

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

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

ANSWER TO COMPLAINT

COMES NOW The Empire District Electric Company d/b/a Liberty (“Liberty” or the “Company”), and for its Answer to the Complaint of Karen S. Bailey (“Complainant”), Liberty respectfully states as follows to the Missouri Public Service Commission (the “Commission”):

1. On March 17, 2026, the Complainant filed a complaint with the Commission, alleging an amount at issue of **[REDACTED]** and that her bills were being estimated. Complainant also requests her November and December 2025 bills be reexamined.

2. The Commission issued a *Notice of Complaint and Order Directing Answer and Staff Report* on March 18, 2026, directing Liberty to file an answer herein by April 17, 2026.

3. Liberty admits the factual allegations contained in paragraphs 1, 2, and 4 of the Complaint. Liberty denies any wrongdoing with regard to the provision of electric service, including billing for electric service, to the Complainant; and Liberty otherwise denies all allegations of the Complaint not specifically admitted herein. Liberty further states that the Complaint fails to state a claim upon which relief may be granted by this Commission.

CERTIFICATE OF SERVICE

I hereby certify that the above document was filed in EFIS on this 17th day of April, 2026, with notification of the same being sent to all counsel of record. This filing was also sent by electronic transmission and/or ordinary mail to all parties/counsel of record.

/s/ Diana C. Carter