

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

Debbie Feken,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No.: EC-2020-0183</u></b>
	)	
The Empire District Electric Company,	)	
	)	
Respondent.	)	

**ORDER SETTING PROCEDURAL CONFERENCE**

Issue Date: February 18, 2020 Effective Date: February 18, 2020

On December 23, 2019, Debbie Feken filed a complaint against Empire District Electric Company (Empire). On December 26, 2019, the Commission issued its Notice of Small Formal Complaint and Order Directing Staff to Investigate and File a Report. On January 24, 2020, Empire filed a Motion to Dismiss and Answer. On February 10, 2020, the Commission’s Staff filed a Staff Report describing the results of its investigation.

The Commission will schedule a conference to discuss the schedule and procedures needed to resolve Ms. Feken’s complaint. All parties must appear, either in person or by telephone.

**THE COMMISSION ORDERS THAT:**

1. A procedural conference is scheduled for February 28, 2020, at 10:00 a.m., at the Commission’s office at the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, Room 305. This building meets accessibility standards required by the Americans with Disabilities Act. If you need additional accommodations to participate in

this conference, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the conference.

2. Any party may appear either in person or by telephone. Any appearance by telephone shall be made by dialing 1-650-479-3207, meeting number: 800 822 838# at the designated prehearing time.

3. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Paul T. Graham, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 18<sup>th</sup> day of February, 2020.

**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 18<sup>th</sup> day of February 2020.**



  
\_\_\_\_\_  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**February 18, 2020**

**File/Case No. EC-2020-0183**

**Missouri Public Service  
Commission**

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**Debbie Feken**

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**Empire District Electric  
Company, The**

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

*Sincerely,*



**Morris L. Woodruff  
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.