

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

Lonnie Freeman,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. EC-2024-0160</u></b>
	)	
The Empire District Electric Company d/b/a	)	
Liberty,	)	
	)	
Respondents.	)	

CERTIFIED MAIL

**NOTICE OF COMPLAINT  
AND ORDER DIRECTING ANSWER**

Issue Date: November 8, 2023

Effective Date: November 8, 2023

On November 7, 2023,<sup>1</sup> Mr. Lonnie Freeman filed a complaint with the Missouri Public Service Commission against The Empire District Electric Company d/b/a Liberty. The complaint alleges an amount at issue of \$1,800.00, plus \$228.00 per month. Because the amount alleged to be at issue is less than \$3,000, this filing will proceed under the small formal complaint process.<sup>2</sup> A copy of the complaint accompanies this notice.

The Commission’s provisions governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090. Commission Rule 20 CSR 4240-2.070(15)(A) provides that Liberty has 30 days after notice to file a response to this complaint. Thirty days after the issuance of this notice is December 8.

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<sup>1</sup> All dates refer to 2023.  
<sup>2</sup> 20 CSR 4240-2.070(15).

The Commission will also direct the Staff of the Commission (Staff) to investigate this complaint and file a report. Commission Rule 20 CSR 4240-2.070(15)(D) requires Staff to file its report and recommendation within 45 days of a small formal complaint being filed, which may be extended upon a showing of good cause.

Lastly, as an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the deadlines set forth in this order.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to Liberty at:

Diana C. Carter  
428 E. Capitol Ave., Suite 303  
Jefferson City, Missouri 65101

2. Liberty shall file an answer to this complaint or a request for more time no later than December 8, 2023. All pleadings shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

or filed using the Commission's electronic filing and information system.

3. Staff shall investigate this complaint and file a report or a request for more time with the Commission no later than December 22, 2023.

4. This order is effective when issued.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
Secretary

Charles Hatcher, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 8<sup>th</sup> day of November, 2023.

**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 8<sup>th</sup> day of November 2023.**



*Nancy Dippell*  
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**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**November 8, 2023**

**File/Case No. EC-2024-0160**

**MO PSC Staff**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel (OPC)**

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200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
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**Liberty (Empire)**

Diana Carter  
428 E. Capitol Avenue, Suite 303  
Jefferson City, MO 65101  
diana.carter@libertyutilities.com

**Lonnie Freeman**

Lonnie Freeman  
2157 N Harpers Hill Road  
Ozark, MO 65721  
blackbeard2day@gmail.com

**MO PSC Staff**

Travis Pringle  
200 Madison Street  
Jefferson City, MO 65101  
travis.pringle@psc.mo.gov

**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Nancy Dippell  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.