

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

MAR 15 2010

Missouri Public
Service Commission

Name: _____
Complainant

vs.

Case No.

Company Name: _____
Respondent

COMPLAINT

Complainant resides at 210 N. KENTUCKY CATERVILLE MO
(address of complainant)

1. Respondent, EMPIRE DISTRICT
(company name)

of Toplin MO
(location of company), is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

I RESIDE IN A SMALL TWO BEDROOM HOUSE WITH ENERGY EFFICIENT APPLIANCES AND A HEAT PUMP. MY HOUSE IS VERY SOLID, SOUND, WELL INSULATED. I LIVE ALONE AND AM GONE MORE THAN 10 HOURS A DAY 5 DAYS A WEEK AND I AM VERY FRUGAL WITH UTILITIES. A FEW MONTHS AGO (2-3) MY BILL MORE THAN DOUBLED IN ONE MONTH. I VOICED MY CONCERNS TO EMPIRE AND POSSIBLY MADE THEM ANGRY BY DOING SO AS MY NEXT STATEMENT WAS 219.00. AS ALWAYS EMPIRE'S EXCUSE IS IT IS COLD OUTSIDE. WELL COLD/HOT MY BILL SHOULD NEVER BE THAT AMOUNT ANY MONTH OF THE YEAR. I FEEL THE COMPANY PRICE GOUGES CUSTOMERS IN ORDER TO FUND PET PROJECTS. I DON'T CARE TO PAY FOR WHAT I USE. HOWEVER THERE IS NO WAY I AM USING THAT AMOUNT AT ANY GIVEN TIME →

3. The Complainant has taken the following steps to present this complaint to the Respondent:

I ADDRESSED MY CONCERNS TO THE COMPANY IN PERSON AND REQUESTED THE NUMBER TO YOUR AGENCY.

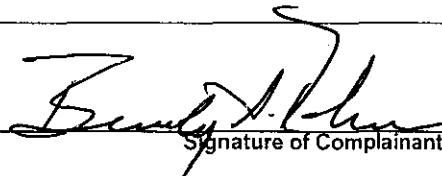
THE CUSTOMER SERVICE REP WALKED AWAY FROM HER DESK AND WENT TO A BACK AREA FOR SEVERAL MINUTES AND RETURNED WITH A NUMBER ON THE BACK OF A CARD. UPON CALLING THE NUMBER LATER IT WAS TO 1-800-DIG-RITE. I WAS ALSO TOLD AFTER THE INITIAL COMPLAINT THAT THEY WOULD TAKE A LOOK AT METER/RE-READ AND SOMEONE WOULD GET BACK TO ME, NOONE EVER DID UNTIL YOUR AGENCY WAS CONTACTED.

WHEREFORE, Complainant now requests the following relief:

TO BE CREDITED WOULD BE GREAT, BUT WE KNOW THAT IS NOT GOING TO HAPPEN. I WOULD LIKE TO BE CHARGED FOR MY ACTUAL USAGE AND NOT 2-3X MY ACTUAL USAGE!"

3-9-10

Date


Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

I ALSO REALIZE THIS IS A BIG WASTE
OF MY TIME.