

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

Mary Keaton,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. GC-2007-0204
	)	
Laclede Gas Company,	)	
	)	
Respondent.	)	

**STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (Staff), pursuant to a December 4, 2006 *Order Directing Filing* issued by the Missouri Public Service Commission (Commission) and Commission Rule 4 CSR 240-2.070(10), and submits its Staff Report respecting its investigation as a non-public and “Highly Confidential” document.

1. Complainant Mary Keaton (Complainant) filed a formal complaint against Respondent Laclede Gas Company (Laclede) on November 30, 2006 alleging that she had received a final bill for \$3,458.87. Complainant requested that Laclede adjust the bill to a reasonable amount without manipulation of the readings and amounts due. On January 3, 2007, Laclede filed its Answer to the Complaint. On December 4, 2006, the Commission issued its Order ordering the Staff to conduct a formal investigation of the Complaint and to file a report concerning the results of that investigation no later than January 10, 2007.

2. In the attached Staff Report (Appendix A) the Staff recommends that Laclede establish a long term payment arrangement for the same period of time as the debt occurred and that the Commission dismiss this case on the basis that the Complainant is the responsible party at both billing addresses. Staff finds that the number of accounts involved, the number of residences and the transfer of debt has contributed to the confusion of Complainant's debt and responsibility. The Staff also reports that it believes Respondent is not in violation of any Commission rules or regulations. This conclusion is consistent with the determination of the Commission's Consumer Services Department in the informal phase of this Complaint

3. Commission Rule 4 CSR 240-2.070(10) states as follows:

The commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint. The staff shall file a report of its findings with the commission and all parties to the complaint case. The investigative report shall not be made public unless released in accordance with sections 386.480, 392.210(2) or 393.140(3), RSMo, or during the course of a hearing involving the complaint.

Thus, the Staff's Report is a non-public document and the Staff is filing it as a "Highly Confidential" document.

**WHEREFORE**, Staff submits, in compliance with Commission Rule 4 CSR 240-2.070(10) as a non-public document, its Report respecting its investigation, made pursuant to the Commission's December 4, 2006 *Order Directing Filing*.

Respectfully submitted,

/s/ Jennifer Heintz

Jennifer Heintz

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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 10th day of January 2007.

/s/ Jennifer Heintz