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Missouri Public
Service Commission

Dale Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
Truman State Office Building, 5th Floor
301 West High Street
Jefferson City, Missouri 65101-1517

Re: Case No. AX-2000-114 (2.070)

Dear Mr. Roberts:

By original and fourteen (14) copies of this letter I submit my comments to the above referenced rule.

I suggest the Commission revise the first sentence of Section 2.070(3) to read as follows:

"If a complainant does not choose to pursue the informal complaint process, or if the complainant is not satisfied with the outcome of the informal complaint process, a formal complaint may be filed."

It should be made clear that the informal complaint process is not mandatory, as many times it will be futile to pursue it. Currently, the language suggests informal complaints are mandatory.

Thank you for your attention to this matter.

Very truly yours,


Carl J. Lumley

CJL:dn

cc. Public Counsel