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Chief Staff Counsel

February 2, 2010

Tonia B. Holmes
8618 Corrington Avenue
Kansas City, Missouri 64138

RE: Case No. EC-2010-0184

Dear Ms. Holmes:

I am the regulatory law judge ("RLJ") assigned to your case, and I want to make sure that the processes of the Missouri Public Service Commission ("PSC") are accessible to you. I mention this because I have not received a response to the order the Commission issued regarding mediation. Responding to that order will be helpful in addressing your complaint.

If you need more time to decide whether you prefer litigation over mediation, please feel free to ask. On the other hand, you may simply decide not to pursue your complaint. Either way, please file a response to this letter no later than February 9, 2010.

You may respond to this letter in any of the following ways:

- Send the Agreement to Mediation Form, or a letter setting forth what you want to do, to Daniel Jordan, RLJ; P.O. Box 360; Jefferson City, MO 65102;
- Call the PSC toll-free at 1.800.392.4211 and ask to be transferred to Daniel Jordan, RLJ.
- Email me at Daniel.Jordan@psc.mo.gov.

Tonia B. Holmes
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Every consumer's complaint, including yours, is important to the PSC.

Sincerely,

/s/

Daniel Jordan,
Regulatory Law Judge