

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

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

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and for its *Status Report* hereby states:

1. On April 26, 2021, Greg Stiens filed a complaint against The Empire District Gas Company d/b/a Liberty, alleging that the Company sent him a notice of service being shut off despite the fact that the bill had been paid. The Complainant alleges that this constitutes a violation of 20 CSR 4240-13.025, regarding billing errors. The Commission designated the matter as a small formal complaint and granted Liberty 30 days from the date of notice to file an answer to the Complaint. The Commission also ordered Staff to conduct an investigation and to file a report of its findings or a status report stating the date by which it expects to file its report, no later than June 18, 2021. Liberty filed a *Motion to Dismiss and Answer* to the Complaint on June 10, 2021. The Office of the Public Counsel (OPC) filed a *Response in Opposition to the Motion to Dismiss* on June 14, 2021.

2. Staff has begun its investigation including discovery and a review of Liberty's *Answer* to the Complaint and OPC's *Response*. Staff now states that it intends to file its report no later than July 15, 2021.

WHEREFORE, Staff respectfully recommends the Commission order Staff to file its report no later than July 15, 2021; and grant such other and further relief as is just in the circumstances.

Respectfully submitted,

/s/ Whitney Payne

Whitney Payne

Senior Counsel

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Missouri Public Service Commission

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 21st day of June, 2021, to all counsel of record.

/s/ Whitney Payne