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I am here today with two hats...customer and owner.

As a customer, I expect electric service at my convenience and in sufficient quantity and reasonably priced. I call Saturdays my "Empire" day because I have the dish and clothes washers, dryer, lights, air conditioning, and the computer and its pieces all going strong all day. The service has always been available and I expect it to continue and I am willing to pay for that availability. I use a lot more power than I did ten years ago...I do not expect my usage to decline.

It is not to exciting to pay more but it is much better to pay more than to have my appliances damaged because of a power surge or lapse. My confidence must be with Empire. Nothing I have seen from the federal government makes me believe they are doing anything to insure service.

As an investor-owner, I appreciate the stability of my investment and the return. No spikes or valleys...steady just like my service. This indicates strong, intelligent management.

I know Empire as a corporate citizen. In our town of Ozark, I see them serving the Chamber. I had an opportunity several years ago during our city centennial. I served on the Ozarks Public Television board with former Chair Myron McKinney. He brought a wide variety of experience and vision to that board and to southwest Missouri. I see their crews installing new lines and responding to the fast growth of this area.

Empire was a loyal service station customer to my aunt and uncle. When they left the station, Blanch and Uncle were janitors at Empire. My aunt's obituary will list as survivors "her friends at Empire District Electric." Blanch lived across the street from the Ozark office and I watched the crews

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leave with storms... here and away...and saw how Empire treats their employees. It is the way we all want to be treated.

I believe Empire is competitively priced and their financial strength is vital to the proper growth of our community. I support their request for additional compensation.

As I see a new subdivision or business being built...I smile that the new customers will receive first class service...just as I do.