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September 30, 2009

Tammie Lynn Powell
5314 Gerbitz Drive
Joplin, Mo 64801

Tammie Lynn Powell v. Empire District Electric Company,
File No. EC-2009-0449

Dear Ms. Powell:

This letter is in response to your contact with the Missouri Public Service Commission ("PSC") stating that pages were missing from the material sent to you on August 17, 2009. Attached to this letter is a reply form, which will help us to process your complaint. This letter and the accompanying form replace the materials sent to you on August 17, 2009.

The reply form lists statements made by The Empire District Electric Company and the "PSC" staff who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. If you intend to reply to the statements, you must return the attached form to the PSC no later than October 21, 2009. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Jordan", is written over a faint, circular, dotted-line stamp.

Daniel Jordan,
Regulatory Law Judge

Enclosures