

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUN 26 2009

Name: Tammie Lynn Powell
Complainant

vs.

Company Name: Empire District Electric
Respondent

Missouri Public
Service Commission

Case No.

COMPLAINT

Complainant resides at 5314 E Gerbitz Dr. Joplin
(address of complainant)

Missouri 64801

1. Respondent, Empire District Electric Company
(company name)
of Joplin Missouri
(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:

After the ice storm in December of 2007 my electric meter was spinning unrealistically fast, even after flipping my breaker switch to the off position. I informed the electric Company of the problem and wanted a new meter. Associates at Empire were rude. They could have sent someone out to see that my meter was spinning with the breaker switch off. It shouldn't have been a problem to change the meter it was a dingy old model to begin with. Had the associates at Empire dealt with the situation properly I wouldn't be in the position I now find myself.

Add up all the money they have coming in, just from the Joplin

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

area alone. It's a massive amount of money, yet they have old poles held up by a mere tie down? They can't replace centuries old equipment, seems to me, just like the car companies, that they are not doing very good business. Wise decisions are necessary in any company. Taking all that money in, but not keeping equipment in good working conditions, sounds to me that they need audited! It's ~~grossly unfair to the people that receive~~ services, and I'm ~~sure~~ quite sure millions of others would quickly agree!

WHEREFORE, Complainant now requests the following relief:

I don't feel I should owe the Electric company anything over this particular matter and I can't afford to pay an extra 100⁰⁰ a month. Changes in their policy of dealing with complaints does need re evaluated. Empire should be audited, they always want raises, when they are making more than enough, yet still don't keep equipment up to par,

06-20-09

Date

Jamie Powell

Signature of Complainant

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