

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

In the Matter of The Empire District Electric)
Company for Authority to File Tariffs Increasing) Case No. ER-2010-0130
Rates for Electric Service Provided to Customers)
in the Missouri Service Area of the Company)

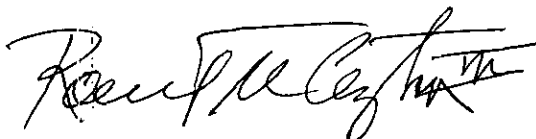
In the Matter of The Empire District Gas Company)
of Joplin, Missouri for Authority to File Tariffs) Case No. GR-2009-0434
Increasing Rates for Gas Service Provided to)
Customers in the Missouri Service Area of the)
Company.)

NOTICE REGARDING EXTERNAL COMMUNICATION

Issue Date: November 23, 2009

On November 23, 2009, I received the attached fax from Nancy A. Hailey regarding Case
Nos. GR-2009-0434 & ER-2010-0130.

Respectfully Submitted,



Robert M. Clayton III
Chairman

Dated at Jefferson City, Missouri,
On this 23rd day of November, 2009.

Nancy A. Hailey
2009 N. Duquesne Rd.
Joplin, MO 64801

November 23, 2009

Missouri Public Service Commission
Governor Office Building
200 Madison St.
P.O. Box 360
Jefferson City, Mo. 65102-0360

VIA FAX - (573)526-7341

Public Service Commissioners:

The name of your entity implies that your purpose is to serve the "Public" in the state of Missouri. I have attended your hearings in the past and listened to the "Public" plea with you to not allow continuous and outrageous utility rate requests, Empire District in particular. But you continue to turn a deaf ear to the repeated "Public" outcry and insist on your further support of the Empire District.

Governor Nixon appointed you to your position as commissioners. He has seen fit to cut government spending. Why then should he endorse your continual approval of the utility rate increases on those who are already burdened?

I suggest you review what is suppose to be the PSC MISSION (enclosed). Then reflect on it, before you allow the Empire District and Missouri American Water yet another undeserved increase.

Respectfully,

Nancy A. Hailey

Encl.
CC: Governor Jay Nixon

About the PSC

The Missouri Public Service Commission regulates investor-owned electric, steam, natural gas, water and sewer and telephone companies. Its mission is to ensure Missouri consumers have access to safe, reliable and



reasonably priced utility service while allowing those utility companies under our jurisdiction an opportunity to earn a reasonable return on their investment. The PSC also regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. The commission was established in 1913. The PSC is comprised of five commissioners, who are appointed by the governor.

Mission Statement

We will:

- ensure that Missourians receive safe and reliable utility services at just, reasonable and affordable rates;
- support economic development through either traditional rate of return regulation or competition, as required by law;
- establish standards so that competition will maintain or improve the quality of services provided to Missourians;
- provide the public the information they need to make educated utility choices;
- provide an efficient regulatory process that is responsive to all parties, and perform our duties ethically and professionally.