

Norman Harrold,
Complainant,
v.
Laclede Gas Company,
Respondent.

Among other things, the report indicated that in Staff's view, both Mr. Harrold and

Laclede “have added to the confusion [surrounding the estimated bill in dispute] and should take a share of responsibility for the events resulting in this complaint.” Accordingly, Staff recommended that Mr. Harrold and Laclede “continue [to] discuss the amount of gas usage during the re-bill period to find a solution that is acceptable to both.” Staff further recommended that the Commission schedule a prehearing conference and set a date for hearing, but only if they were unable to reach a settlement within thirty days. Accordingly, by notice dated June 27, the Commission informed Mr. Harrold and Laclede that they had until July 27 to settle this matter by mutual agreement.

After the expiration of the July 27 deadline, the Commission received no indication that the parties had reached a settlement. Therefore, by order dated August 21, the Commission set the case for a prehearing conference, which was held on September 7. While the parties were unable to reach agreement on the key issues in the case, they continue to negotiate and all concur that a formal evidentiary hearing on the merits of Mr. Harrold’s complaint should be scheduled for November 6, 2007, at 10:00 a.m. in case a hearing becomes necessary. In the same order, the parties were directed to jointly prepare and file a proposed procedural schedule by no later than September 14. Such a proposed schedule was filed on September 17,² along with a request that the Commission schedule a hearing in this matter for November 6 at 10:00 a.m. Accordingly, a formal evidentiary hearing on the merits of Mr. Harrold’s complaint will be scheduled for Tuesday, November 6, 2007, at 10:00 a.m.

¹ All dates specified in this order refer to the calendar year 2007.

² The Commission hereby grants, *sua sponte*, leave to late-file that document.

IT IS ORDERED THAT:

1. An evidentiary hearing will take place on Tuesday, November 6, 2007, beginning at 10:00 a.m. The hearing will be held in Room 305 of the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, which meets accessibility standards required by the Americans with Disabilities Act. Any party needing additional accommodations to participate in this hearing should call the Missouri Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the hearing.

2. Although the parties are strongly encouraged to attend the hearing in person, any party wishing to participate by telephone will be permitted to do so after notifying the Regulatory Law Judge by calling 573-751-7485 by no later than noon on October 22, 2007. The parties are reminded that as the Complainant in this matter, Norman Harrold bears the burden of proof to establish the allegations of his formal complaint by a preponderance of the credible admissible evidence adduced during the hearing or otherwise properly before the Commission. No prefiled testimony shall be submitted, and all evidence shall be presented live at the hearing.

3. In lieu of a formal, more detailed procedural schedule, the parties are directed to promptly meet and confer to exchange witness lists and copies of any documents or exhibits they plan to rely on or introduce into evidence during the hearing. Furthermore, by no later than 5:00 p.m. on October 30, 2007, each party shall file with the Commission a list of issues to be determined and a copy of its witness list.

4. This order shall become effective on September 18, 2007.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 18th day of September, 2007.