

Marcia Eason  
12059 Krenning Lane  
St. Louis Mo.63138

December 06, 2012

Missouri Public Service Commission  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City Mo 65102

Ref: File No. WC-2013-0010

Dear Complaint Department / Supervisor:

This letter is to respond to the failure to appear at the November 22, 2012 hearing.

I, Marcia Eason would like to extend my deepest apology to all parties involved, and to whom I may have caused any inconvenience. I was not made fully aware of the means of contact. I received no information advising as to how or when the hearing would be held. I wasn't aware that the only way the Missouri Public Service Commission would be notifying me was by Electronic Service i.e. (email ) only.

I wasn't aware that there had been a hearing until I received a phone call from one of the staff members with Missouri Public Commission (Rachel Lewis and the attorney Tanya Alms)advising me of a recommendation from the Missouri Public Service Commission, informing me that I had missed the hearing. Confused, I explained that I spoke with a gentleman from the Missouri Public Service Commission he stated that the case would be concluded by Oct. 5 2012. From then I expected to be contacted or instructed in the next step or process via US mail.

Sincerely,

Marcia Eason