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March 3, 2011

Ms. Janet Parks
302 Kimberly Drive
Belton, Missouri 64012

RE: GC-2011-0232

Dear Ms. Parks:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by the respondent utility and the staff of the Missouri Public Service Commission ("PSC") who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision by developing the issues.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC by the date printed on it. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daniel Jordan", is written over a large, loopy blue ink flourish.

Daniel Jordan,
Senior Regulatory Law Judge

Enclosures