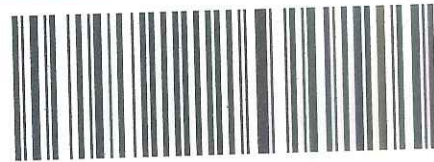


Missouri Public Service Commission
Data Center
P.O. Box 360
Jefferson City, Missouri 65102-0360

MO 375-1078 (3-2020)

CERTIFIED MAIL®



US POST
ZIP 65109
02 4W
00003704

7019 0700 0000 9367 4614

RECEIVED

APR 06 2026

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

FILED

APR 7 2026

Missouri Public
Service Commission

Diana C. Carter
428 E. Capitol Ave., Suite 303
Jefferson City, MO 65101

NIXIE 641 DE 1 0004/03/26

RETURN TO SENDER
VACANT
UNABLE TO FORWARD

BC: 65102036060 *2060-04097-03-47

VAC
65102036060

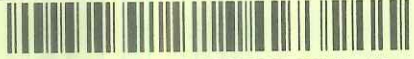
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

EC-2026-0240 3/18/26

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

Diana Carter
 428 [redacted] Ave., Suite 303
 Jefferson City, MO 65101



9590 9402 5102 9092 5772 16

2. Article Number (Transfer from service label)

7019 0700 0000 9367 4614

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
 Addressee
X

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™
<input checked="" type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery
<input type="checkbox"/> Insured Mail	
<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)	

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

Karen S. Bailey,)	
)	
Complainant,)	
)	
v.)	<u>Case No. EC-2026-0240</u>
)	
The Empire District Electric Company d/b/a)	
Liberty,)	
)	
Respondent)	

CERTIFIED MAIL

**NOTICE OF COMPLAINT
AND ORDER DIRECTING ANSWER AND STAFF REPORT**

Issue Date: March 18, 2026

Effective Date: March 18, 2026

On March 17, 2026, Karen S. Bailey (Complainant) filed a complaint with the Commission against The Empire District Electric Company d/b/a Liberty. A copy of the complaint accompanies this notice.

Rules governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090.

Because this complaint involves less than \$3,000, it shall proceed under the Commission's small formal complaint procedure.¹ If any party believes this matter should not proceed under the small formal complaint procedure, that party may file a motion consistent with the Commission's rule. As a small formal complaint, the Commission will

¹ 20 CSR 4240-2.070(15).

also order the Staff of the Commission (Staff) to investigate the complaint and file a report detailing its findings and recommendations.²

Under Commission Rule 20 CSR 4240-2.070(15)(A), Liberty has 30 days from the date of this notice to file a response to this complaint. Thirty days after the issuance of this notice is April 17, 2026.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. If mediation is requested, the Commission may suspend the deadlines set forth in this order.

The Commission will provide notice of this complaint case to Liberty and set a time for it to answer the complaint. The Commission will also direct its Staff to investigate the complaint and file a report.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to Liberty at:

Diana C. Carter
428 E. Capitol Ave., Suite 303
Jefferson City, MO 65101

2. Liberty shall file an answer to this complaint, or a request for mediation, no later than April 17, 2026. All pleadings shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

or filed using the Commission's Electronic Filing and Information System (EFIS).

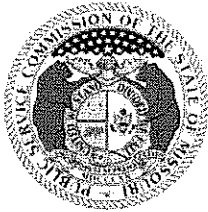
² 20 CSR 4240-2.070(15)(D).

3. Staff shall investigate this complaint and file a report with the Commission no later than May 18, 2026.

4. The Commission's Data Center shall send a copy of this notice, a copy of the Commission's procedural rules, 20 CSR 4240-2, and a copy of the handbook titled "How to Present Your Formal Complaint Before the Missouri Public Service Commission" to the Complainant.

5. This order is effective when issued.

BY THE COMMISSION



Nancy Dippell

Nancy Dippell
Secretary

Kenneth J. Seyer, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

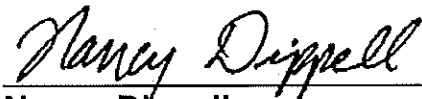
Dated at Jefferson City, Missouri
on this 18th day of March, 2026.

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 18th day of March 2026.



Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 18, 2026

File/Case No. EC-2026-0240

MO PSC Staff
Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

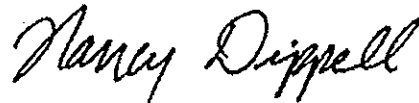
**Office of the Public Counsel
(OPC)**
Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Karen S. Bailey
Karen Bailey
1800 S. Baron Dr. Unit K-1
Bolivar, MO 65613
karen.bailey1963@gmail.com

Liberty (Empire)
Legal Department
602 S. Joplin Avenue
P.O. Box 127
Joplin, MO 64801
diana.carter@libertyutilities.com

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.