

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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

## 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**

*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 17<sup>th</sup> 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 17<sup>th</sup> day of November 2025.**



*Nancy Dippell*  
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**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**November 17, 2025**

**File/Case No. EC-2026-0048**

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

**Sincerely,**



**Nancy Dippell  
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.