

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Eddie and Carlene Johnson,)
Complainants,)
v.)
The Empire District Electric Company,)
d/b/a Liberty,)
Respondent.)
Case No. EC-2026-0048

ORDER DIRECTING FILING

Issue Date: November 17, 2025

Effective Date: November 17, 2025

On August 26, 2025, Eddie and Carlene Johnson filed a complaint against The Empire District Electric Company d/b/a Liberty. Liberty has denied the allegations. The Staff of the Commission filed its Report on November 14, 2025.

Staff found Liberty violated a Commission rule and tariff by failing to properly bill the Complainants. Staff also stated the violations it found are being investigated in Case No. OO-2025-0233.

The Commission does not want to compromise Staff's investigation in Case No. OO-2025-0233. Thus, the Commission will direct its Staff to recommend how this case should proceed. Other parties may respond as well.

THE COMMISSION ORDERS THAT:

1. The Staff of the Commission shall respond as ordered no later than December 3, 2025.
2. Any other party who wishes to respond shall do so no later than December 5, 2025.
3. This order shall be effective when issued.

BY THE COMMISSION



A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell
Secretary

Ronald D. Pridgin, Deputy Chief
Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 17th day of November, 2025.

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 17th day of November 2025.**



Nancy Dippell

**Nancy Dippell
Secretary**

MISSOURI PUBLIC SERVICE COMMISSION

November 17, 2025

File/Case No. EC-2026-0048

MO PSC Staff Staff Counsel Department 200 Madison Street, Suite 800 P.O. Box 360 Jefferson City, MO 65102 staffcounselservice@psc.mo.gov	Office of the Public Counsel (OPC) Marc Poston 200 Madison Street, Suite 650 P.O. Box 2230 Jefferson City, MO 65102 opcservice@opc.mo.gov	Eddie and Carlene Johnson Eddie Johnson 25153 Marion Ave. Joplin, MO 64801 ejcj47901@yahoo.com
Liberty (Empire) Diana Carter 428 E. Capitol Avenue, Suite 303 Jefferson City, MO 65101 diana.carter@libertyutilities.com	MO PSC Staff Andrea Hansen 200 Madison Street Jefferson City, MO 65101 andrea.hansen@psc.mo.gov	

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

Sincerely,



***Nancy Dippell
Secretary***

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