

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

MO 375-1078 (3-2020)

CERTIFIED MAIL™

9-11
KANSAS CITY 64105

14 SEP 2025 PM 5 L



7007 0710 0002 2047 6489

US POSTAGE™ PITNEY BOWES



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Evergy Missouri West
Legal Department
P.O. Box 418679
One Kansas City Place, 1200 Main Street
Kansas City, Missouri 64105

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RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

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BC: 65102036060 *2864-01735-09-19

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

EC-2027-0056 9/4/26

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.

Evergy Missouri West
Legal Department
P.O. Box 418679
One Kansas City Place, 1200 Main Street
Kansas City, Missouri 64105



9590 9402 5102 9092 5773 15

2. Article Number (Transfer from service label)

7007-0710 0002 2047 6489

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent

☐ Addressee

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

☐ Adult Signature

☐ Adult Signature Restricted Delivery

☒ Certified Mail®

☐ Certified Mail Restricted Delivery

☐ Collect on Delivery

☐ Collect on Delivery Restricted Delivery

☐ Insured Mail

☐ Insured Mail Restricted Delivery
(over \$500)

☐ Priority Mail Express®

☐ Registered Mail™

☐ Registered Mail Restricted
Delivery

☐ Return Receipt for
Merchandise

☐ Signature Confirmation™

☐ Signature Confirmation
Restricted Delivery

Domestic Return Receipt

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

Denise Wray Allegri,	)	
Complainant,	)	
	)	
v.	)	<u>Case No. EC-2027-0056</u>
	)	
Evergy Missouri West, Inc. d/b/a Evergy	)	
Missouri West,	)	
Respondent	)	

**ORDER GIVING NOTICE OF COMPLAINT, DIRECTING AN ANSWER
AND A STAFF INVESTIGATION**

Issue Date: September 4, 2026

Effective Date: September 4, 2026

On August 24, 2026, Complainant, Denise W Allegri, filed a complaint with the Missouri Public Service Commission against Evergy Missouri West, Inc. d/b/a Evergy Missouri West (Evergy West). Complainant alleges that Evergy West has violated a Commission order and Commission Rule 20 CSR 4240-18. A copy of the complaint accompanies this notice. The complaint sets forth in writing a cause of action sufficient to meet the requirements of Section 386.390, RSMo. Commission Rule 20 CSR 4240-2.070(15) provides that any dispute involving less than \$3,000, is to proceed under the small formal complaint procedure. No amount at issue was specified, so this complaint shall not proceed under the Commission's Small Complaint procedure.

As required by Section 536.067(2)(f), RSMo, the Commission informs the parties that the Commission's provisions 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. Commission Rule 20 CSR 4240-2.070(8) provides

Evergy West 30 days to file a response to this complaint. Because that 30th day falls on a weekend, the Commission will extend the due date for an answer to October 5, 2026.

Pursuant to Commission Rule 20 CSR 4240-2.070(11), the Commission will direct the Staff of the Commission to investigate this complaint and file a report or a request for additional time by October 19, 2026.

In the alternative, Evergy West may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period for Evergy West to file an answer will be tolled while the Commission ascertains whether Complainant is also willing to submit to voluntary mediation. If Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed. If Complainant declines mediation, Evergy West will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

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 Evergy West at:

Evergy Missouri West
Legal Department
P.O. Box 418679
One Kansas City Place, 1200 Main Street
Kansas City, Missouri 64105

2. Every West shall file an answer to this complaint or request for mediation no later than October 5, 2026, and serve a copy upon the Complainant. All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

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

or filed using the Commission's electronic filing and information service (EFIS).

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission or a request for additional time no later than October 19, 2026.

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

5. This order is effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 4th day of September, 2026.

MISSOURI PUBLIC SERVICE COMMISSION

September 4, 2026

Case No: EC-2027-0056

MO PSC Staff

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(OPC)**

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MO PSC Staff

Travis Pringle
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Jefferson City, MO 65101
travis.pringle@psc.mo.gov

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



Nancy Dippell
Secretary

¹

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.