

**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 d/b/a)	
Liberty,)	
)	
Respondent.)	

STAFF’S INVESTIGATION AND REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through its undersigned attorney, and, pursuant to the Commission’s order dated May 18, 2026, respectfully submits its investigation and report:

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 ** [REDACTED] ** 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. On May 18, Staff advised that it propounded 21 data requests on Liberty, eight of which were issued on April 17, 2026, and that all have been answered, but Staff required more time to investigate the complaint. Staff has now completed its investigation, and submits the attached Staff Investigation and Report (marked as Exhibit A, and incorporated by reference herein).

5. ** [REDACTED]
[REDACTED]
[REDACTED].

6. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED].

7. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED].

¹ 20 CSR 4240-2.070(15)

8. [REDACTED]

[REDACTED] . **

WHEREFORE, Staff prays that the Commission accept this Investigation and Report and resolve this complaint accordingly; that the Commission direct Liberty to review its processes and procedures to ensure that all service initiation contacts be fully and properly documented; and for any further orders as are appropriate and necessary in the circumstances.

Respectively Submitted,

/s/ Douglas W. Hennon

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Attorneys for the Staff of the

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 29th day of May, 2026.

/s/ Douglas W. Hennon

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REPORT OF THE STAFF

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY