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KEVIN A. THOMPSON
General Counsel

July 8, 2008

Mr. Reuben L. Crenshaw
6910 Winchester Drive
St. Louis, Missouri 63121

RE: Case No. WC-2008-0354

Dear Mr. Crenshaw

As you know, the Public Service Commission has your complaint. This letter is being sent to you to explain the PSC's procedures and get more information from you about your complaint. Your complaint has been given Case Number WC-2008-0354. Please use this number when you send any documents to the PSC or when you contact the PSC about your complaint.

Attached to this letter is a list of statements made by the company and the PSC staff who investigated your complaint. After each statement, you must either check the "true" box or give a reason why the statement, or any part of the statement, is not true. If you do not mark the "true" box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true. The form is listed as "highly confidential" so that the public will not have access to your personal information. **You must return the attached form to the PSC by no later than July 28, 2008.**

About Cases at the PSC:

You must respond: If you do not respond to orders that require you to send information, you will lose your case. If you need more time, or do not understand, you must contact the judge assigned to your case and ask for more time or ask about the part you do not understand.

Your assigned Judge:

Name: Nancy Dippell

E-mail: nancy.dippell@psc.mo.gov

Phone: 573-751-4393

Fax: 573-526-6010

Mailing Address: Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

If you have e-mail: You can request a copy of this letter, the attached list and any of the other papers in this case to be sent to you by e-mail and you can respond to anything by e-mail. Just send an e-mail to the judge on this case asking for e-mail service.

If you have Internet access: You can check on your case by going to the PSC home page at www.psc.mo.gov and following the directions included with this letter about the PSC's Electronic Filing Information System, or EFIS. Some of the information in your case may not be available unless you identify yourself, because we keep some of your personal information closed (not available to the general public).

You must participate: You must attend all meetings, conferences and hearings in your case and you must be on time. If you do not come, your case could be dismissed and you will have to start over in another case. If you fail to come more than once, your case could be dismissed "with prejudice," which means you lose the case and cannot bring another one about the same complaint.

If you cannot come: You must contact the judge in your case. The judge can arrange for you to participate by phone or by video conference in Kansas City or St. Louis (where the PSC has offices). If you do not make special arrangements with the judge, you must come to the PSC offices in Jefferson City.

Do not be late: If you are more than 10 minutes late, the judge will let the court reporter and the other people in the hearing or conference leave and your case will be treated as though you did not come at all. You will then receive an order asking you to give a reason why your case should not be dismissed (this is called a "show cause" order). If you could not come to the hearing or conference for some reason, you should contact the judge and explain what kept you from attending. If you do not respond to a show cause order, your case will be dismissed.

Communicating with the judge: The judge on your case cannot discuss the facts of your actual complaint with you, except in a scheduled conference or hearing. This is so that both sides can be present when the facts are stated so that any wrong information can be corrected. It is the only way for the judge to be fair. You can discuss procedural matters, such as the time and location of meetings, but please do not talk about, send letters, or e-mail specific information about the facts of your case to the judge.

Sincerely,



Colleen M. Dale
Secretary

CMD/crk
Enclosures