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**KEVIN A. THOMPSON**  
General Counsel

January 26, 2009

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

Re: Case No. GC-2009-0163

Dear Mr. Estes:

I am the regulatory law judge ("RLJ") assigned to your case at the Missouri Public Service Commission ("PSC"), and I want to make sure that our processes are accessible to you. I mention this because I have not received the reply form I sent for you to fill out. Using that form is not required, but it is helpful, in addressing your complaint.

If you need more time to work on your case, please feel free to ask. On the other hand, you may simply decide not to pursue your complaint. Either way, please respond to this letter no later than February 9, 2009.

You may respond to this letter in any of the following ways:

- Send a letter to Daniel Jordan, RLJ; P.O. Box 360; Jefferson City, MO 65102;
- Call the PSC toll-free at 1.800.392.4211 and ask to be transferred to Daniel Jordan, RLJ.
- Email me at [Daniel.Jordan@psc.mo.gov](mailto:Daniel.Jordan@psc.mo.gov).

Every consumer's complaint, including yours, is important to the PSC.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Jordan", written over a faint circular stamp.

Daniel Jordan,  
Regulatory Law Judge