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August 18, 2009

Tammie Lynn Powell
5314 Gerbitz Drive
Joplin, Missouri 64801

RE: *Tammie Lynn Powell v. Empire District Electric Company,*
File No. EC-2009-0449

Dear Ms. Powell:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by The Empire District Electric Company and the Missouri Public Service Commission ("PSC") staff who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than September 11, 2009. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

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

Daniel Jordan,
Regulatory Law Judge

Enclosures