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Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

December 31, 2009

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

Case No. GC-2009-0163

Dear Mr. Estes:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by Missouri Gas Energy and the Missouri Public Service Commission ("PSC") staff ("Staff") who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than January 23, 2009. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daniel R.E. Jordan".

Daniel R.E. Jordan,
Regulatory Law Judge

Enclosures