

**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.)	

STAFF’S MOTION FOR DEADLINE EXTENSION

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through its undersigned attorney, and respectfully prays the Commission to issue an Order extending its deadline for a Staff report, stating further:

1. On March 17, 2026, Karen S. Bailey (“Complainant”) filed a complaint with the Commission against The Empire District Electric Company d/b/a Liberty (“Liberty”).
2. Ms. Bailey’s complaint disputes a \$132.57 electric bill. She says the December 2025 bill is incorrect because she was not home from December 1–21, and the November bill was also too high because she was hospitalized. She suspects the meter was estimated, not read, or read incorrectly. She contacted Liberty several times and the Public Service Commission. Liberty/PSC reportedly said the meter was checked and working. She requests re-examination of the bill and meter-reading accuracy.
3. On March 18, 2026, the Commission issued its Notice of Complaint and Order Directing Answer and Staff Report. The Commission stated that because this complaint

involves less than \$3,000, it would proceed under the Commission’s small formal complaint procedure.¹ The Commission ordered Staff to file a report no later than May 18, 2026.

4. Staff has propounded 21 data requests on Liberty, 8 of which were issued on April 17, 2026. All have been answered, but Staff requires more time to investigate the complaint. Staff anticipates that it will be able to file a report on the complaint no later than May 29, 2026, but will file sooner if it can.

WHEREFORE, Staff prays that the Commission will extend the deadline for Staff’s Report to May 29, 2026, and for such other orders as the Commission deems necessary.

Respectively Submitted,

/s/ Paul T. Graham

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Missouri Public Service Commission

Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 18th day of May, 2026.

/s/ Paul T. Graham

¹ 20 CSR 4240-2.070(15)