

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Sherry Veach,)	
)	
)	
Complainant,)	
)	
v.)	File No. EC-2012-0406
)	
The Empire District Electric Company,)	
)	
Respondent.)	
)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and hereby submits its Report of its investigation into the circumstances of the above-styled cause:

1. On June 4, 2012, Sherry Veach ("Complainant") filed before the Public Service Commission ("Commission") a *Complaint* against The Empire District Electric Company ("Company").
2. On June 5, 2012, the Commission entered an *Order Giving Notice of Contested Case, Directing Answer, and Directing Staff Investigation*, which directed the Company to file an answer to the complaint by July 5, 2012, and directed Staff to investigate the complaint and file a report with the Commission no later than July 26, 2012.
3. On July 5, 2012, the Company filed its *Answer*, stating that it had been unable to detect any meter or billing errors related to the Complainant's electric service and that it had acted in accordance with its tariffs during the subject time period.

4. On July 26, 2012, Staff filed a *Request for Extension*, asking for additional time to file its report; and on July 27, 2012, the Commission granted that request, directing Staff to file its report no later than August 1, 2012.

5. Staff has completed its investigation, as detailed in its Memorandum, attached hereto as Appendix A. In compliance with rule 4 CSR 240-2.070(11), Staff's Memorandum is not available for the public and is filed with the designation of highly confidential information as that term is defined in 4 CSR 240-2.135(1)(B).

WHEREFORE, by reason of the foregoing, Staff recommends the Commission find the Complainant has not shown that The Empire District Electric Company violated any statute, rule, or tariff.

Respectfully submitted,

/s/ Amy E. Moore

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed with first-class postage, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 1st day of August, 2012.

/s/ Amy E. Moore