



Commissioners

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## *Missouri Public Service Commission*

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KEVIN A. THOMPSON  
General Counsel

November 4, 2008

Dustin L. Estes  
511 Oak Ridge Drive  
Neosho, MO 64850

Case No. GC-2009-0163

Dear Mr. Estes:

The attached Notice of Complaint and Order Directing Filing does not require you to do anything. It is a copy of what we have sent to Missouri Gas Energy and the Public Service Commission's staff. We have sent you a copy to let you know that we have received your complaint, and that we have begun our process.

Our process includes an investigation, written answers to your complaint, and further information through the procedure called "discovery" as set forth in the Notice and Order. The Commission also offers mediation as an alternative to the formal evidentiary hearing procedure. I am acting on your complaint in a decision-making capacity, so your communications with me are limited. You cannot make any inquiries of me by telephone unless all other parties have the chance to participate in the call. You cannot make any inquiries of me in writing unless you send a copy to all other parties.

When Missouri Gas Energy and this Commission's staff have complied with the Notice and Order, I will be in contact with you again.

Sincerely,

/s/

Daniel R.E. Jordan,  
Regulatory Law Judge

Enclosures