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**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](mailto:Daniel.Jordan@psc.mo.gov).

Tammie Lynn Powell  
September 14, 2009  
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Every utility customer's complaint, including yours, is important to the PSC.

Sincerely,

A handwritten signature in dark ink, appearing to read 'D. Jordan', with a stylized flourish at the end.

Daniel Jordan,  
Regulatory Law Judge