

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

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

## **STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and for its *Staff Report*, pursuant to Commission Rule 20 CSR 4240-2.070(11), states as follows:

1. On August 26, 2025, Eddie and Carlene Johnson (“Complainants”) filed a Formal Complaint against Empire District Electric Company d/b/a Liberty (“Empire” or “Liberty”), pursuant to Commission Rule 20 CSR 4240-2.070.
2. On August 27, 2025, the Commission issued an order in which it stated that this complaint falls under the Small Formal Complaint Case procedures prescribed in Commission Rule 20 CSR 4240-2.070(15). In this same order, the Commission also directed Staff to “file a Report no later than October 15, 2025.”
3. On October 10, 2025, Staff filed a *Staff Status Report and Motion for Extension of Time to File its Report*. The Commission granted this motion on October 31, 2025.
4. Section 386.390.1, RSMo and Commission Rule 20 CSR 4240-2.070 give an individual the ability to file a complaint with the Commission upon an allegation that a

utility under the Commission's jurisdiction has violated a "tariff, statute, rule, order, or decision within the commission's jurisdiction...".<sup>1</sup>

5. In their Formal Complaint, the Johnsons ask for alleviation from a \*\* [REDACTED] \*\* charge to their electric bill for the \*\* [REDACTED]  
[REDACTED]. \*\* In their Formal Complaint, they also allege irregular billing on the part of Empire. Specifically, the Johnsons state: 1). they did not receive a bill from Empire for six months, 2). they made a \*\* [REDACTED] \*\* payment for each of these six months; however, they did not see these payments credited to subsequent bills, and 3). they received eleven bills within a nine-week period – each with different amounts and due dates.<sup>2</sup>

6. Staff's report ("Report") set out in its Memorandum, attached and incorporated herein, details Staff's investigation into the Johnson's complaint. Appendix A, also attached and incorporated herein, provides documentation regarding equipment at issue in this case.

7. Staff thoroughly investigated potential reasons for the \*\* [REDACTED] \*\* charge to the Johnsons. \*\* [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

8. [REDACTED]  
[REDACTED]  
[REDACTED]

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<sup>1</sup> Commission Rule 20 CSR 4240-2.070(1).

<sup>2</sup> Docket Item No. 1, Formal Complaint.

[REDACTED] .\*\* Further finding, explanations, and recommendations can be found in the Report.

**WHEREFORE**, Staff respectfully submits this *Staff Report* for the Commission's information and consideration.

Respectfully submitted,

/s/ Andrea B. Hansen  
**Andrea B. Hansen**  
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#### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been transmitted by electronic mail to counsel of record this 14th day of November, 2025.

/s/ Andrea B. Hansen