

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

Greg Stiens,	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. GC-2021-0395</u></b>
	)	
The Empire District Gas Company d/b/a	)	
Liberty,	)	
Respondent.	)	

**ORDER DIRECTING RESPONSE**

Issue Date: August 30, 2021

Effective Date: August 30, 2021

On August 29, 2021, The Empire District Gas Company d/b/a Liberty filed a *Notice of Agreement*, which stated that Liberty agreed with the recommendations put forth in Staff’s report. Liberty agrees with Staff’s assessment that Liberty did not violate any statutes, rules, or tariffs associated with Steins’ complaint. Liberty further agrees that it needs to change the language in its disconnect notices to provide: “Disregard if this past due amount has already been paid.”

Liberty asks that the Commission either dismiss Mr. Stein’s complaint or grant judgment in Liberty’s favor.

The Commission held a procedural conference with the parties on August 23, 2021. At that conference the parties agreed to work together to submit a proposed procedural schedule. That schedule has not yet been submitted.

The Commission will direct Mr. Steins to respond to Liberty’s *Notice of Agreement* and state whether he agrees that, because Liberty will change the wording of its disconnect notices, his complaint should be dismissed.

**THE COMMISSION ORDERS THAT:**

1. No later than September 10, 2021, Mr. Steins shall respond to Liberty's *Notice of Agreement*.

2. This order is effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

Morris L. Woodruff  
Secretary

John T. Clark, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 30<sup>th</sup> day of August, 2021.

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 30<sup>th</sup> day of August, 2021.**



  
\_\_\_\_\_  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**August 30, 2021**

**File/Case No. GC-2021-0395**

**Missouri Public Service  
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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.