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**KEVIN A. THOMPSON**  
General Counsel

December 10, 2008

Patricia A. Hill  
3849 Sullivan Avenue  
St. Louis, MO 63107

Case No. EC-2009-0101

Dear Ms. Hill:

I am the regulatory law judge ("RLJ") assigned to your case, and I want to make sure that the processes of the Missouri Public Service Commission ("PSC") are accessible to you. I mention this because I have not received the reply form I sent for you to fill out. Using that form is not required, but it is helpful, in addressing your complaint.

If you need more time to work on your case, please feel free to ask. On the other hand, you may simply decide not to pursue your complaint. Either way, please respond to this letter no later than December 24, 2008.

You may respond to this letter in any of the following ways:

- Send a letter to Daniel R.E. Jordan, RLJ; P.O. Box 360; Jefferson City, MO 65102;
- Call the PSC toll-free at 1.800.392.4211 and ask to be transferred to Daniel Jordan, RLJ.
- Email me at [Daniel.Jordan@psc.mo.gov](mailto:Daniel.Jordan@psc.mo.gov).

Every consumer's complaint, including yours, is important to the PSC.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel R.E. Jordan".

Daniel R.E. Jordan,  
Regulatory Law Judge