



Commissioners

ROBERT M. CLAYTON III
Chairman

JEFF DAVIS

TERRY M. JARRETT

KEVIN GUNN

ROBERT S. KENNEY

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 and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

STEVEN C. REED
Secretary/General Counsel

KEVIN A. THOMPSON
Chief Staff Counsel

September 14, 2009

Tammie Lynn Powell
5314 Gerbitz Drive
Joplin, Missouri 64801

RE: Case No. EC-2009-0449, *Tammie Lynn Powell, Complainant vs Empire District Electric, Respondent*

Dear Ms. Powell:

I am the regulatory law judge ("RLJ") assigned to your case, and I want to make sure that the processes of the Missouri Public Service Commission ("PSC") 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 helpful in addressing your complaint.

If you need more time to work on the reply form, 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 October 5, 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.

Tammie Lynn Powell
September 14, 2009
Page Two

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

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Jordan". The signature is written in a cursive style with a large, looped initial "D".

Daniel Jordan,
Regulatory Law Judge