

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

At a Session of the Public Service
Commission held at its office
in Jefferson City on the 30th
day of July, 1993.

Teena Cusick
605 College
Edgerton, Missouri 64444,

Complainant,

vs.

Missouri Public Service
10700 East 350 Highway
Kansas City, Missouri 64138,

Respondent.

Case No. EC-93-340

ORDER DISMISSING COMPLAINT

On June 18, 1993, a Complaint was filed by Teena Cusick (Complainant) against Missouri Public Service (MPS) alleging that MPS improperly attempted to collect a six hundred dollar (\$600) past due bill, owed by Complainant's former husband, from Complainant. Complainant alleged that, to receive service, she was forced by MPS to pay two hundred dollars (\$200) of the past due bill, and subsequently noted the remaining four hundred dollars (\$400) due was added to the bill at her residence, which was in the name of an unrelated third party.

On June 21, 1993, Notice of the Complaint was sent by the Commission to MPS, who responded as ordered on July 21, 1993. In its response, MPS stated that it was unaware that Complainant lived at a location other than that receiving service during the period of time in question. Having verified this allegation by Complainant, MPS requested the Commission resolve this matter by allowing MPS to drop its pending claim against Complainant if the pending Complaint is withdrawn.

The Commission finds that the proposal by MPS is reasonable. As Complainant has paid a portion of the past due bill to MPS, the Commission has

no authority to order a refund of that amount. The Commission will, however, order the Complaint dismissed and order MPS to drop its pending claim against Complainant for the remainder of the past due bill, per MPS' request.

IT IS THEREFORE ORDERED:

1. That the Complaint filed by Teena Cusick against Missouri Public Service, as above described, is dismissed.

2. That Missouri Public Service, per its own request, is ordered to drop its pending claim in the amount of four hundred dollars (\$400) against Complainant.

3. That this order shall become effective on August 10, 1993.

BY THE COMMISSION

Brent Stewart

Brent Stewart
Executive Secretary

(S E A L)

Mueller, Chm., McClure, Perkins,
and Crumpton, CC., Concur.
Kincheloe, C., Absent.