

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Greg Stiens,)	
)	
Complainant,)	
)	
vs.)	Case No. GC-2021-0395
)	
The Empire District Gas Company,)	
)	
Respondent.)	

NOTICE OF AGREEMENT

COMES NOW The Empire District Gas Company d/b/a Liberty and submits this Notice of Agreement in response to the Staff Report filed herein on July 15, 2021. In this regard, Liberty respectfully states as follows to the Missouri Public Service Commission (the “Commission”):

1. The Staff Report recommends that the Commission issue an order finding that Liberty did not violate any statutes, rules, or tariffs applicable to the Complaint and that the Commission “suggest that Liberty modify its shut-off notice provided to its customers as Staff suggests in its Report to prevent future confusion.” More specifically, Staff states as follows:

Liberty’s standard shut-off notice currently has a line stating that if a payment is made after a certain date, the customer may disregard the notice. There are instances, such as the instance detailed in this Staff Report, when a payment is made after the shut-off notice is generated and before the date specified on the notice to “disregard the notice”. Staff believes this may cause confusion to customers and Liberty should look at possibly changing the wording and the date when customers should disregard the shut-off notice if a payment has already been made.

2. Liberty is in agreement with Staff’s suggestion and is in the process of implementing a modification so that the disconnect notice language provides: *“Disregard if this past due amount has already been paid.”*

WHEREFORE, Liberty submits this Notice of Agreement and requests an order of the Commission dismissing Mr. Stiens' Complaint or granting judgment in Liberty's favor. Liberty requests such additional relief as is just and proper under the circumstances.

Respectfully submitted,

/s/ Diana C. Carter

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CERTIFICATE OF SERVICE

I hereby certify that the above document was filed in EFIS on this 29th day of August, 2021, and sent by electronic transmission to the Staff of the Commission, the Office of the Public Counsel, and the pro se Complainant.

/s/ Diana C. Carter