

Phil/Bill  
E-Mail  
Authentication

**Merciel, James**

**From:** Phil and Tonie Hiley [tphiley@yahoo.com]  
**Sent:** Wednesday, May 10, 2006 11:17 AM  
**To:** Merciel, James  
**Subject:** Order Scheduling Local Public Hearing/Big Island

Mr. Merciel,

My name is Tonie Hiley and I keep a database of all Big Island property owners. I received a copy of the order from Pam Holstead. I see that you were concerned about making sure the residents were aware of the hearing. I wanted to let you know that I have sent the e-mail to all property owners for whom we have e-mail addresses. There are 26 for whom we do not have an e-mail. I have already copied the Order and prepared the envelopes to mail out to those 26. It will be going out in the mail today or tomorrow. In the event you need to be able to mail them out yourself, I would be agreeable to providing you with the entire list.

My husband, Phil Hiley, has been the presidents of our neighborhood group and has kept them informed on any and all things effecting the island property owners. Pam Holstead is a part of that group as well. Mr. Hiley would like a copy of all the complaints, assuming they are public information. Would you be able to send a copy of each complaint as attachments in an e-mail. Your assistance on this would be greatly appreciated.

Sincerely,  
Tonie Hiley  
Database Manager for Big Island

**FILED<sup>2</sup>**

APR 02 2007

Missouri Public  
Service Commission

Attachment 1

5/10/2006

Order Exhibit No. 34  
Case No(s) WC-2006-0082, et al  
WC-2007-0277  
Date 2-28-07 Rptr KF