

**Finnell, Kay**

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**From:** Davis, Jeff  
**Sent:** Tuesday, May 06, 2008 5:14 PM  
**To:** Henderson, Wess; Finnell, Kay  
**Cc:** Mills, Lewis  
**Subject:** RECORD OF EXTERNAL COMMUNICATION

Dear Wess and Kay,

I just received a call from Ms. Raeanne Presley, the mayor of Branson, regarding Tri-State Utilities. She informed me that Tri-State filed an informal rate case with the commission asking for a 140% rate increase. Ms. Presley noted that about 1/3 of the people in Branson are served by Tri-State and many of them are "up in arms" over the requested rate increase because of poor service they have received from the previous owners.

She requested a local public hearing on this matter because the customers are upset about prior bad service and possible concerns regarding the new owners. I told her the Commission customarily grants hearing <sup>where they are</sup> when there are requested by members of the public and schedule permits.

I also told her that I would refer her call to Wess Henderson and that he or one of the auditors could discuss the details of The Tri-State request with her.

Kay, please file this as an external communication in Tri-State's last meeting without Ms. Presley's phone number.

Wess, Ms. Presley's phone number is [REDACTED]. Please give her a call tomorrow to answer questions about the rate increase and ask her if she knows specific individuals with complaints and have them contact Gay or the OPC depending on the nature of the complaint.

Thanks,

JND