



4. The Commission's Consumer Services Department shall file a report analyzing the customer comment cards no later than February 3, 2012.

5. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Harold Stearley, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 28<sup>th</sup> day of September, 2011.