company (Laclede or Company) regarding a delinquent account in the amount of \$206.28, that Mr. Rose incurred in 1989-1990 while residing at 3730 Tennessee Ave., St. Louis, Mo. This amount had recently been added to Mrs. Roses' bill.

2. In their complaint, Mr. and Mrs. Rose requested that Laclede prove to them that the amount added to their bill was still owed and explain why it took so long to bring this delinquency to their attention.

3. Laclede responded to this request and provided this information to Mr. and Mrs. Rose.

4. Additionally since Mrs. Rose did not benefit from service at 3730 Tennessee Ave., St. Louis, Mo., Laclede removed the bill from Mrs. Rose's account and put it back on Mr. Rose's account at the Tennessee address.

WHEREFORE since Complainants have received all of the relief that they requested, Staff is recommending that the Complaint be dismissed.

Respectfully submitted,

DANA K. JOYCE  
General Counsel

/s/ Lera L. Shemwell  
Lera L. Shemwell  
Senior Counsel  
Missouri Bar No. 43792

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#### **Certificate of Service**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all counsel of record this 13<sup>th</sup> day of April 2005.

**/s/ Lera L. Shemwell**