

4047 So Duquesne Rd
Joplin Mo 64804

Mo Office of Public Council
PO Box 7800

Jefferson City, Mo 65102-7800

FILE COPY

Dear Sir:

It does seem like a terrible time at Thanksgiving to schedule a hearing to raise Election rates - while so many folks out of town - Perhaps there's a reason not too many people could show up if they're out of town.

There are thousands of retirees living in this area that Empire serves, I'm sure if you ever attended our Sc Centers you'd find people who if they didn't attend would be hard pressed to decide medications or food, thank heaven for the Sc Citizen Centers they are a huge help.

As a Empire Election retiree wife, we do know how the rate affects our benefits because the huge trust fund we had put money into is not being funded, it is dependent on interest it draws and has for sometime.

The rate increase goes to fund more than our insurance - retirement check but the huge Bonus the Top Peop'

DEC 09 2004

draw when they finally retire.

The state has allowed this type of funding to come from rate increases - so it seems the little average customer is getting to pay extra for a few an exceptional life style.

We are not in favor of the rate increase, why not have the company sell Bonds - I'm sure other companies do this to finance their needs.

Sincerely

Mr & Mrs Robert Clement

4047 So Duquesne Rd

Jeppia Mo 64804

FILE COPY

11/22/04

OFFICE OF THE PUBLIC COUNCIL

TO WHOM IT MAY CONCERN

IN REGARDS TO THE EMPIRE
ELECTRICS SERVICE TARIFF INCREASES,
I AM TOTALLY OPPOSED TO ANY
RATE INCREASE. MY HOUSEHOLD
ON A FIXED MONTHLY INCOME,
AND ANY INCREASE WOULD TAKE
BASICS OFF OUR TABLE. DUE
TO OUR SITUATION AND THOUSANDS
OTHERS, I SINCERELY, ASK
THE COMMISSION TO DENY ANY
INCREASE AT THIS TIME.

THANK YOU FOR YOUR CONSIDERATION

SINCERELY,

Paul G. Kingsley

PAUL G. KINGSLEY

207 N. MAPLE ST.

GALENA MO. DEC 02 2004

65656

T.P. # 417-357-6936

FILE COPY

November 29, 2004

Dear Office of Public Counsel:

I am writing in regards to the enclosed notice of Empire Electric raising their fees by a proposed \$13.44 a month. How nice it must be to be able to increase one's revenues by nearly 15% with no restrictions or increase/improvement in services. I am lucky most years to get a one to three percent raise. I am a master's level speech pathologist but still work a full time and a part time job just to make ends meet. How are the people who make minimum wage or the elderly on a fixed income supposed to come up with the increase Empire is going to get? Additionally, will Empire be held to it's word on the amount of the increase or will they be allowed to increase their fees even more without any agency holding them accountable?

My point is that large utility companies like Empire have nice facilities and their employees drive nice company vehicles which are paid for by consumers. I am not at all dissatisfied with the services I receive from Empire. Empire Electric worked diligently to restore service in my area last year after a storm came through on July 4, 2004. I just do not believe it is right that a company can increase their fees by 15%.

Rose Ann Darr

Rose Ann Darr
P.O. Box 131
Diamond, MO 64840

DEC 02 2004

FILE COPY

1228 Industrial Drive
Neosho, Missouri 64850
1-417-451-8864

November 11, 2004

Office of the Public Counsel
P. O. Box 7800
Jefferson City, Missouri, 65102

Ref: Notice, enclosed in our last Electric Bill


To whom it concerns;

This is in reference to Tariff Sheets, filed by The Empire District Electric Company on April 30, 2004, with Missouri Public Service Commission. Asking for an increase in service charges of approximately 14.82 percent. The proposed increase for a residential customer using 750 kilowatts a month would be \$13.44 each month.

I would like a little more information on this, if possible. The notice from The Empire District Electric Company made no mention of an increase of charges for Businesses and/or Industries, School, etc.

This much of an increase in charges would be a hardship on low-income families and those on a fixed income.

Respectfully,


Maurice Tresler

NOV 22 2004

November 14, 2004

Office of Public Counsel
P.O. Box 7800
Jefferson City, MO. 65102

FILE COPY

To Whom It May Concern:

I am writing to you in regard to the proposed 14.82 percent rate increase that is being requested by Empire District Electric Company. The proposed increase is excessive. Public utilities such as Empire District Electric have a monopoly in the area that they serve which gives them a distinct business advantage over other industries. The public relies on the public utilities to provide their services, even to our survival. As a result the utility has a moral if not legal obligation to serve it's customers with the public's interest and welfare in mind.

Empire has engaged in underwriting things such as public television and other entities. If a utility has the funds to give away to other entities no matter what good they do, they have more money taken from the public for their services than they require.

I believe that if any increase is granted to Empire, it should be limited to the current rate of inflation.

Sincerely:



Michael I. Lerner
6489 El Reno Lane
Joplin, MO. 64804

NOV 18 2004

Rev. Randall J. Handly
PO Box 515
Anderson, MO 64831
417-845-7089

November 4, 2004

Office of the Public Counsel
PO Box 7800
Jefferson City, MO 65102

11-11 COPY

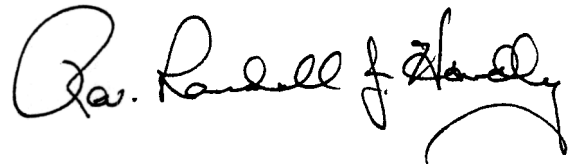
Dear Public Counsel,

I received the notice where The Empire District Electric Company filed revised electric service tariff sheets with the Missouri Public Service commission desiring to increase their gross revenues. I am not against the need to raise prices if entirely needed, but have found many times that corners can be cut within the company to overcome some of the needed price increase. It is stated that the proposed increase would be approximately be \$13.44 per month or an annual increase of \$161.28. I am very concerned about the many senior citizens and those are limited income, in what they are going to have to sacrifice in order to meet this increase. I am also concerned about the increase for myself. I believe my increase will be significantly more than what they state. Why do I say this? Because my house is total electric. You would think that a home that is total electric would get a discounted price. Not so! My telephone call to Empire Electric found, or so I was told, that the state of Missouri does not require that they give a discount, therefore they don't. So therefore, I believe that if they don't care about a customer enough to give them a break on the cost of electricity when their home is total electric, then I'll have the same attitude toward them concerning this price increase.

Is there legal action against such a thing as price gouging for a company like this? I think the company really needs to be investigated because of such an outlandish request. I am sorry to sound so negative. As a minister, I do not usually take such an avenue of this nature. But, just like the election that was just held, I believe it is time for good people, with moral principles, to speak up. And, so I have.

thank you for your time and will gladly give you any more ammunition, if needed!

Sincerely,



NOV 15 2004

FILE COPY

November 11, 2004

Office of the Public Counsel
P.O. Box 7800
Jefferson City, MO 65102

Dear Sir:

Empire Electric Company has had enough increases. They are always saying they need increases to update equipment and we haven't had any service for years. In Dallas County area they have had a lot of complaints about electricity going off and they won't even fix the problem.

We have had so many electric surges that it burned out our television - twice and the VCR. They did pay for fixing the TV the last time. The VCR was going to be \$90.00 to repair but they didn't pay. We had to pay for one ourselves.

Southwest Electric which is 1/2 mile from us never goes up and their rates are much less and they get a rebate each year. Empire needs some management not to waste money. People can't pay utility bills now. Most people feel the same way but just don't take the time to call or write. Of course, I know why it never does any good. People like you make big money so \$15.00 to \$30.00 month more for you to pay won't matter.

Hoping you will consider not taking this increase.

Carroll and Linda Ford
17 Rice School Rd.
Louisburg, MO 65685

Carroll + Linda Ford

SIRS 10 30 09

PAUL A. MARBIT
513 S. GRIFFITH AVE
AURORA, MO 63006

FILE COPY

my ^{our} EMPLOYEES HAVE NOT KEPT OUR WAGES UP FOR THE

PAST 18 YRS NOW DO YOU THINK THIS CAN BE PAID YOU JUST
GIVE THEM AN INCREASE FOR 2007? GO AHEAD DO IT NOW &
MONEY GOES ON TREES OUT IN MY YARD?

FUEL GASOLINE NO GAS GAVE BILL ONE & ONE - I GORE IN 4th
57 YEAR COLLEGE GRAD

L.M. GOING BACKWARDS FAST — Thanks For
Pub. Serv. Should Be (BIG BUSINESS LOBBY) —> (Literally) VOTING & (Plaid Mander)

NOTICE

On April 30, 2004, The Empire District Electric Company filed revised electric service tariff sheets with the Missouri Public Service Commission (PSC), which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 14.82 percent. For a residential customer using 750 kilowatt-hours of electricity a month, the proposed increase would be approximately \$15.74 each month. Also, the Company has asked the Commission to implement a \$0.0047 per Kwh interim energy charge, subject to refund, to recover its actual fuel and purchased power expenses.

GO AHEAD MAKE MY DAY
Local public hearings have been set before the PSC as follows.

- At 12:30 p.m., November 22, 2004, at Reeds Spring Regional TCRC, Reeds Spring High School, Highway 413 South, Reeds Spring, Missouri.
- At 6:00 p.m., November 22, 2004, at Webster Hall, Missouri Southern State University, 3950 East Newman Road, Joplin, Missouri.

Evidentiary hearings have been set before the PSC as follows: December 6, 2004 (commencing at 9:00 a.m.) through December 10, 2004; and December 13, 2004 through December 17, 2004. The evidentiary hearings will be held in Room 200 of the Governor Office Building, 200 Madison Street, Jefferson City, Missouri.

If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri, 65102, telephone (573) 751-4857.

The buildings where the hearings will be held meet accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

— Oliver —

15220 W County Line Rd
Republic, Mo 65738
417 732 9749

Empire
2004-570
FILE COPY

To whom it may concern:

As a senior citizen allow me to tell you the things that many seniors will not be able to attend and speak nor be able to write like I can either.

It is understood that everyone wishes to make a living (but at times some businesses lose site and hope to MAKE A KILLING).

As you know the seniors will get a 2.07% cost of living raise while at the same time the cost of Medicare Part B will go up by a greater amount of 17.3% so at that we have already lost pace. Everything else goes up around us and it becomes harder and harder for the seniors to make ends meet.

We know companies are in business to make money but at the same time we depend on regulations to hold the costs down so that the ones at the top are not making an unreasonable fortune making those on a fixed income to be cold and uncomfortable.

Please keep the seniors in mind when you consider the rate increase for electric services in our area.

Thank you so much for taking my letter into consideration as it is impossible for me to travel to meetings outside my area.

Sincerely,

Norma Dannenbring
Norma Dannenbring

OCT 26 2004

1113 E. 535 Road
Morrisville, MO 65710
Phone: (417) 756-2118
Email: gpegan2000@yahoo.com

16 July 2004

Missouri Public Service Commission
Governor Office Building
200 Madison Street
P.O. Box 7800
Jefferson City, MO 65102

FILE COPY

Dear Commissioners:

On 12 July 04, 10:45 am, I saw from my kitchen window (facing 535 Road on south), an Empire District pickup pull into my driveway on west side of house. I supposed he was a meter reader. I was just then going outside to empty cantaloupe scraps over my back fence (on northeast side of house, 20 yards from meter).

I expected to greet him, but he obviously didn't even get out of his pickup. When I got back to kitchen (1 min. max), I saw him already driving out of neighbor's driveway (across street on the south), then I watched him pull in and immediately pull out of their next door neighbor's driveway (to the west), and proceed west down 535 Road.

Secretary of Home Security, Tom Ridge, has urged citizens to report anything that is unusual. So I called Empire District Electric Customer Service (800) 206-2300 to ask if Empire was reading meters in my patch that day.

Jen answered. I told her what I had seen. She said, "I have no idea what he was doing; He may have been reading meters with his binoculars." I explained that he could not read my meter which is on the east side of my house, from my driveway which is on the west side, even with binoculars. Again, Jen said she had no idea what he was doing, but said she would make a note of it.

I decided to read my own meter. For the record, it was 35954 on 12 July 04 at 11:00am. Today, I received my Empire District statement that cites a 12 July 04 read as 34955.

Conclusion: Why should consumers pay meter readers to drive in and out of driveways, to estimate reads on hot, and cold days? It doesn't require a degree in math to read a meter. Consumers can do it. Indeed, we used to do it. And, the savings (in wages/benefits, pickups' maintenance, insurance, gas) passed on to consumers would be much appreciated.

Thank you for reading this,

Glenda Egan
Glenda Egan

cc: Lynda Thompson, Customer Service Rep, Empire District Electric Co.
602 Joplin Street, Joplin, MO 64801
Travis Jones, Bolivar Rep, Empire Electric Co., P.O. Box 3000, Bolivar, MO 65613

Case No. ER 2004 0570

Contact information for electric
customers who called
the Office of the Public Counsel
and expressed opposition to
Empire District Electric Company's
rate increase request

**EMPIRE DISTRICT ELECTRIC COMPANY
CUSTOMER CALLS**

Jefferson Grout
1836 S. Oronogo
Webb City, MO 64780
417-673-7252

Sylvia Briggs
510 S. Maple
Carterville, MO 64835
417-673-8556

Mrs. Glen H. Bruce
414 W. College Street
Bolivar, MO 65613
417-326-5067

P. Hall
600 Abby Lane
Branson, MO 65616
Did not leave phone number

Bonnie Snyder
400 N. Roane
Webb City, MO 64780
417-673-5009

Mrs. Lloyd Garoutte
407 E. Odell
Marionville, MO 65705
417-463-7128

Dooker Electronics
1010 W. Fourth Street
Joplin, MO 64801
417-659-8088

Bob Dooker
2120 S. Brownell
Joplin, MO 64704-1228
417-781-1057

Mary Ann Perkins
P. O. Box 34
Reed's Spring, MO 65737
417-272-8210

Jimmy Perkins
P. O. Box 34
Reeds Spring, MO 65737
417-272-8210

Byran Petrovich
312 S. Elliott Avenue
Aurora, MO 65605
417-678-5532

PSYP
305 W. Church
Aurora, MO 65605

David & Sandra Spencere
2728 Glory Lane
Joplin, MO 64801
417-626-2217

Fern Bailey
501 W. 5th
Webb City, MO 64870
417-673-4824

Gerald Collins
1825 Annie Baxter
Joplin, MO 64804
417-206-2998

Anthony Duncan
710 N. High, Apt. D
Neosho, MO 64850
417-455-9339

Ernie Baugh
Baugh Industrial
5742 State Hwy 37
Reeds Spring, MO 64859
417-358-6233

Debbie Galbraith
9379 County Lane 119
Carthage, MO 64836
417-358-4494

Debbie Johnson
216 W. Tyler
Ozark, MO 65721
417-581-8129

Connie Phillips
501 Ellis
Webb City, MO 64870
417-673-5472

Caleb Baugh
1511 County Road 110
Carthage, MO 64836
417-850-9260

Michele Baugh
441 Church Street
Carthage, MO 64836
417-793-2680

Joan Opock
P. O. Box 77
Buffalo, MO 65622
417-345-4844

Patsy sampson
522 S. Jefferson
Webb City, MO 65870
417-673-3251

Wilmette Madison
1016 W. Mineral
Webb City, MO 64870
417-673-8487

Christy Collins
419 N. Liberty
Webb City, MO 64870
417-673-7031

Delbert Collins
738 S. Hall
Webb City, MO 64870
417-673-3914

Schott & Julie Johnson
11696 Raven Road
Grandby, MO 64844

Carolyn Cannaday
117 South Cottonwood Avenue
Republic, MO 65738
417-732-4149

Ken Parmenter
Holland Trailer Park
Trailer #2
Hollister, MO
417-336-2513

Betty Wells
801 N 12th Avenue
Ozark MO 65721
417-581-7496