

University, 3950 East Newman Road, Joplin Missouri. The hearing will be held in Webster Hall.

3. The Commission will hold a local public hearing on Wednesday, March 23, 2011, beginning at 12:00 p.m. (noon) and lasting until testimony concludes, at the Tri-Lakes Telecommunication Community Resource Center ("TCRC"), 20277 State Highway 413, Reeds Spring, Missouri. The hearing will be held in the Interactive Television ("ITV") Room.

4. At least ten days before the local public hearings, The Empire District Electric Company shall provide notice to each of its electric customers using the example customer notice filed on November 15, 2010.

5. Each local public hearing will follow a question-and-answer session beginning 30 minutes before the start time of the hearing at which the Commission's Staff and the other parties will discuss the rate increase at issue in this action.

6. The Empire District Electric Company, the Commission's Staff, and the Office of the Public Counsel shall each prepare a one page statement outlining their current assessment of the case and shall bring sufficient copies for distribution at the question-and-answer session.

7. The Empire District Electric Company, the Commission's Staff, and the Office of the Public Counsel shall make a representative available to address substantive issues during the question-and-answer session. Such representative may take five minutes during the question-and-answer session to set forth any perspective on the pending rate increase request and must address questions from the audience.

8. At its discretion, Staff may be represented by any singular member of its Consumer Services Department, the Information Office, the Utility Operations Division, the Utility Services Division, or Staff Counsel. The Commission's Staff shall make all reasonable attempts to restrict the number of participants it assigns to attend each public hearing as long as one staff member attends. If Staff determines that no auditor, accountant or engineer is required to be present, Staff Counsel shall be Staff's designated representative at the question and answer session.

9. At the beginning of the information session, the Commission's Public Information Officer shall provide a PowerPoint presentation explaining the rate-making process. The Public Information Officer shall also videotape the on-the-record portion of the local public hearing.

10. The local public hearing shall be held in a facility that meets the accessibility requirements of the Americans with Disabilities Act. Any person requiring additional accommodation to participate in the hearing shall call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

11. The Data Center of the Missouri Public Service Commission shall serve a copy of this order, and the order setting the hearing date, time and location, upon the county commissions of each county in The Empire District Electric Company's service area.

12. The Public Information Office of the Missouri Public Service Commission shall make this order available to members of the General Assembly representing the residents in the service area of The Empire District Electric Company, and to the news media serving the residents of that service area.

13. This order shall become effective immediately upon issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Harold Stearley, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 23rd day of November, 2010.