BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Greg Stiens, Complainant v. The Empire District Gas Company d/b/a Liberty, Respondent	)	**File No. GC-2021-0395**
Greg Stiens, Complainant v. The Empire District Electric Company d/b/a Liberty, Respondent	)	**File No. EC-2021-0374**

NOTICE OF COMPLAINT AND ORDER SETTING TIME FOR ANSWER AND DIRECTING STAFF INVESTIGATION AND REPORT

Issue Date: May 12, 2021 Effective Date: May 12, 2021

On April 26, 2021, Greg Stiens filed a complaint with the Commission against The Empire District Gas Company d/b/a Liberty. Due to a clerical error, the complaint file was opened in File No. EC-2021-0374 as a complaint against The Empire District **Electric** Company d/b/a Liberty. This order corrects the error by establishing the case under File No. GC-2021-0395 and providing for notice to The Empire District Gas Company, as required by Section 386.390.3, RSMo (Cum. Supp. 2020).

A copy of the complaint accompanies this notice. Complaint to the Commission is authorized by Section 386.390 and constitutes a contested case under Chapter 536 of the Revised Statutes of Missouri. Commission rules govern the procedure of a contested case and the methods of "discovery" used by the parties to request and share information and documents.[1]

Because the complaint concerns less than $3,000, this matter will proceed under the small formal complaint procedure, as provided by Commission Rule 20 CSR 4240-2.070(15). If any party believes this matter should not proceed as a small formal complaint, that party may file a motion requesting a change in case status.

Liberty will have 30 days after the date of this notice to satisfy or answer the complaint, as provided by Commission rule.[2]

The Commission will direct the Staff of the Commission to investigate the complaint and file a report detailing its findings, as provided by 20 CSR 4240-2.070(15)(D). In its April 27, 2021 order in File No. EC-2021-0374, the Commission directed Staff to file a report no later than June 10, 2021. To avoid undue delay in this case, the Commission will direct Staff to file its report, or a status report, no later than June 18, 2021.

Case documents are available online via the Commission's electronic filing and information system (EFIS). EFIS may be accessed from the Commission's website, https://psc.mo.gov.

[1] Commission rules governing practice and procedure before the Commission are published in the Code of State Regulations at 20 CSR 4240, Chapter 2.
[2] 20 CSR 4240-2.070(15)(A).

Because File No. EC-2021-0374 was opened in error and the complaint is now pending under File No. GC-2021-0395, the Commission will close File No. EC-2021-0374.

Because the Commission's notice order issued on April 27, 2021, previously directed that information about complaint proceedings be provided to Mr. Stiens, this order does not require that those materials be duplicated. Likewise, the Commission provided information about mediation to the parties with its previous order.

Finally, the Commission observes the entry of appearance filed on April 28, 2021, by counsel for Liberty in File No. EC-2021-0374 did not certify service on Mr. Stiens. Service on Mr. Stiens should comply with Commission rules, as provided below.

THE COMMISSION ORDERS THAT:

1. File No. EC-2021-0374 shall be closed.

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

The Empire District Gas Company d/b/a Liberty
Attn: Legal Representative
428 E. Capitol Ave., Suite 303
Jefferson City, MO 65101

3. Liberty shall satisfy the complaint or file an answer to the complaint no later than June 11, 2021. Liberty shall serve a copy of any answer on Mr. Stiens, Complainant.

4. Service on Mr. Stiens shall comply with the provisions of Commission Rule 20 CSR 4240-2.080(16), which governs service on parties not represented by legal counsel.

5. No later than June 18, 2021, Staff shall investigate and file a report detailing its findings and recommendations or shall file a status report stating when it expects to file its report.

6. The Commission's Data Center shall mail to Mr. Stiens, by U.S. mail to Complainant's address of record, a copy of this notice and order.

7. This order shall be effective when issued.

BY THE COMMISSION

Morris L. Woodruff
Secretary

Jana C. Jacobs, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 12th day of May, 2021.

FILED[3]

APR 26 2021

Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

GREG STIENS
(Your name here)

Complainant,

v.

LIBERTY Utilities - Empire District
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

COMPLAINT

1. Complainant resides at:

[redacted]
(Address of complainant)

[redacted]
(City) (State)

2. The utility service complained of was received at:

   a. Complainant's address listed in paragraph 1.

   b. A different address:

(Address where service is provided, if different from Complainant's address)

(City) (State) (Zip Code)

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3. Respondent's address is:

Does Not list AN Address Phone 417-625-5100
(Address of complainant)
602 S Joplin Avenue
Joplin MO 64801
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: $ [redacted]
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

HAVE the Company Stop Sending Shut off Notices when Customers HAVE paid their Bills

Compensation to Customers FOR the HArassment, OBNoxious, False Billing and Recording, get their Records Straight Before they Accuse ANyone Falsely AND Quit Threatening Customers To Shut off this Service, Intentionally Stressing and Worrying Customers

EACH Time A Customer is Wrongfully Accused they need and Shall pay [redacted] in Compensation to the Wrongfully Accused. AS They Should NEVER HAVE To go through this. PAY the $130.00 Credit

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

20. CSR 4240 13.025 Billing Error
Knew or Should HAVE Known this was an Error, Collect All information Before they Send out a Shut off Notice if this had Been true they allowed only 14 DAYS from Due Date and were going to Shut off Service. Not the Required time Allowed By the PSC.

This complaint Consists of 4 Pages

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Liberty utilities Send me Knowingly A Shut of Notice which WAS false As the Bill had Been paid. False Billing

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I Received letter Friday April 16, 2021 with A Shut off NOTICE
NOTE: This Bill WAS paid on 4-4-21 Check# 716 Due Date 4-9-21
I called Liberty on Monday 4-19-21 at 10:35 AM and talked 35 minutes
They appogized FOR the obnoxious, hurtful, demeaning, threatening
Letter / Shut off Notice.
I Stated there is to Be Some Compensation for their Reckless
Actions which hurt my Reputation and what if the Credit Reporting
Agency got News of it plus my time Dealing with this when I
Should Not HAVE HAD to.

My Compensation for their Reckless Behavior is $[redacted] Credit
$30 for over Charges on the Bill of $97.36. this was way to
High and over charging Customers.
Total $[redacted]
Tried to Resolve this over and over with them on 4-19-21 But they wouldnt
See Attached letter (Shut off Notice)

4-20-21
Date

Greg Stiens
Signature of Complainant

[redacted] (Confidential)
Complainant's Phone Number

Greg Stiens
Complainant's Printed Full Name

Alternate Contact Number

[redacted]
Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

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161
Date Mailed: 4/13/21
Account Number: [redacted]

Liberty

TOTAL AMOUNT PAST DUE $[redacted]
Disregard if payment made after 4/13/21
Shut-Off on or after 4/23/21
TOTAL AMOUNT ENCLOSED $_____

**********AUTO**5-DIGIT 64402
GREG L STIENS
[redacted]

Remit to:
LIBERTY UTILITIES - EMPIRE DISTRICT
PO BOX 650689
Dallas, TX 75265-0689

650689 1423220144 0000009736 0000009736

Location Number: [redacted]

To ensure proper credit PLEASE RETURN THIS PORTION with your payment.

For account questions or to pay your bill by phone call, (800) 424-0427

Empire District (www.empiredistrict.com)
602 S Joplin Avenue
Joplin, MO 64801-2337

Account Number: [redacted]
Location Number: [redacted]

SHUT-OFF NOTICE

Gas Service at [redacted] may be shut off on or after 4/23/21 because our records indicate an unpaid balance of $[redacted] was past due 4/9/21. Please contact us today.

If you are unable to pay in full before the shut off date, you may request an installment plan for the past-due amount to help you through your present difficulty. If anyone living in your home is experiencing a medical emergency, please let us know. Verification from a doctor will delay shut-off up to 21 days.

Disconnection will create additional expense for you. The reconnect charge is $[redacted] during normal business hours, and $[redacted] after normal business hours. If you wait until we send someone out to shut off your service, there will be a trip charg of $[redacted] even though you pay or make arrangements for payment at that time.

Excessive late payments or disconnection of service are reasons for requiring deposit coverage that equals twice your highe bill during the most recent twelve months. If you have an existing deposit, you may be required to increase it to the maximu amount.

If you need information about your previous use or payments, we will be glad to provide this information. If any portion of yo bill is under dispute, you may pay the undisputed portion and obtain a review of the disputed charges.

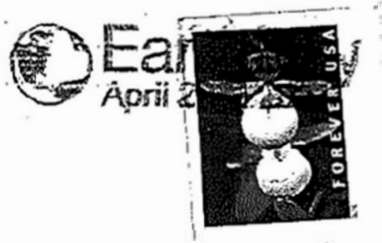
Please contact us today to avoid the additional expenses associated with disconnection of your service.

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Greg Stiens
[redacted]

KANSAS CITY 640
21 APR 2021 PM 5 L



RECEIVED
APR 26 2021
MO PUBLIC SERVICE COMMISSION
MAIL ROOM

Missouri Public Service Commission
Governor Office Building
ATTN: Consumer Services Unit
200 Madison Street, P.O. Box 360
Jefferson City, Missouri 65102-0360

PUBLIC

65102-036060

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 12th day of May, 2021.

Morris L. Woodruff
Secretary

MOPSC Digitally signed by MOPSC
Date: 2026.10.27 16:38:25 -05'00'

MISSOURI PUBLIC SERVICE COMMISSION

May 12, 2021

File/Case No. GC-2021-0395 and EC-2021-0374

Missouri Public Service Commission
Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounselservice@psc.mo.gov

Office of the Public Counsel
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P.O. Box 2230
Jefferson City, MO 65102
opcservice@opc.mo.gov

Greg Stiens
Greg Stiens
717 West Thompson
Maryville, MO 64468
greg.stiens@yahoo.com

Liberty (Empire)
Diana C Carter
428 E. Capitol Avenue, Suite 303
Jefferson City, MO 65101
Diana.Carter@LibertyUtilities.com

Liberty (Empire)
Legal Department
602 S Joplin Avenue
P.O. Box 127
Joplin, MO 64801
Diana.Carter@LibertyUtilities.com

Missouri Public Service Commission
Whitney Payne
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
whitney.payne@psc.mo.gov

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

Sincerely,

Morris L Woodruff

Morris L. Woodruff
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.