

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

FILED²

DEC 12 2001

Missouri Public
Service Commission

In the Matter of the
Complaint of the
Missouri Coalition for
Fair Competition

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Case N^o EC-2002-277

COMPLAINT

COMES NOW the Missouri Coalition for Fair Competition and makes the following formal Complaint against Missouri Public Service, a Division of UtiliCorp United, Inc.:

1. The Missouri Coalition for Fair Competition is an Association represented by the undersigned attorney, and the address for the Association is 2632 South Kingshighway Boulevard, St. Louis, MO 63139. A list of all of its members is attached hereto as an Appendix to the Complaint. The name and address of the attorney on behalf of the Complainant is indicated at the bottom.

2. The Complaint is against Missouri Public Service, a Division of UtiliCorp United, Inc. The Complaint involves a violation of Sections 386.754 through 386.764, RSMo Cum. Supp. 1998, advertisements and brochures to the public and customers of Missouri Public Service. Exhibit 1 is a brochure of Missouri Public Service. It is Complainant's belief that Missouri Public Service has provided other brochures and advertisements to customers providing HVAC services contrary to law.

3. The Complaint is that Missouri Public Service offers HVAC services to its customer through affiliates without indicating whether such HVAC services are provided by an affiliate or by a utility contractor and further, without indicating as required by law (in bold type, on the same page and in plain audible language during the solicitation of such service), a disclaimer stating that such

service provided is not regulated by the Missouri Public Service Commission. In addition, the utility is engaging in Heating, Ventilation and Air Conditioning ("HVAC") services in this State, as indicated by Exhibits 1 & 2, which is contrary to Section 386.756, RSMo Cum. Supp. 1998, and the utility, Missouri Public Service, in engaging in such services while not exempt or excepted from the provisions of law in that such services are not emergency services or not services being provided under a program pursuant to an existing statute, rule or order of the Missouri Public Service Commission. And further, they are not services that have been provided five years prior to August 28, 1998. Section 386.756.1, .7 and .8, RSMo Cum. Supp. 1998. The Complainant alleges that in the respects as stated above that Missouri Public Service has violated the provisions of Section 386.756, RSMo Cum. Supp. 1998, and is guilty of a civil offense and is subject to a penalty up to \$12,500.00 for each violation.

4. The Missouri Public Service Commission has jurisdiction pursuant to Sections 386.754 through 386.764, RSMo Cum. Supp. 1998, inclusive.

5. There is no requirement in this case mandating the Complainant to try to discuss and cure the Complaint with the utility. Nor is there a requirement to cure the Complaint directly with the utility under Sections 386.754 through 386.764, RSMo Cum. Supp. 1998.

WHEREFORE, the Missouri Coalition for Fair Competition submits its Complaint as above stated and requests the Commission to provide the relief as set out in the statutes for the violations alleged, including a penalty up to \$12,500.00 for each violation, and for such further relief as appropriate in the premises.

Respectfully submitted,



Terry C. Allen

#19894

ALLEN & HOLDEN LAW OFFICES, L.L.C.

102 E. High Street, Suite 200

P.O. Box 1702

Jefferson City, MO 65102

Telephone: 573/636-9667

Fax: 573/636-4667

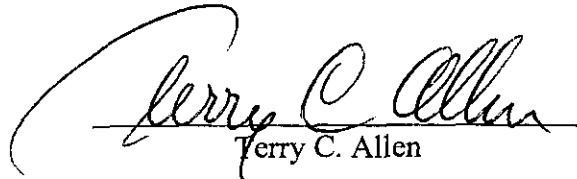
ATTORNEY FOR COMPLAINANT

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing was mailed, first-class postage prepaid, this 12 day of December, 2001, to the following:

Ms. Martha S. Hogerty
Public Counsel
Office of the Public Counsel
Truman State Office Building, Room 250
P. O. Box 7800
Jefferson City, MO 65102-7800

Mr. Gary Clemmons
UtiliCorp United, Inc.
10700 E. 350 Hwy.
P.O. Box 11739
Kansas City, MO 64138



Terry C. Allen



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
SHEILA LUMPE
STEVE GAW
BRYAN FORBIS

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.state.mo.us>

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENBERG
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

Date: December 31, 2001



Dale Hardy Roberts
Secretary of the Commission

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Bridgdon, Sweavengen & England
312 E. Capitol Ave.
Jefferson City, MO 65102

2. Article Number
(Transfer from set)

7001 0360 0002 3168 7930

PS Form 3811, August 2001

Domestic Return Receipt

COMPLETE THIS SECTION ON DELIVERY

A. Signature

[Signature]

☐ Agent

☐ Addressee

B. Received by (Printed Name)

Crystal Libbert

C. Date of Delivery

11/11/01

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delive

U.S. Postal Service

CERTIFIED MAIL RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage

\$

Certified Fee

Return Receipt Fee
(Endorsement Required)

Restricted Delivery Fee
(Endorsement Required)

Total Postage & Fees

\$

Postmark
Here

Sent To

Bridgdon, Sweavengen & England

Street, Apt. No.,
or PO Box No.

City, State, ZIP+ 4

PS Form 3800, January 2001

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Legal Dept. St. Joseph Light &
Power, a division of Utilicorp
United, Inc.
520 Francis St.
PO Box 998
St. Joseph, MO 64502

2. Article Number
(Transfer from set)

7001 0360 0002 3168 7947

PS Form 3811, August 2001

Domestic Return Receipt

COMPLETE THIS SECTION ON DELIVERY

A. Signature

[Signature]

☐ Agent

☐ Addressee

B. Received by (Printed Name)

Strickland

C. Date of Delivery

11/11/01

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delivery address below:

☐ No

3. Service Type

☒ Certified Mail

☐ Registered

☐ Insured Mail

4. Restricted Delive

U.S. Postal Service

CERTIFIED MAIL RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage

\$

Certified Fee

Return Receipt Fee
(Endorsement Required)

Restricted Delivery Fee
(Endorsement Required)

Total Postage & Fees

\$

Postmark
Here

Sent To

Legal Department St. Joseph Power

Street, Apt. No.,
or PO Box No.

City, State, ZIP+ 4

PS Form 3800, January 2001

See Reverse for Instructions

STATE OF MISSOURI

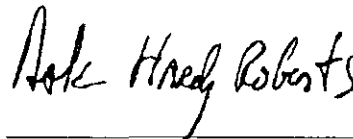
OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and

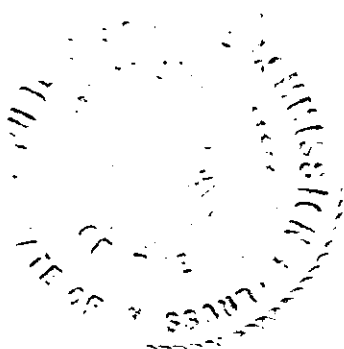
I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City,

Missouri, this 31st day of Dec. 2001.



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge



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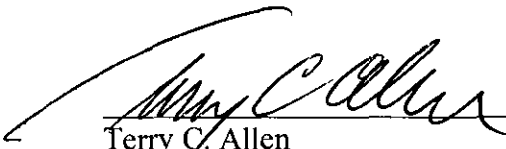
service provided is not regulated by the Missouri Public Service Commission. In addition, the utility is engaging in Heating, Ventilation and Air Conditioning ("HVAC") services in this State, as indicated by Exhibits 1 & 2, which is contrary to Section 386.756, RSMo Cum. Supp. 1998, and the utility, Missouri Public Service, in engaging in such services while not exempt or excepted from the provisions of law in that such services are not emergency services or not services being provided under a program pursuant to an existing statute, rule or order of the Missouri Public Service Commission. And further, they are not services that have been provided five years prior to August 28, 1998. Section 386.756.1, .7 and .8, RSMo Cum. Supp. 1998. The Complainant alleges that in the respects as stated above that Missouri Public Service has violated the provisions of Section 386.756, RSMo Cum. Supp. 1998, and is guilty of a civil offense and is subject to a penalty up to \$12,500.00 for each violation.

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Terry C. Allen #19894
ALLEN & HOLDEN LAW OFFICES, L.L.C.
102 E. High Street, Suite 200
P.O. Box 1702
Jefferson City, MO 65102
Telephone: 573/636-9667
Fax: 573/636-4667

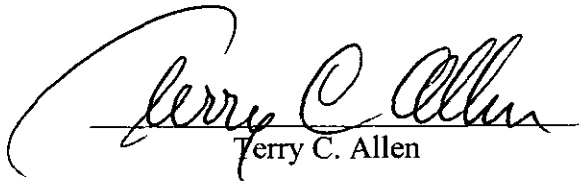
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Ms. Martha S. Hogerty
Public Counsel
Office of the Public Counsel
Truman State Office Building, Room 250
P. O. Box 7800
Jefferson City, MO 65102-7800

Mr. Gary Clemmons
UtiliCorp United, Inc.
10700 E. 350 Hwy.
P.O. Box 11739
Kansas City, MO 64138


Terry C. Allen

Missouri Coalition For Fair Competition

Membership List As of 12/11/01

Customer	Phone	Fax	Ship to
Akrugh, Brian	647-5611	816-252-0819	Crescent Parts Brian Akrugh 5121 Manchester St. L...
Arnett, Dale	816-252-6895	314-428-2034	Dale Arnett Climatic Htg. & Cig. 8740 Wilson Rd. Ind...
Averill, Mark	314-427-3825	636-583-2338	Mark Averill Averill Service 10645 Liberty Ave St. Lo...
Baggett, Chuck	636-583-3780	636-343-0144	Chuck Baggett French Services #9 Progress Dr. Unio...
Ballarigeon, Jon	636-343-9409	314-371-2804	Jon Ballarigeon 26 May Valley Fenton MO 63028
Barnier, Chip	314-371-2800	636-629-7820	Chip Barnier Mechanical Supply 919 Horan Dr Fe...
Bauman, Henry	636-629-7800	314-352-9177	Henry Bauman Sheet Metal Workers Local #36 301...
Baumann, Rich	314-481-7333	618-242-6131	Rich Baumann 3926 Oak Crest Barnhart MO 63012
Beckman, Steve	647-5511		Terry Baumann CHS Htg. & Cig. 460 St. Clair St. St...
Bella, Barry	800-642-2258		Don Becker 200 Wally Union MO 63084
Benoist, Jack	314-731-4133		Seliga Htg. & Cig. Steve Beckmann 6211 Gravois St...
Berneri, Sr., Richard			Barb Boffa Crescent Parts 5161 Ivondale Lane St. L...
Bigogno, Mike			Crescent Parts Christopher E Boffa 5121 Manchest...
Bolinger, J Insurance			Jack Benoist Benoist Brothers Supply 1611 & Main ...
Bone, Tom	636-937-6942	636-931-4030	Richard Berneri, Sr. Air Comfort Service 11920 Miss...
Bourisaw, Dave	314-961-5881	314-961-5980	Mike Bigogno 110 Sylvia St Louis MO 63125
Branch Manager	636-532-1110	636-532-7318	Tom Bone Bone Htg. & Cig. 2731 Lucas Ave Festus...
Brenner, Mark	314-567-5680		Dave Bourisaw Crescent Parts 8510 Vasel Ave. St...
Brewer, Matt			Branch Manager Benoist Brothers Supply 2609 Roc...
Briggs, Randall			Mark Brenner Thermal Mechanics, Inc. 791 Goddard...
Broeking, Darrell			Matt Brewer York International 11645 Northline Indu...
Brokaw, Dan	636-397-8250		Randall Briggs 5299 Briggs Dr De Soto MO 63020
Brooks, Mike	314-921-2515		Crescent Parts Darrel Broeking 3205 West Commet...
Brotherton, Chad	636-583-8404		Dan Brokaw Brockaw Healing 145 Culwood St. Peter...
Buehrle, Skip			Mike Brooks Brooks Htg. & Cig. 2157 Engine Drive ...
Bull, William	314-845-3125	314-892-1212	Crescent Parts Chad Brotherton 635 N 3rd St Quinc...
Busch, Bill			Skip Buehrle B & S Htg. & Cig. 219 South Oak Unio...
Butler, Paul			William Bull 11675 Petite Chalet Dr St Louis MO 63...
Buxton, Chris			Bill Busch Busch Htg. & Cig. PO Box 510228 St. Lo...
Byrne, John			Crescent Parts Paul Butler 635 N 3rd St Quincy IL 6...
Byrne, Rich			Chris Buxton 323 Siltbrook Fenton MO 63026
Caldwell, Chuck			John Byrne 3125 Byrne Rd Imperial MO 63052
Caldwell, Dan	314-867-8555	314-867-5112	Rich Byrne 1301 Watton University City MO 63130
Campbell, Antea	314-731-4133		Chuck Caldwell 9400 Natural Bridge St. Louis, MO 6...
Carne, Al	314-731-4133		Dan Caldwell Mechanical Inc. 1229 Belgrove St Lou...
Cella, Tim	314-631-1554	314-631-1705	Andrea Campbell 627 Holiday Hazelwood, MO 63042
Chick, Curtis	636-925-2100	573-642-6910	Al Carne 1433 Scentic Dr. Arnold, MO 63010
Cissell, David		636-949-8711	Tim Cella Degelandard Htg. & Cig. 7624 S. Broadwa...
Cissell, Jason			Curtis Chick Sheet Metal Workers Local #36 PO Bo...
Classic Air Care			David Cissell CESCO 2200 West Clay St. Charles M...
Coleman, Jerry	636-327-4238	636-327-8460	Jason Cissell 810 N. Walters Perryville MO 63775
Conroy, Mike	428-8606	428-0532	C & S Htg. & Cig. Jerry Coleman 206 West Pearce ...
Courtois, Judy	647-5511		Mike Conroy All Air Systems 8850 St. Charles Rock ...
Crain, Scott			Crescent Parts Judy Courtois 5121 Manchester St. L...
Crane, Lindell	636-239-3581	636-239-7564	Crescent Parts Lindell Crane 618 Jackson Columbia...
Crawford, Les	314-731-4133		Les Crawford Jim's Heating & Cooling 207 E. Fifth S...
Crosswhite, Jim	314-921-9885	314-830-1156	Jim Crosswhite Air Comfort Service 11920 Missouri...
Curran, Maureen			Maureen Curran The Curran Company 1575 North ...

Missouri Coalition For Fair Competition

Membership List
As of 12/11/01

Customer	Phone	Fax	Ship to
Dalton, Larry	636-343-9288	636-343-9316	Larry Dalton South County Heating 1097 Gravois Fa...
Daniels, Daniel			Crescent Parts Daniel Daniels 618 Jackson Columbi...
Degenhardt, Dick	314-481-7333	314-352-9177	Dick Degenhardt Seliga Htg. & Ctg. 6211 Gravois St...
Degenhardt, Tony	314-631-1554	314-631-1705	Tony Degenhardt Degenhardt Htg. & Ctg. 7624 S. B...
Denbow, Steve			Steve Denbow 535 Willow Way Ct. Villa Ridge MO 6...
Denton, Craig			Craig Denton 2135 Doe Run Arnold MO 63010
Dickens, Roger	647-5511		Roger Dickens 878 Powers Rd Leasburg MO 65535
DiRaimondo, Paul	314-865-4044	314-865-4048	Paul DiRaimondo Crescent Parts 2101 Sublette St L...
Dodd, Patrick	660-736-5511	660-736-4839	Patrick Dodd Intagliata Htg. & Ctg. 4160 Meramec ...
Dorrie Meek			Dorrie Meek Meek & Son Pkg. & Htg. 413 Main St...
Dorton, Kevin	636-451-5453		Kevin Dorton Alenton AC 988 Westridge Dr. Pacific...
Duncan, Ray D.			Ray D Duncan 1208 Rockwood Forest Dr. Arnold M...
Dvorak, Paul			Paul Dvorak 4507 Southridge Meadows Dr. St. Loui...
Eaker, Allen	573-583-3365	573-583-3347	Allen Eaker Lakebriok Refrigeration Highway 50 & C...
Eddie, Alan			Crescent Parts Alan Eddie 618 Jackson Columbia, M...
Eddie, Larry			Crescent Parts Larry Eddie 618 Jackson Columbia M...
Edmond, Fred			Fred Edmond 503 N. Columbus Pacific MO 63069
Elrod, Craig			Craig Elrod Keevern Heating & Cooling 514 Atlanta ...
Emge's Car Craft			
Esslinger, Benjamin	314-731-4133		Benjamin Esslinger 1647 Penny Lane Union, MO 63...
Estes, Deborah	647-5511		Crescent Parts Deborah Estes 5121 Manchester St ...
Fagot, John			John Fagot Always Be Comfortable 2403 Highway 7...
Faulstich, Don	314-638-1535	314-638-1543	Don Faulstich Controlled Htg. & AC Inc. 2060 Happy...
Faulstich, Herb	573-348-1535	573-348-3374	Herb Faulstich Controlled Htg. & AC Inc. 883-A High...
Fischer, James			James Fischer 1209 Burgess Ave. Crystal City MO ...
Fischer, Vince			Vince Fischer 5035 Hillcrest Arnold MO 63010
Frazier, Peter	314-731-4133		Peter Frazier 23 Cassillo Ct. St. Charles, MO 63304
Fuller, Art	314-741-5820	314-741-8086	Art Fuller American Home Pkg. & Air 2017 Redmond...
Gable, Tom			Tom Gable 4115 Parker Ave St. Louis MO 63116
Gaebler, Craig	647-5511		Craig Gaebler 5636 Briarwood Estates Dr. St. Louis...
Gaines, Phillip	913-631-2535	same	Crescent Parts Phillip W Gaines 5121 Manchester S...
Gallagher, Linda	217-753-6900	217-753-6910	ACCA, Kansas City Linda Gallagher 7804 Morrovia ...
Gascoigne, Tony	314-731-4133		Tony Gascoigne Capkot Group 1800 South Eighth St...
Giljum, Mark	314-647-5511	314-647-5891	Mark Giljum 5418 Goethe St. Louis, MO 63109
Gludici, George			George Gludici Crescent Parts 5121 Manchester St...
Gludici, Guy			Guy Gludici Crescent Parts 5327 Magnolia Ave. St...
Glenn, Randy			Randy Glenn 1027 Treelap Trail Ballwin MO 63021
Gobel, Glen	877-482-2674	877-482-2674	Glen Gobel ACCA-ST. Louis Chapter P.O. Box 147 ...
Godfrey, Mike	314-428-1148	314-428-4221	Aspen Refrigeration Mike Godfrey 2113 North Warso...
Goodin, Jim	314-731-4133		Jim Goodin 16 Quinton Hill Ct. St. Louis, MO 63137
Gorla, Steve			Steve Gorla Crescent Parts 6 Craigwood St Peters ...
Gottlieb, Gus	314-645-0535	314-645-3181	Gus Gottlieb C & G Htg. & AC 7720 Big Bend St L.O...
Graham, Mark	314-731-4133		Crescent Parts Mark Graham 847 S. Kingshighway ...
Graham, Patricia	647-5511		Patricia Graham 3042 Douglas Rd. Florissant, MO 6...
Gratzer, Jeff	314-731-4133		Crescent Parts Jeff Gratzer 5121 Manchester St L.O...
Grau, Peter			Peter Grau 3615 Falcon Ave. Bridgeton, MO 63044
Gregg, Mike			Mike Gregg 1116 Timberline Lane Fenton, MO 63026
Hackworth, Billy			Crescent Parts Billy Hackworth 618 Jackson Colum...
Hageman, Brian	314-298-2626	314-298-1777	Crescent Parts Brian Hageman 2100 S. 59th St St L...
Hagenhoff, Dan			Dan Hagenhoff Lernox Industries 251 Corporate W...
Haguewood, Jimmy	314-731-4133		Jimmy Haguewood 113 Inverness Valley Park, MO ...

Missouri Coalition For Fair Competition

Membership List
As of 12/11/01

Customer	Phone	Fax	Ship to
Haite, Dan	314-768-4210	314-768-4225	Dan Haite Marco Sales 1100 Mackland Ave St. Louis...
Hajek, Randy	314-731-4133		Randy Hajek 3659 Sunnill Dr. St. Charles, MO 63303
Hamilton, Brian	647-5511		Crescent Parts Brian Hamilton 5121 Manchester St. ...
Hamm, Paul	816-842-5400	816-842-2692	Paul Hamm CFM Distributors 1104 Union Ave. Kans...
Harper, James	314-731-4133		James Harper 10350 Ross Circle St. Louis, MO 631...
Harris, Sue	314-481-7333	314-352-9177	Seliga Htg. & Cig Sue Harris 6211 Gravois St. Loui...
Harster, David	314-631-5300	314-631-6600	David Harster Harster Htg. & AC 9800 Gravois St. L...
Harwell, Bob			Bob Harwell 1507 South 10th Poplar Bluff, MO 63901
Hallon, Richard	314-731-4133		Richard Hallon 1279 Read Feather Ct. O'Fallon, MO...
Head, Richard	660-265-4388	660-265-5281	Richard Head Head's Htg. & Cig. 125 St Mary's Stre...
Hearn, Robert			Crescent Parts Robert Hearn 3205 West Commercial...
Henderson, Rich	314-521-2462	314-521-2492	Rich Henderson Bermuda AC & Htg. 4513 North Ha...
Herrmann, Art			Crescent Parts Art Herrmann 635 N 3rd St Quincy...
Herrmann, Jerry	314-738-0200	314-738-0111	Jerry Herrmann Three States Supply 4001 Lakefront...
Higgs, Dan			Dan Higgs American Home Htg. & Air 2017 Redman...
Hoff, Henry	636-240-4633	636-240-4637	Henry Hoff Hoff Htg. & AC 1520 Kemmer Ct. O'Fallo...
Hoffman, David	314-772-5550	314-772-4650	David Hoffman Gaines HVAC Inc. 5120 Nodrup St. ...
Hoffmann, Robert	314-631-5892	314-664-0836	Robert Hoffmann Hoffmann Brothers 1641 Tower Gr...
Hogg, Bill	647-5511		Bill Hogg 7128 Leona St. Louis, MO 63116
Hopen, Mike	314-261-6000	314-298-8017	Mike Hopen Missouri Furnace Co. 4200 Bonfils Bld...
Huber, Chuck			Chuck Huber Crescent Parts 4167 Konder Dr. Arnold...
Huelsmeyer, Mark			Crescent Parts Mark Huelsmeyer 635 N 3rd St Quin...
Huffman, L. B.	816-842-5400	816-842-2682	L. B. Huffman CFM Distributors 1104 Union Ave Ka...
Hull, Mike			Crescent Parts Mike Hull 635 N 3rd St Quincy IL 62...
Johnson, Charles			Crescent Parts Charles Johnson 202 North G St. Po...
Johnson, Glenn			Glenn Johnson 538 Havertree Hazelwood MO 63042
Jones, Carol	314-731-4133		Carol Jones 7544 English Coach Lane Hazelwood...
Jones, Gary	314-731-4133	314-731-3710	Gary Jones Air Comfort Service 11920 Missouri Bof...
Jordan, Steve	573-392-6380	573-392-0265	Steve Jordan 1407 Little Calvey Creek Rd Robertsvi...
Jungmeyer, Glen			Glen Jungmeyer Jungmeyer Htg. & AC 1103 South...
Keaven, Larry			Larry Keaven Keaven Heating & Cooling 4136 High...
Keaven, Mike	573-459-2135	573-459-2667	Mike Keaven Keaven Heating & Cooling 4852 Kiel-L...
Keaven, Ron	314-741-5635		Ron Keaven Keaven Heating & Cooling 4852 Kiel-L...
Keaven, Stan	314-481-0961		Stan Keaven Keaven Appliance Co. 4953 North Htg...
Kessler, Jr., Wilfred	314-731-4133		Wilfred Kessler, Jr. 6545 Lawnside Dr. St. Louis, M...
Knapczyk, Ronald	636-789-4583	636-797-3801	Ronald Knapczyk 3024 Donny Cave Maryland Htg...
Koch, John	314-837-3308	314-837-3924	John Koch Koch Mechanical Services PO Box 587 ...
Kohnen, Stephen			Stephen Kohnen Kay Bee Electric 890 N Lalayette...
Korte, Dan			Dan Korte Keaven Heating & Cooling 608 MacArthur...
Koury, Victor	314-822-9275		Victor Koury Koury Insurance Agency 10733 Sunsel...
Krodingner, Larry	636-337-2150	636-337-6074	Larry Krodingner Sheel Metal Contractors 3255 Long...
Krumpehn, Greg			Greg Krumpehn 4240 Highway 4K Robertsville M...
Lackey, Mark			Crescent Parts Mark Lackey 2100 S 59th St St Loui...
Lammert, Mark			Mark Lammert 3106 Allen Ave. St. Louis, MO 63104
Lane, Richard	816-364-0600	816-364-0602	Richard Lane 1753 Whines Rd Wentzville MO 63385
Lawson, Tom	636-343-1444	636-343-6183	Tom Lawson Tom's Htg. & Cig 2302 Highy St. St. J...
Lee, L.	636-343-1444	636-343-6183	Larry Lee 4450 Bristol Bend High Rdge MO 63049
Lee, Larry			Larry Lee Scott - Lee Heating 1565 Fernpark Fenton...
Leible, Josh			Josh Leible 738 Gray Perryville MO 63775
Lewis, Gary			Gary Lewis 3206 Catesby Lane St. Charles, MO 63...
Little, Mark			Mark Little 320 South Smith Smithton, IL 62285

Missouri Coalition For Fair Competition

Membership List
As of 12/11/01

Customer	Phone	Fax	Ship to
Lachico, Vance			Vance Lachico 12 Raintree Ct. Fenton, MO 63026
Lofink, Gary			Gary Lofink 2909 Forest Granite City IL 62040
Loreth, Timothy			Timothy Loreth 824 Lamplight Hazelwood, MO 63042
Lueken, John	314-434-0777	314-434-0424	John Lueken SMACNA - St. Louis 12101 Woodcrest...
Lurkins, John	647-5511		John Lurkins 5719 Vreelmering Affton, MO 63123
Maciejewski, Larry	573-437-3214	573-437-7214	Larry Maciejewski Maciejewski Plumbing & Htg. 50...
Maille, Robert	314-822-1023	314-966-4181	Robert Maille Evans, Maille & Associates 10726 Ma...
Maillet, Christopher	647-5511		Crescent Parts Christopher Maillet 5121 Manchester...
Malone, Corey	314-731-4133	314-731-3710	Corey Malone Air Comfort Service 11920 Missouri B...
Mann, Susan			Crescent Parts Susan Mann 2100 S. 59th St. St. Lou...
Marberry, Patrick			Patrick Marberry 14083 Dnyloik Rd. Fessius, MO 630...
Marquart, Don	314-644-3030	314-644-5507	Don Marquart 611 Elm Street Washington MO 63090
Martin, Douglas	636-225-5854	636-529-0063	Douglas Martin NECA PO Box 2223 St. Louis MO 63...
Martin, Eric			Eric Martin Martin Service Co. 36 Gentle Court Fenl...
Martin, James	673-636-3720	573-761-3282	James Martin Honeywell 219 Sunningwell Webster ...
Mathews, Gary			Gary Mathews Service Technician, Inc. 4934 Siega...
McCaicoe, William	314-429-5232	314-383-5432	William McCance 1513 Treadlo St. Charles, MO 63...
McCune, James	647-5511		James McCune National Heating & AC 7500 W. Flor...
McKenna, Victor	647-5511		Crescent Parts Vic McKenna 5121 Manchester St L...
McLeod, Brian			Crescent Parts Brian McLeod 5121 Manchester St L...
McMannes, Michael			Michael McMannes 655 Red Wing Dr Florissant MO...
Menos, Mark	314-821-3454		Mark Menos Kirkwood Htg. & AC 335 Leffingwell, S...
Meredith, Jan			Jail Meredith Crescent Parts 1436 Whispering Cree...
Mertiz, Samuel			Samuel Mertiz 1303 Blankwine St. Peters, MO 63376
Metcalf, Joe			Joe Metcalf 553 Joshua St. Louis, MO 63126
Miles, Bill			Bill Miles 3 Pine Dr. St. Peters, MO 63376
Miller, Bob	913-859-0200	913-859-0202	Bob Miller Key Refrigeration 14701 West 101st Terr...
Miller, Elizabeth	647-5511		Crescent Parts Beth Miller 5121 Manchester St Lou...
Miller, Frank	314-846-4742	314-846-4338	Frank Miller The Register Works 3437 Baumgartner ...
Miller, Jeff	314-567-5585	314-567-5906	Jeff Miller Al-Don Services PO Box 410235 Creve C...
Miller, Robert	816-373-1200	816-350-0473	Robert Miller Key Refrigeration 13705 E. 42nd Terra...
Miller, Tim			Tim Miller 1346 Robindale Dr. Fenton MO 63026
Missel, Joseph			Maerrick Mohler Thompson Supply Co 4514 Mc Don...
Mochler, Merrick	314-423-3700	314-423-6930	Seliga Htg. & Ctg. Jody Monroe 6211 Gravois St. Lo...
Monroe, Jody	314-481-7333	314-352-9177	Sieve Morgner Morgner Inc. 282 Kikham Ave. St. Lo...
Morgner, Steve	314-961-0875	314-961-4586	Jim Morton American Metals 1195 Horan Dr. Fenton...
Morton, Jim	636-349-5560	636-349-6534	Crescent Parts Mike Mudd 2100 S 59th St. St. Loui...
Mudd, Micah			Joel Mueller 4557 Altherhill Dr. St. Louis MO 63129
Mueller, Joel			Mike Murphy York International 450 Wightwood Av...
Murphy, Mike	630-278-0050		John Nava Certified Heating 5001 Mackind St. Loui...
Nava, John	314-352-7525		Frank Nelson Crescent Parts 6444 Southwest Ave. ...
Nelson, Frank			Beverly Nenninger 80 Coleau Floissant, MO 63033
Nenninger, Beverly			Chris Nicholson 6239 Cedar Knoll Cedar Hill, MO 63...
Nicholson, Chris			Greg Northcutt 4550 Old Lemay Ferry Rd. Imperial ...
Northcut, Greg			Jack Noyer Ozark Htg. & Ctg. PO Box 57 Kaiser MO...
Noyer, Jack	573-348-5455	573-348-6067	Crescent Parts Gregory OBryan 5121 Manchester St...
O'Bryan, Gregory	647-5511		Crescent Parts Barb Oshia 5121 Manchester St Lou...
Oshia, Barbara	647-5511		Crescent Parts Ken Owell 618 Jackson Columbia M...
Owell, Ken			Crescent Parts Brian Owen 9400 Natural Bridge Rd ...
Owen, Brian			Richard Pallardy Pallardy Htg. & AC 3624 Fairview ...
Pallardy, Richard	636-946-2779	636-916-1586	

Missouri Coalition For Fair Competition

Membership List
As of 12/11/01

Customer	Phone	Fax	Ship to
Papa, Joe			Joe Papa 46 Meditation Way Florissant, MO 63031
Patterson, Dave			Dave Patterson Air Comfort Service 11920 Missouri
Pendergast, Becky			Becky Pendergast P.O. Box 202 Old Monroe MO 633...
Perolla, Ken	314-647-5511	314-647-5691	Ken Perolla Crescent Parts 5121 Manchester Rd. St...
Perry, Steve			Steve Perry 2231 Lost Hollow Florissant, MO 63031
Perry, Terry			Terry Perry 6555 Silver Fox Dr. Florissant, MO 63034
Peters, Connie			Connie Peters 3150 Brunswick Florissant MO 63033
Pinkley, Ken	636-349-1090	636-349-5956	Ken Pinkley 920 Haversham Dr. St. Charles MO 63...
Polizzi, Joe	636-724-2147	636-947-8339	Joe Polizzi American Burglary & Fire Inc. 507 Rudd...
Porenski, Steve	816-842-7023	816-842-8955	Steve Porenski 3970 Hawthorn Imperial MO 63052
Porter, Dale			Dale Porter Reliable Heating Service 820 Madison S...
Privitera Bando, Rosanna			Rosanna Privitera Bando Mark One Electric Co. 909 ...
Rammelsburg, Steve			Steve Rammelsburg 5927 Loblolly Ct. St. Louis MO ...
Randazzo, James			James Randazzo 207 Floral Way O'Fallon, MO 63366
Raynes, Chris			Chris Raynes 12 Harnes Dr. Florissant MO 63031
Reale, Ed			Ed Reale 200 St. Regis Florissant MO 63031
Reilly, James	636-227-7631	636-227-9832	James Reilly Jim Reilly Service 18219 Westwood B...
Reynolds, Bill			Bill Reynolds 308 6th Street Winfield MO 63389
Rhodes, Jack	314-926-2007	314-926-0447	Jack Reynolds Grand Oaks Hwy & AC 1208 Brambl...
Rhodes, Brett			Crescent Parts Brett Rhodes 847 S. Kingshighway ...
Richards, Jim	647-5511		Jim Richards 11 Clara Ave. Webster Groves, MO 63...
Richman, J.B.	314-739-0988	636-274-0502	J.B. Richman J.B. Richman Co. 2931 Sprucewood ...
Ricoita, Alan	636-274-5900	636-239-0102	Alan Ricoita Ricculla Htg., AC & Rtg. 6131 North La...
Roebling, Marvin			Marvin Roebling Roebling Htg. 1650 East 5th Wa...
Rohn, John			John Rohn 6977 Colonial Woods #31 St. Louis MO ...
Rosenburg, Doug			Doug Rosenberg 900 North Highway 47 Marthasvill...
Rosenbrauch, Terry	314-427-8932	314-427-0306	Terry Rosenbrauch Afro Htg. & Ctg. 9550 St. Charles...
Rolly, George			George Rolly 3922 Valley Drive Imperial, MO 63052
Ruelter, Gregg			Gregg Ruelter 4502 Hilltop Dr Washington MO 63090
Ruff, Steven			
Ryan, Steve			Steve Ryan 740 Carman Oaks Ct. Manchester, MO ...
Sagehorn, Steve			Steve Sagehorn Crescent Parts 4971 Amba St. Loui...
Salzano, Tony			Tony Salzano 4708 Adkins Ave St. Louis MO 63116
Saylor, Jeffery	577-6233	865-1726	Crescent Parts Jeffery Saylor 847 S. Kingshighway ...
SCCHACCA			SCCHACCA P.O. Box 2226 St. Peters, MO 63376
Schaffer, Brian			Brian Schaffer 1430 Belleau Lane Dr. O'Fallon, MO ...
Schaper, Craig			Craig Schaper 1225 Clearview St. Charles MO 63303
Schepker, Bill	636-397-4600	636-278-4607	Bill Schepker Schepker Parts Supply 1 North Servic...
Schepker, Cynthia	647-5511		Crescent Parts Cynthia Schepker 5121 Manchester ...
Schindler, Dennis	636-240-1587		Dennis Schindler 246 Strawberry Hill Est. Dr. O'Fall...
Schmidt, Craig			Crescent Parts Craig Schmidt 3519 Frank Scott Pa...
Schmitt, Tom			Tom Schmidt 257 South 27th St. Belleville, IL 62223
Schnoll, Shane			Shane Schnoll 1829 Centen Dr High Ridge MO 63049
Schneider, Bill	314-994-7875	314-726-4567	Bill Schneider Schneider Service Co. 7587 Olive St...
Schraut, Brian	314-892-3046	314-892-2415	Brian Schraut R. S. Schraut Htg. 1139 E. Soukhown...
Schumer, Ken			Ken Schumer 1205 Michaud Perryville MO 63775
Scott, Gary	314-991-1033	314-991-5542	Gary Scott PAMECO 730 Fee Fee Rd. Maryland He...
Scott, Terrence	636-343-1444	636-343-6183	Terrence Scott Scott - Lee Healing 1565 Fernpark F...
Scott, Terry			Terry Scott 4881 Billane House Springs MO 63051
Scott, Teresa	636-456-5041	636-456-3426	Gary Scott Scott - Wolf Inc 734 East Highway M Wa...
Seeger, Travis	636-532-5841	636-532-2378	Travis Seeger Chesterfield Service 243 Chesterfield...

Missouri Coalition For Fair Competition

Membership List As of 12/11/01

Customer	Phone	Fax	Ship to
Selliga, Dan	314-481-7333	314-352-9177	Selliga Htg. & Ctg. Dan Selliga 6211 Gravois St. Louis, MO 63116
Seliga, Steve			Steve Selliga 6211 Gravois St. Louis, MO 63116
Setchfield, Larry			Crescent Parts Larry Setchfield 2100 S. 59th St. St. Louis, MO 63049
Shaw, Ed	636-530-0070	636-530-0354	Ed Shaw 2701 Thunder Rd High Ridge MO 63049
Sinn, Michael	636-978-3314	636-978-5660	Michael Sinn Fresh Air Htg. & Ctg. 626 Goddard Av. ...
Sir, Dave			Dave Sir Rogers Comfort Systems 127 S. Main St. ...
Smith, Jim	573-335-5521	573-335-5537	Scott Lee Jim Smith 1565 Fernpark Fenton, MO 63026
Smith, Mike	314-371-2800	314-371-2804	Mike Smith Cape Winair 500 Commercial Cape Girardeau, MO 63026
Spitzneller, Henry			Henry Spitzneller Sheet Metal Workers Local #30 30...
Siegel, Marc	573-364-4625	573-341-2253	Marc Siegel PO Box 964 St. Peters, MO 63376
Stevenson, James	573-635-3547	573-635-4522	James Stevenson Stevenson's Equipment Co 1244...
Stierman, Arlin			Arlin Stierman Stierman Htg. Co. 3528 Rockridge...
Stoize, Gerald	573-334-6333	573-334-7370	Crescent Parts Gerald Stoize 4230 Crescent Indust...
Store Manager	314-821-8388	314-821-6530	Store Manager Benoit Brothers Supply 1733R Nort...
Sweet, Malcolm	636-327-4238	636-327-8460	Malcolm Sweet Condair Inc. 1141 Reco Dr. St. Lou...
Sweetnam, Cloyd			Cloyd Sweetnam C & S Htg. & AC 206 West Pearce...
Taticchio, Joe	636-947-4111	636-723-0099	Joe Taticchio 1510 Ivy Chase Lane Fenton MO 630...
Tegelhoff, John			John Tegelhoff Arco Distributing 101 Arco Drive St. ...
Templeton, Roland			
Thomas, Jim	314-567-5131	573-729-8360	Jim Thomas 241 Glen Garry Rd. St. Louis, MO 63137
Thompson, Charlie	647-5511	314-534-7150	Charlie Thompson Air Management 2445 Northline L...
Toczyloski, Mike	573-729-4332	314-534-1816	Mike Toczyloski 1952 St. John's Crossing Arnold, M...
Todd, Jack			Jack Todd Victor Furnace Co 301 E. Fourth St. PO ...
Truesdell, James			James Truesdell Blauer Supply Co. 4260 Forest Par...
Valentine, Chris	647-5511		Chris Valentine 5548 High St. Smithton IL 62285
Van de Riet, Joe	636-947-4111	636-723-0099	Joe Van de Riet 740 Wickerleigh Fenton MO 63026
Van Dyke, David	314-351-5580	314-351-5582	David Van Dyke 9317 Harold St. Louis, MO 63134
Vann Gennip, Ralph			Ralph Van Gennip Arco Distributing 101 Arco Drive ...
Vill, Jr., Victor	314-351-2533	314-351-3253	Victor Vill, Jr. Vill Htg. & AC 4719 Magniford St. Lo...
Voegtle, Gary	636-532-2000	636-532-7127	Crescent Parts Gary Voegtle 3519 Frank Scott Park...
Vogel, Bill	647-5511		Bill Vogel Vogel Sheet Metal 3431 Meramec St. Lou...
Walker, Larry			Larry Walker Sachs Electric Company PO Box 96 St...
Wanstreel, Paul	636-343-8440	636-343-8922	Paul Wanstreel Crescent Parts 5463 Mild St. Louis...
Watson, Robert	314-872-8070	314-567-6349	Robert Watson 4081 Stoney Creek Rd Barnhart MO...
Weis, Dan			Weis Comfort Systems Dan Weis 710 Chase Drive ...
Weisch, George			George Weisch Weisch Htg. & Ctg. 2175 Weisch In...
Wiernpil, Shelley			Crescent Parts Shelley Wiernpil 635 N 3rd St. Quinc...
Wilcox, Michael			Michael Wilcox 12820 Capistrano St. Louis MO 63141
Williams, Orlando	630-279-0050		Orlando Williams J. Williams Htg. & Ctg. 3901 Stille...
Wilson, Anastasia	314-291-8788	314-291-1662	Anastasia Wilson York International 450 Whightwoo...
Wines, Larry	636-629-7800	636-629-7820	Mike Wilson 606 South 1st Pacific St. Pacific MO 63...
Winklermann, Ronald			Larry Wines Johnstone Supply 3425 Bridgeford Dr. ...
Winkler, Terry			Ronald Winklermann CHS Htg. & Ctg. 315 Walsford ...
Wise, Roy			Terry Winkler 7126 PCR 818 Perryville MO 63775
Witt, Julie	314-389-2005	314-389-3415	Crescent Parts Roy Wise 3205 West Commercial Dr...
Witt, Sean	314-741-5820	314-741-8086	Julie Witt 640 Timberidge Dr St Charles MO 63303
Witt, Steve			Sean Witt 3909 Sun Lake Dr St Charles MO 63301
Witt, Thomas			Steve Witt Aire Serv of St. Charles 7228 West Flor...
Wood, David			Thomas Witt American Home Htg. & Air 2017 Redm...
Woznick, John			Crescent Parts David Wood 3519 Frank Scott Park...
			John Woznick 16 Wilbert Dr St. Charles MO 63304

Missouri Coalition For Fair Competition **Membership List** As of 12/11/01

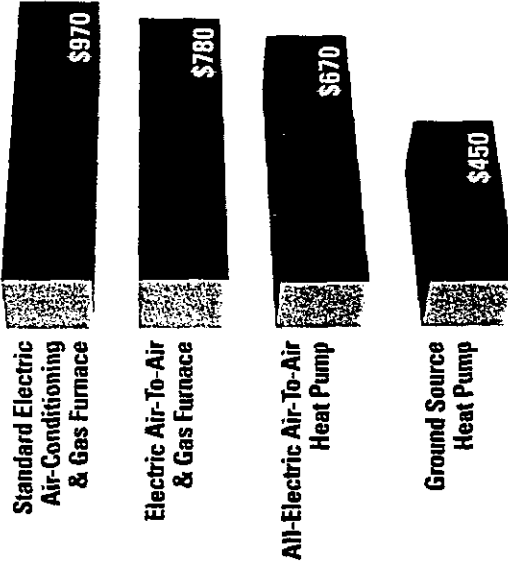
Customer	Phone	Fax	Ship to
Yankey, Dale	636-464-0440	636-464-7811	White-Rodgers Dale Yankey 1791 Bayberry Lane B...
Yount, Scott			Scott Yount 2665 Nottingham Lane Fenton, MO 630...
Zahn, Roger	314-872-8070	314-567-6349	Roger Zahn Welsch Htg. & Ctg. 2175 Welsch Indust...
Zigiang, Mark			Mark Zigiang 2506 Sanford Alton IL 62002
Zimmerman, Dave	314-371-2800	314-371-2804	Dave Zimmerman PO Box 96 Crystal City, MO 63019
Zimmermann, David			David Zimmermann Sheet Metal Workers Local #36 ...
Zipf, John	314-821-1200	314-821-7689	John Zipf Zipf Air Inc. 336 Leffingwell Kirkwood MO ...

Special Energy Rate Available

With a heat pump, you also qualify for a lower winter electric rate from Missouri Public Service, eight months out of the year, every October through May. It's like getting your electricity on sale!

This lower rate combined with energy efficiency makes a heat pump the most economical heating and cooling system you can buy. For example, a typical 2,000-square-foot home with a newer, high-efficiency air conditioner and furnace costs about \$970 per year to heat and cool. The same home with an all-electric heat pump costs only \$670 per year. That's a savings of \$300 a year, every year. And you'll save even more with a ground-source heat pump. So not only do you use less energy, you pay less for energy.

ANNUAL COST COMPARISON*



*Annual heating and cooling costs shown do not include service charges, taxes or other energy usage. Your costs may vary based on lifestyle, equipment efficiencies and other factors.

Secure Low-Interest Financing

Take advantage of the Missouri Public Service Customer Finance Program, and you can finance a complete heat pump system for up to seven years at low interest rates with no money down.* For added convenience, Missouri Public Service will include your heat pump payment on your monthly electric bill.

You Have Our Comfort Pledge®

If you purchase your heat pump from a Missouri Public Service Authorized PowerTech™ Dealer and finance your heat pump with Missouri Public Service, we'll guarantee your comfort. Some conditions apply, so call 800-526-3348 for details.

There's A Reason In Every Season

Heat pumps are the best source for warm comfort, whether you're looking to replace old, inefficient heating and cooling equipment or selecting a system for a brand-new home. A heat pump can be your total, year-round solution.

Ready to make the call? Just dial 800-526-3348 and learn how a heat pump can make your home more comfortable and energy-efficient than ever.

*With approved credit.

EXHIBIT 1

Bring Home The Comfort With A Heat Pump.

MISSOURI PUBLIC SERVICE

ENERGYONE™

A Division of UtiliCorp United

MISSOURI PUBLIC SERVICE

ENERGYONE™

When you consider the energy and money you'll save, you'll warm up quickly to the year-round advantages of a heat pump. You get more comfort, while using less energy – so you'll save money. Which should make you very comfortable, indeed.

Start Saving Energy Today

A heat pump is extremely efficient because it transfers existing heat into the home, rather than creating new heat by burning fuel. So a heat pump can be 200 to 400 percent efficient in its use of energy. In the winter, depending on the system, (Natural gas furnaces, at their very best, can only provide up to 97 percent fuel efficiency.)



Save Money All Year Long

A heat pump can deliver up to four dollars of heat for every dollar spent in the winter. And in the summer, it's as efficient as the most advanced air conditioner. Plus, there's an energy-efficient heat pump ideal for just about any situation – whether you're replacing old, inefficient heating and cooling equipment or selecting a system for a brand-new home.

Enjoy Safe, Clean And Reliable Comfort

You can breathe easy when you buy a heat pump. Because heat pumps use electricity, your home is not releasing harmful by-products into the air. And heat pumps last for years. Studies have shown that heat pumps have a life span

equal to that of standard air conditioners.

Heat pumps also provide better humidity control and cause less air stratification than furnaces – cold air near the floor and hot air near the ceiling.

Product Highlights

Product Highlights	Heat Pump System	Gas/LP Furnace
Heats and cools with one unit	Yes	No
Lowers monthly heating bill	Yes	No
Qualifies for a reduced winter electric rate	Yes	No
Uses free outdoor heat	Yes	No
Is 200% to 400% efficient	Yes	No
Requires vented flues in construction of new homes	No	Yes
Transfers vs. generates heat	Yes	No
Requires separate unit to cool home	No	Yes
Has open flames	No	Yes
Emits odors or dangerous fumes	No	Yes

Get The Heating And Cooling System That's Right For You

Heat pumps are made by most major heating and cooling equipment manufacturers, so you're sure to find a brand and price that are perfect for your home and budget. Heat pumps are available in three basic

systems that all provide efficient, warm comfort: **Air-To-Air ...** This all-electric heat pump is a stand-alone unit that provides for all of your year-round heating and cooling needs.

Dual-Fuel ... This system, also called an add-on, is the same as an electric air-to-air heat pump but is installed with a conventional furnace as a supplemental heating source.

Ground-Source ... Also known as a geothermal heat pump, this system uses an underground circulation system to transfer heat to and from the earth. Providing up to 400% energy efficiency, a geothermal heat pump is generally regarded as the most efficient heating/cooling system.