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General Counsel

December 15, 2008

Christy and Michael Scrivner
30 Walters Place
House Springs, MO 63051

Case No. SC-2008-0409

Dear Christy and Michael Scrivner:

I am the regulatory law judge ("RLJ") assigned to your case. I want to make sure that the processes of the Missouri Public Service Commission ("PSC") are accessible to you. I mention this because I have not received the conflict dates (dates you cannot attend a hearing) so that I can re-set the hearing on your complaint, as requested in the Commission order dated December 4, 2008.

As that order states, you may attend in person or by telephone. You may also attend by videoconferencing at our St. Louis office. If you need more time to work on your case, please feel free to ask. On the other hand, you may simply decide not to pursue your complaint. Whichever option you choose, please respond to this letter no later than December 24, 2008.

You may respond to this letter in any of the following ways:

- Send a response to Daniel R.E. Jordan, RLJ; P.O. Box 360; Jefferson City, MO 65102;
- Call the PSC toll-free at 1.800.392.4211 and ask to be transferred to Daniel Jordan, RLJ.
- Email me at Daniel.Jordan@psc.mo.gov.

Every consumer's complaint, including yours, is important to the PSC.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daniel R.E. Jordan", is written over a faint circular stamp.

Daniel R.E. Jordan,
Regulatory Law Judge