

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

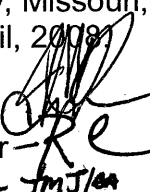
In the Matter of The Empire District Electric)
Company of Joplin, Missouri for Authority)
To File Tariffs Increasing Rates for Electric)
Service Provided to Customers in the Missouri)
Service Area of the Company.)

Case No. ER-2008-0093

NOTICE REGARDING EXTERNAL COMMUNICATIONS

Issue Date: April 24, 2008

On April 23, 2008, the Commissioners listed below received the attached electronic mail message from Robert Schuchmann.

Dated at Jefferson City, Missouri,
on this 24th day of April, 2008,
Davis, Chairman
Murray, Commissioner
Clayton, Commissioner
Jarrett, Commissioner - 

Gregory, Sheryl

From: Davis, Jeff
Sent: Wednesday, April 23, 2008 8:08 PM
To: Gregory, Sheryl
Subject: FW: empire rate increase.

From: Schuchmann, Robert H (GE Healthcare) [mailto:Robert.Schuchmann@med.ge.com]
Sent: Wed 4/23/2008 5:54 PM
To: Davis, Jeff; Murray, Connie; Clayton, Robert; Appling, Linward (Lin); Jarrett, Terry; Henderson, Wess
Subject: empire rate increase.

I have heard from several people that complained to PSC that their names were given over to Empire who then went after them for complaining. I am not afraid of Empire so here are my complaints. Shame on the snitch at PSC though-- look for somebody going on extra vacations.

1. I called in several years ago and kept calling about trees in my neighborhood that had grown into and were getting ready to fall into the power lines. I was told they would get to it whenever and it could take them years. They only came once the trees actually fell into the lines during the ice storm this winter. They were not in a hurry to get to us and my whole neighborhood was without power for a week.

2. I called about a transformer that was arcing and my power would go off. They did not come out until it actually went out. While the lineman was there I asked him to change the streetlight sensor that had gone bad and was leaving the light on 24x7 and he said they have a crew that just messes with the light but they never came and changed-it is still on 24x7.

3. I have to pay for my own street light since they refuse to put any on our street.

4. I have data that proves they have many brown outs and sags but they are using the loophole that over a 24 hr average it is in spec. I ask you when someone dies to they wait 24 hrs to pronounce them dead to average it over 24 hrs or are they dead right then.

5. The power quality we get here determines the life of all equipment using it. I was in a meeting with Empire and they admitted the data we had was accurate and they had some problems but then stated that is as good as they have to get it by the broad interpretation given them. It is time they cleaned up their act and be held accountable for delivering good, clean, consistent power. To increase their rates just give them the profit margin they want it does nothing to force them to make improvements. If they want more profit then do maintenance on the lines such as tree trimming then they would not have to pay all of the people from other states to come out on overtime and T&L to clean it up for them.

6. The lack of tree trimming and other maintenance is negligence as it causes millions in lost revenue to area business's and more importantly it puts peoples lives in danger. Shame on Empire they made us all go in the hole so they can lose to, nobody is offering to make up for our losses.

Robert Schuchmann

Cell : 417-392-0227

4/24/2008