

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

In the matter of The Empire District)
Gas Company of Joplin, Missouri for)
Authority to File Tariffs Increasing)
Rates for Gas Service Provided to)
Customers in the Missouri Service)
Area of the Company.)

Case No. GR-2009-0434

STAFF REPORT REGARDING CUSTOMER COMMENT CARD

COMES NOW the Staff of the Missouri Public Service Commission (Staff),
and for its *Report Regarding Customer Comment Card* respectfully states as
follows:

1. On August 7, 2009, the Commission ordered that “[a]ny party may
report such party’s experience and recommendations, as to a form included with
a customer notice....”

2. In its attached Report (Appendix A), Staff describes its experience
with a similar customer comment card. Staff recommendations for mitigating the
concerns identified in Staff’s Report are contained in *Staff’s Recommendation
Regarding Proposed Customer Notice*, filed August 7, 2009.

3. Because Staff’s Report concerns Staff’s experience with a similar
customer comment card that was used for providing customer notice in a
different, ongoing, case, Staff is concurrently filing its report in both that docket,
Case No. GR-2009-0355, *In the Matter of Missouri Gas Energy’s Tariff Sheets
Designed to Increase Rates for Gas Service in the Company’s Missouri Service
Area*, and the instant docket.

WHEREFORE Staff requests the Commission accept this *Report Regarding Customer Comment Card*.

Respectfully submitted,

/s/ Sarah Kliethermes

Sarah L. Kliethermes

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 11th day of August, 2009.

/s/ Sarah Kliethermes