

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Beverly A. Johnson,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2008-0295</u>
)	
Missouri Gas Energy,)	
)	
Respondent.)	

NOTICE OF COMPLAINT

Issue Date: March 12, 2008

Missouri Gas Energy
3420 Broadway
Kansas City, Missouri 64111

CERTIFIED MAIL

On March 10, 2008, Complainant Beverly A. Johnson filed a formal complaint with the Missouri Public Service Commission against Respondent Missouri Gas Energy ("MGE"), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied. Since this notice is being issued on March 12, 2008, MGE's response is due no later than April 11, 2008.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling period has ceased and will also be notified of the

date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (including the answer, the notice of satisfaction of complaint, or request for mediation) shall be mailed to:

Secretary of the Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy of such pleadings shall be served upon the Complainant at her home address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 12th day of March, 2008.

Lane, Regulatory Law Judge

Copy to: Beverly A. Johnson
4800 South Hocker Road, Apt. #202
Kansas City, Missouri 64136

WHEREFORE, Complainant now requests the following relief:

Feb 23, 2008
Date

Beverly L. Johnson
Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

February 23, 2008

Michelle Bocklage
Consumer Services Specialist II
Missouri Public Service Commission
Post Office Box 360, Suite 800
Jefferson City, MO 65102

RE: Formal Complaint Against MGE

Dear Ms. Michelle Bocklage:

Complaint:

I, (Beverly Johnson, the Complainant), am filing a formal complaint against the Missouri Gas Energy (MGE) in regards to the outstanding balance at my former residence (4200 E. 56th Street, Kansas City, MO 64130) back in 2001 (**see attached documents**).

I was evicted from my former residence the morning of February 14, 2001. The Sheriff and locksmith and a few other people (some movers) were in my house standing over my bed when I woke up. I was put out of my house that cold morning in my bathrobe. They proceeded to move everything out of my house onto the street. I was not allowed to get my purse or a coat. I took sick behind that ordeal and had to be taken to the hospital in an ambulance. Thieves took just about everything.

My husband moved out of the house after 33 years of marriage and sold the house from underneath me. I was still living in the house and had no ideal what he was planning. He turned all the utilities off, so I had to turn them on in my name and get on welfare. I had no income and had to eat rotten food from the refrigerator until my utilities were turned on. I stayed there until I was evicted. I was homeless for 3 to 4 months. My health deteriorated considerably during that time.

On June 1, 2001, I moved into the Victoria Arms Apartments at 6311 Woodland, Kansas City, MO. 64131. At Victoria Arms, I did not have to pay utilities (water, gas and lights) because it was included with the rent. While I was there, I found out that either the buyer of my house (who turned it into a Section 8) or either the new tenants were using the gas that was still in my name. I was under so much stress during that time (in and out of the hospital) and now have to take life threatening heart medication. I had to ideal what was going on and they took advantage of me and did not bother to contact MGE to have the gas put in their name. So, I contacted an emergency agency for help. They paid \$600, leaving a balance of \$100. I lived there (on welfare) for 9 years with no gas service. Not only did my health deteriorated the apartment complex began to deteriorate considerably as well. All types of people were going in and out of the complex. I did not feel save there anymore and in November 2007, I moved to my

present address (4800 S. Hocker Road, Apt 202, KCMO 64136. On the lease agreement here at (**Willow Estates**) I have to pay utilities. That is when I found out that my gas bill had not been resolved but continue to climb.

So, I contacted the Missouri Attorney General's Office (Jay Nixon) and the "Problem Solvers" from Channel 4 for help (which is pending).

Outcome:

I, Beverly Johnson, the Complainant now request the following relief from MGE by turning my gas on with a \$0 balance. I am a senior citizen still living on welfare (a fixed income) with major heart/health problems.

Sincerely,

A handwritten signature in cursive script that reads "Beverly A. Johnson".

Beverly Johnson
4800 South Hocker Road
Apt 202
Kansas City, MO 64136

Attachments



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

07/SYS

STATEMENT DATE
FEB 14, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

DEPOSIT: NONE
ACCOUNT NBR: 3860595725

SVC TYP	SERVICE PERIOD		NBR DAYS	METER READINGS		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
	FROM	TO		PREVIOUS	PRESENT				
GAS	01-11-01	01-23-01	12	03525			113.38	.68056	77.16
GAS	01-24-01	02-09-01	17		03799		160.62	.98161	157.67
GAS	TOTAL		29				274.00		234.83

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	9.05	29.99		234.83	17.48	.00	.00	.00	291.35
SERVICE CHARGES									8.00

PREVIOUS BALANCE 820.71
TO AVOID DISCONNECT PAY BEFORE FEB 26, 2001 820.71
TOTAL CURRENT CHARGES DUE BY MAR 8, 2001 299.35

If PAST DUE AMOUNT has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE
PERIOD	DAYS			CCF	CCF/DAY	
CURRENT	29			274	9.448	AMOUNT DUE
LAST YEAR	29			255	8.793	WITH LATE CHARGE

*** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT *** THANK YOU! ***

STATEMENT DATE: FEB 14, 2001

11 / 09060 / 07
ACCOUNT NBR:
3860595725

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

MAIL PAYMENT TO:

MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

AMOUNT DUE

\$ 1,120.06

AMOUNT DUE
WITH LATE CHARGE

\$ 1,120.06

AMOUNT ENCLOSED

\$

38605957250000299350001120060001120066

DISCONNECT NOTICE



QUESTIONS? CALL: (816)-756-5252
FOR SERVICE LOCATED AT: 4200 E 56TH ST
KANSAS CITY, MO 64130-4501
MISSOURI GAS ENERGY
a division of
Southern Union Company

00690 1 AV 0.253
AUTO5-DIGIT 64130



ACCOUNT NBR:
3860595725

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

NOTICE DATE:
FEB 14, 2001

YOUR SERVICE IS IN DANGER OF BEING SHUT OFF!

Our records show your account is past due. Unless the PAST DUE AMOUNT is received before Feb 26, 2001, your utility service may be shut off. If a service call is made for collection or disconnection for non-payment, we:

1. Will assess an \$8.00 collection/disconnection charge.
2. Will assess a \$29.00 minimum reconnection charge if service disconnected. (Collection/reconnection charges and all past due amounts, including amounts which have become past due since the issuance of this issuance notice, charges must be paid before service is restored.)
3. May require a security deposit, an increase in an existing deposit, or other guarantee as condition of continued service.

If you have not yet paid the PAST DUE AMOUNT, call the telephone number listed above to discuss methods of payment which will avoid disconnection.

If you believe you have a legitimate dispute about your bill, call the phone number listed above to discuss your account. If this does not resolve your dispute, you may file a complaint with the Missouri Public Service Commission.

If the PAST DUE AMOUNT has been paid, please disregard this notice.
Thank you for your cooperation.

PAST DUE AMOUNT of \$ 820.71 must be received before Feb 26, 2001

**** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ****

NOTICE DATE: FEB 14, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

MAIL PAYMENTS TO: MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

11/09060/07/3
ACCOUNT NBR:
3860595725

**PAST DUE
AMOUNT
must be
received before
Feb 26, 2001**

\$ 820.71

AMOUNT ENCLOSED

\$ _____

38605957250000820710000820710000820711



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

07/SYS

STATEMENT DATE
MAR 15, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

DEPOSIT: NONE
ACCOUNT NBR: 3860595725

SVC TYP	SERVICE PERIOD		NBR DAYS	METER READINGS		PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
	FROM	TO		PREVIOUS	PRESENT				
GAS	02-09-01	02-28-01	19	03799			128.10	.98161	125.74
GAS	03-01-01	03-12-01	12		04008		80.90	.79337	64.18
GAS	TOTAL		31				209.00		189.92

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	9.05	22.88	189.92	14.16	.00	.00	.00	236.01

PREVIOUS BALANCE 1,120.06
TO AVOID DISCONNECT PAY BEFORE MAR 27, 2001 1,120.06
TOTAL CURRENT CHARGES DUE BY APR 6, 2001 236.01

If PAST DUE AMOUNT has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE
PERIOD	DAYS			CCF	CCF/DAY	
CURRENT	31			209	6.742	AMOUNT DUE
LAST YEAR	29			149	5.138	WITH LATE CHARGE \$ 1,356.07

*** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ***

STATEMENT DATE: MAR 15, 2001

11 / 09060 / 07
ACCOUNT NBR:
3860595725

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

MAIL PAYMENT TO: MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

AMOUNT DUE
\$ 1,356.07
AMOUNT DUE WITH LATE CHARGE
\$ 1,356.07
AMOUNT ENCLOSED
\$

38605957250000236010001356070001356077

DISCONNECT NOTICE



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252

50 MAIN

KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:

4200 E 56TH ST

KANSAS CITY, MO 64130-4501

01044 1 AV 0.253

AUTO5-DIGIT 64130



ACCOUNT NBR:
3860595725

NOTICE DATE:
MAR 15, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

YOUR SERVICE IS IN DANGER OF BEING SHUT OFF!

Our records show your account is past due. Unless the PAST DUE AMOUNT is received before Mar 27, 2001, your utility service may be shut off. If a service call is made for collection or disconnection for non-payment, we:

1. Will assess an \$8.00 collection/disconnection charge.
2. Will assess a \$29.00 minimum reconnection charge if service disconnected. (Collection/reconnection charges and all past due amounts, including amounts which have become past due since the issuance of this issuance notice, charges must be paid before service is restored.)
3. May require a security deposit, an increase in an existing deposit, or other guarantee as condition of continued service.

If you have not yet paid the PAST DUE AMOUNT, call the telephone number listed above to discuss methods of payment which will avoid disconnection.

If you believe you have a legitimate dispute about your bill, call the phone number listed above to discuss your account. If this does not resolve your dispute, you may file a complaint with the Missouri Public Service Commission.

If the PAST DUE AMOUNT has been paid, please disregard this notice.
Thank you for your cooperation.

PAST DUE AMOUNT of \$ 520.06 must be received before Mar 27, 2001

**** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ****

NOTICE DATE: MAR 15, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

MAIL PAYMENTS TO: MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

11/09060/07/3

ACCOUNT NBR:
3860595725

PAST DUE
AMOUNT
must be
received before
Mar 27, 2001

\$ 520.06

AMOUNT ENCLOSED

\$ _____

38605957250000520060000520060000520063

FINAL DISCONNECT NOTICE



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252

3850 MAIN

KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:

4200 E 56TH ST

KANSAS CITY, MO 64130-4501

00889 1 AV 0.253

AUTO5-DIGIT 64130

|||||

ACCOUNT NBR:
3860595725

NOTICE DATE:
MAR 20, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

YOUR SERVICE IS SCHEDULED TO BE SHUT OFF ON OR AFTER MAR 29, 2001

Our records show we have not received payment for your past due amount. IT IS TOO LATE TO MAIL YOUR PAYMENT. Please, call the telephone number listed above to arrange for payment. To avoid disconnection, full payment must be made BEFORE the shut off date shown above.

If your service is disconnected, the Company:

1. Will require full payment of all PAST DUE AMOUNTS, including amounts which have become PAST DUE since the issuance of this notice.
2. Will assess an \$8.00 collection/disconnection charge.
3. Will assess a \$29.00 minimum reconnection charge.
(Disconnection/reconnection charges must be paid to restore service.)
4. May require a security deposit, an increase in an existing deposit, or other form of guarantee as a condition of continued service.

If you have not yet paid the PAST DUE AMOUNT, call the telephone number listed above to discuss methods of payment which will avoid disconnection of service.

If the PAST DUE AMOUNT has been paid, please disregard this notice.

PAST DUE AMOUNT of \$ 520.06 must be received before Mar 29, 2001

**** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ****

NOTICE DATE: MAR 20, 2001

BEVERLY JOHNSON
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

11/09060/07/Z
ACCOUNT NBR:
3860595725

AMOUNT
PAST DUE

\$ 520.06

AMOUNT ENCLOSED

\$ _____

38605957250000520060000520060000520063



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:
(816)-756-5252
3850 MAIN
KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:
4200 E 56TH ST
KANSAS CITY, MO 64130-4501

24013 1 AT 0.267 07
*****AUTO**3-DIGIT 641



STATEMENT DATE
APR 16, 2001

BEVERLY JOHNSON
PO BOX 280714
KANSAS CITY, MO 64128-0714

DEPOSIT: NONE
ACCOUNT NBR: 3860595725

SVC TYP	SERVICE PERIOD FROM - TO	NBR DAYS	METER READINGS PREVIOUS - PRESENT	PRESSURE ADJUSTMENT	ENERGY USE CCF	PGA/COG RATE	PGA/COG CHARGE
GAS	03-12-01 04-10-01	29	04008 04101		93.00	.79337	73.78
GAS	TOTAL	29			93.00		73.78

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE	PGA/COG CHARGE	FRANCHISE FEE	SALES TAX	COUNTY TAX	CITY TAX	CURRENT CHARGE
GAS	9.05	10.18	73.78	5.94	.00	.00	.00	98.95

PREVIOUS BALANCE 1,356.07
PAYMENTS RECEIVED ** THANK YOU 600.00CR
TO AVOID DISCONNECT PAY BEFORE APR 26, 2001 756.07
TOTAL CURRENT CHARGES DUE BY MAY 8, 2001 98.95

If PAST DUE AMOUNT has been paid, please subtract that amount from the AMOUNT DUE when you make your next payment.

COMPARATIVE USE INFORMATION						AMOUNT DUE
PERIOD	DAYS			CCF	CCF/DAY	\$ 855.02
CURRENT	29			93	3.207	AMOUNT DUE
LAST YEAR	31			138	4.452	WITH LATE CHARGE \$ 856.59

*** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ***

STATEMENT DATE: APR 16, 2001

11/09060/07
ACCOUNT NBR:
3860595725

BEVERLY JOHNSON
PO BOX 280714
KANSAS CITY, MO 64128-0714

MAIL PAYMENT TO: MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

AMOUNT DUE
\$ 855.02
AMOUNT DUE WITH LATE CHARGE
\$ 856.59
AMOUNT ENCLOSED
\$

38605957250000098950000855020000856593

DISCONNECT NOTICE



MISSOURI GAS ENERGY
a division of
Southern Union Company

QUESTIONS? CALL:

(816)-756-5252

8850 MAIN

KANSAS CITY, MO 64111-1915

FOR SERVICE LOCATED AT:

4200 E 56TH ST

KANSAS CITY, MO 64130-4501

01113 1 AT 0.267

****AUTO**3-DIGIT 641

|||||

ACCOUNT NBR:
3860595725

NOTICE DATE:
APR 16, 2001

BEVERLY JOHNSON
PO BOX 280714
KANSAS CITY, MO 64128-0714

YOUR SERVICE IS IN DANGER OF BEING SHUT OFF!

Our records show your account is past due. Unless the PAST DUE AMOUNT is received before Apr 26, 2001, your utility service may be shut off. If a service call is made for collection or disconnection for non-payment, we:

1. Will assess an \$8.00 collection/disconnection charge.
2. Will assess a \$29.00 minimum reconnection charge if service disconnected. (Collection/reconnection charges and all past due amounts, including amounts which have become past due since the issuance of this issuance notice, charges must be paid before service is restored.)
3. May require a security deposit, an increase in an existing deposit, or other guarantee as condition of continued service.

If you have not yet paid the PAST DUE AMOUNT, call the telephone number listed above to discuss methods of payment which will avoid disconnection.

If you believe you have a legitimate dispute about your bill, call the phone number listed above to discuss your account. If this does not resolve your dispute, you may file a complaint with the Missouri Public Service Commission.

If the PAST DUE AMOUNT has been paid, please disregard this notice. Thank you for your cooperation.

PAST DUE AMOUNT of \$ 756.07 must be received before Apr 26, 2001

**** PLEASE RETURN THIS PORTION WITH YOUR PAYMENT ** THANK YOU! ****

NOTICE DATE: APR 16, 2001

BEVERLY JOHNSON
PO BOX 280714
KANSAS CITY, MO 64128-0714

MAIL PAYMENTS TO: MISSOURI GAS ENERGY
PO BOX 219255
KANSAS CITY, MO 64121-9255

11/09060/07/3
ACCOUNT NBR:
3860595725

PAST DUE
AMOUNT
must be
received before
Apr 26, 2001

\$ 756.07

AMOUNT ENCLOSED

\$ _____

38605957250000756070000756070000756070



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', with a stylized, cursive script.

Colleen M. Dale
Secretary