

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>

APR 26 2004

Missouri Public  
Service Commission

Name: Dan & Siegrun Hill  
Complainant

vs.

Case No.

Company Name: Empire District Electric Co.  
Respondent

COMPLAINT

Complainant resides at 1304 S. 11th St., Ozark, MO 65721  
(address of complainant)

1. Respondent, Empire District Electric Co.  
(company name)  
of 602 Joplin Street, Joplin, MO 64802  
(location of company), is a public utility under the  
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

- 1) Excessive usage charges for electricity for the months of June, July, August 2002, wrong meter readings,
- 2) incorrect re-reading, the different dates of the re-readings were not documented @ Empire Electric,
- 3) estimated usage charges that disregarded the different re-reading times, therefore overcharging usage with outrageous bills. It appears that shut-off threats are used to avoid proof of mistakes to force payment.

Encl.: Original + 8 copies  
35 pages each

3. The Complainant has taken the following steps to present this complaint to the Respondent:

- 1) calls to local office, Kansas City, numerous times  
See documented enclosures
- 2) letters / correspondence in writing 11-1-02, 1-2-03  
letter to NC Eruia Commission 12-17-02, disregarded  
by Commission because Empire provided incorrect documentation  
2-17-04 / to Empire Electric, no answer  
4-13-04 / " " " " " "  
6-14-04 / different office of Empire Electric - return call from  
Marcia Staller

- 3) 11-1-02 letter listed all happenings chronologically  
provided comparison on detailed spreadsheet calculating  
fair average daily wage to conclude the accurate  
payments for wage, balances were paid in full  
account should have been @ -0-

We have paid every month our bills on time, never missed a payment  
Empire ignores our correspondence, sends shut-offs threats, bills late fees  
inconsistent outstanding bills, we received audacious phone calls from collectors  
WHEREFORE, Complainant now requests the following relief:

That our account is zeroed out, since all bills are paid,  
none missing. The disputed amounts are fictitious charges  
and need to be eliminated  
Supporting documentation is attached

4-19-04  
Date

Dan Hill  
Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

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- > Rewarding
- > Promoting

**Sigi Hill, B.B.A.**

1304 S. 11<sup>th</sup> St.  
Ozark, MO 65721 / USA  
Phone 417-581-5061  
Fax 417-581-4009  
Mobil & Voice 417-840-2179  
[hintm1@classicnet.net](mailto:hintm1@classicnet.net)

April 14, 2004

Terri Oliver  
Empire District Electric  
602 Joplin Street  
P.O. Box 127  
Joplin, MO 64802

Re: Account # 980993

Dear Terri,

This letter is in reference to our correspondence from November 2002; about unresolved disputed overcharges of estimated usage based on your records of uncorrected alternate meter reading time/estimates from June/July 2002.

In last fifteen months we were not contacted from your office to resolve this issue. We continued paying every monthly bill as our records show. On March 16, 2004 we received a threat from your collections manager, Ann Butts, disregarding any of our previous correspondence about the dispute.

It appears that there is a lack of communication between your departments. In order to find the responsible person in charge of the decision making process and to avoid future inconveniences we are providing the attached copies of currently ongoing correspondence to your company, to Government Agencies and the media for your review and response.

Copies of detailed documentation are available upon request.

Sincerely,

Sigi Hill, President  
Hill International, Ltd.

Encl.

CC: William Gibson  
Gregory Knapp  
David Gibson  
Terri Oliver  
Marcia Sadler

Encl. letter to Ann Butts 4-13, 3-17  
" " letter 3-17

Copy of Shut-off notice 3-31-04

" " billing statement 4-8-04

" " letter to Serv. Comm. 4-24-04 3-25-04

Copy of letter to Attn. Gen 7-22

" " to No Service Commission 3-22

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Ozark, MO 65721 / USA

Phone 417-581-5061

Fax 417-581-4009

Mobil & Voice 417-840-2179

[hintmntk@classicnet.net](mailto:hintmntk@classicnet.net)

April 13, 2004

FedEx

Ann Butts

Empire District Electric Co.

602 Joplin Street

P.O. Box 127

Joplin, MO 64802

Re: Account # 980993  
Correspondence from 11-1-02, 1-2-03, 3-27-04

Dear Mrs. Butts,

In reference to your letter from 3-13-04 and our certified letter from 3-27-04 we have not received an answer from your office yet. Let us please emphasize that the requested amount of \$561.15 is part of a disputed discrepancy of incorrectly estimated usages charges based on your records of uncorrected alternate meter reading times/estimates from June/July of 2002. You included late fees in the amount of \$84.74.

As with letter from 11-1-02 we paid all outstanding charges from 2002 and the account should have been back to \$0.00. We included with that letter detailed documentation to prove the corrections. We have never failed to pay a monthly bill including last month, March 04. We have always paid our bills on time; where would late fees be justified? Since the disputed amount is not an unpaid monthly bill but an unresolved disputed overcharge of estimated usage a shut-off of our electricity is not justified.

We offered you to review with us the documentation to find out where mistakes were made and to find a way to correct the records. We did not receive an answer from you but we received a shut-off notice dated 3-31-04 for a past due amount of \$ 413.40. To make matters more confusing we received our monthly bill dated 4-8-04 for the current monthly usage for \$121.26, plus another late fee of \$6.20 and a credit for \$84.74. Total due currently would be \$36.52 (late fee of \$6.20 deducted).

I spoke with Beth today at the 800-number provided on the statement. Beth told me the credit was for accumulated late fees. Since November 2002 we issued with every monthly payment a letter stating the reason for the deduction of the disputed charge. We always deducted the late fees with the monthly bill. Hence, we will disregard the credit on the current bill and pay the full amount due of \$121.26 by the due date and our account should be at \$0.00, no further outstanding amount is due. Since the disputed amount is not an unpaid monthly bill but an unresolved disputed overcharge of estimated usage a shut-off of our electricity is not justified.

It appears that there is a lack of transfer of correspondence and communication between your departments. Obviously that has contributed to unjustified decisions and you seem to disregard our well documented claims.

3  
Page 2

As stated in our letter from 3-17-04 we have re-submitted our request for investigation of this issue with Empire District Electric to the Missouri Public Service Commission and the Attorney General's Office, Consumer Protection Division, see enclosed copies. We have also contacted the media. After reviewing media publications from summer/fall 2002 it appears that we are not the only ones with discrepancy claims. It also appears you authoritatively used your power to intimidate people to pay your maybe incorrect and estimated charges with the threat of shutting-off the electricity.

We will follow the advice of the Missouri Public Service Commission and file an official Formal complaint within the requested timeframe with meticulously detailed documentation. As a public service organization it is your obligation to record exact data and charge according to the published fees. It is not your right to threaten your clients with shut-off notices to enforce unjustified estimated charges.

Again, we offer to review the issue with you or any responsible person from your company with complete documentation in a reasonable time fashion. To simplify and expedite the solution of this problem and to zero out our account of the disputed amount we look forward to hearing from you and appreciate your cooperation soonest. Copies of this correspondence will be provided to your management as well.  
Looking forward to hearing from you,

Sincerely,

Sigi Hill, President  
Hill International, Ltd.

Encl.

578  
Date Mailed: 4/8/04  
Payment Due Upon Receipt  
980993-08-3



Remit to:  
Empire District Electric Co.  
P.O. Box 219239  
Kansas City, MO 64121-9239

**TOTAL AMOUNT DUE** \$540.86  
If paid after 4/28/04, add late charge of \$8.11  
After 4/28/04, Pay \$548.97  
**TOTAL AMOUNT ENCLOSED** \$ \_\_\_\_\_

DAN HILL  
1304 S 11TH ST  
OZARK, MO 65721-8300

1 980993083 0000054086 0000054897 5

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

For billing inquiries and delayed payment agreement information, phone (800) 206-2300

The Empire District Electric Company ([www.empiredistrict.com](http://www.empiredistrict.com))  
2115 State Hwy 14E  
Ozark, MO 65721

Account Number: 980993-08-3

Summary as of 4/7/04

Previous Bill	3/8/04		\$644.89	
Payment Received	3/29/04	Check	CR \$146.75	Thank you
Unpaid Balance			\$498.14	
Electric		980993-95-691	\$42.72	***
<b>Total Amount Due</b>			<b>\$540.86</b>	

\*\*\* see Detail following message(s).

If you have a question or problem with billing or service or need help managing your charges with a delayed payment agreement, we welcome your call or visit to your local office. The address and toll-free number are shown above.

Our records indicate a balance remains from your last billing. Please remit total amount due.

Project Help - - - Neighbors Helping Neighbors

Did you know that we are available 24 hours per day, 7 days per week? Call us anytime at 800-206-2300.

You may pay your bill with a credit card by calling 1-888-240-2356 or online at [www.empiredistrict.com](http://www.empiredistrict.com), Customer access, Payments, Credit Card Online. There is a fee for this service.

APP (Average Payment Plan) - You pay the same average bill each month which makes budgeting your household expenses easier.

AUTOPAY - Your monthly bill can be charged directly to your bank account. So convenient. You save checks, stamps, and the worry of getting your payment in on time.

## Detail

Electric 980993-95-691 For Service at: 1304 S 11th Street, Ozark, MO 65721-8300 Rate: RG-Residential

Read for: 70220795 From 3/3/04 to 4/2/04 (30 Days), Curr Read - 39084 Prev Read - 37002, Totaling 2082 Kwh

3/30/04	Late Payment Fee	\$413.40 x 0.0150000	\$6.20
4/7/04	Customer Charge	1 x 8.7500000	\$8.75
	Usage Charge	600 Kwh x 0.0719000	\$43.14
		1,482 Kwh x 0.0452000	\$66.99
	Franchise Fee	\$118.88 x 0.0200000	\$2.38
3/13/04	Canceled Charges		CR \$84.74
	<b>Billed Charges:</b>		<b>\$42.72</b>

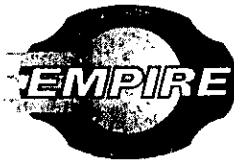
\$121.26

4-13-04

Beth: Credit for what  
maybe late fees?  
She does not know.

Sipi: I never paid any late fees  
This credit is incorrect, we  
will pay full current amount  
due. Beth notices, there is  
discrepancies in documentation

961 -  
Date Mailed: 3/31/04  
Payment Due Upon Receipt  
980993-08-3



Remit to:  
Empire District Electric Co.  
P.O. Box 219239  
Kansas City, MO 64121-9239

8

SERVICES YOU COUNT ON

TOTAL AMOUNT PAST DUE \$413.40  
Disregard if payment made after 3/30/04  
Shut-Off on or after 4/16/04  
TOTAL AMOUNT ENCLOSED \$ \_\_\_\_\_



DAN HILL  
1304 S 11TH ST  
OZARK MO 65721-8300

1 980993083 0000046056 0000046056 3

SHUT-OFF NOTICE 980993-95-691 2349927

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

For billing inquiries and delayed payment agreement information, phone (800) 206-2300

The Empire District Electric Company (www.empiredistrict.com)  
2115 State Hwy 14E  
Ozark, MO 65721

Account Number: 980993-08-3

4-13: Bet  
Any sent note 3-16 due 561's  
Bet takes note, not to shut off  
because of  
disputed

# SHUT-OFF NOTICE

fictitious Exes

Electric Service at 1304 S 11th Street, Ozark, MO will be shut off on or after 4/16/04 because our records indicate an unpaid balance of \$413.40 was past due 3/29/04. 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 \$25.00 during normal business hours, and \$50.00 after normal business hours. If you wait until we send someone out to shut off your service, there will be a trip charge of \$13.00 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 highest bill during the most recent twelve months. If you have an existing deposit, you may be required to increase it to the maximum amount.

If you need information about your previous energy use or payments, we will be glad to provide this information. If any portion of your 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.

1239pm Linda:  
Says order came from Ann, supervisor this office does not have docs of our dispute responses  
Linda says they don't need docs, just instr. from Ann, Linda will forward message to Ann again to call me back





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Ozark, MO 65721 / USA  
Phone 417-581-5061  
Fax 417-581-4009  
Mobil & Voice 417-840-2179  
[hintrntl@classicnet.net](mailto:hintrntl@classicnet.net)

March 17, 2004

CERTIFIED MAIL

Ann Butts  
Empire District Electric Co.  
602 Joplin Street  
P.O.Box 127  
Joplin, MO 64802

Re: Account #980993  
Correspondence from 11-1-02, 1-2-03

Dear Mrs. Butts,

We acknowledge the receipt of your letter from 3-13-04 as of 3-16-04.  
However, we are disputing your charges of \$561.15:

- A) It all started on June 6, 02 when we watched the Empire Electric meter reader, to our surprise!! standing way back in the yard, ~ 50 feet away from the meter!! with binoculars!! reading the meter on the wall of the backside of our house. We assumed this was because of our dog and felt that was a joke. Since 3 months we had an Akita dog, not a doberman, which was tied up with a 6 foot chain 19 feet!!!! away from the meter. This was the first person that seemed to be bothered.
- Our April bill that we received in May was \$100.49 and we expected the May bill to be about the same since May had been a very cold month and we had not even turned our a/c on yet and the heater had not been in use since beginning of April anymore. We received the bill for \$197.78!!!! on 6-11-02. I called immediately the office in Ozark, Tammy, questioning the bill and telling her about the meter reader with the binoculars. She told me she would have the meter read again and she would call me back in a week. I did not hear anything and called again on 7-2-02 to check on the bill. Dana told me that the meter reader was afraid of our dog and our meter was re-read on 6-12-02, 1399KWH less then the guy with the binoculars read, and our bill to pay was \$131.43. "For booking purposes Empire Electric kept the reading on 6-6-02.", quote from Dana. I paid our bill that day.
- When we came back from a 10 days vacation we found a new bill of \$319.57 plus an unpaid balance of \$66.35 from the June bill, total \$385.92!!!! Since we paid with the last bill for 41 days of electric use we should have paid in July for 24 days of electric use and expected a very low bill. I called right away the local office. Twila told me the story of substitute readers, problems etc. I should read the meter myself, tell her the results and that they would send a new bill.

A few days later another meter reader shows up reading the meter. I asked him if he felt threatened by our dog. After checking carefully he answered "Oh no, the dog is too far away to threaten me." Beginning of August we received a corrected statement for the same billing period still for \$198.09!!! When I called the local office again they told me they would have someone review the account and contact me. I should not have to pay anything until the review was done. Couple of weeks later I was contacted by Marcia Sadler. I had to tell her over the phone the whole story from June again and she told me the reader was afraid of our dog and she promised to review everything and get back with me, no payment necessary until she gets back with me. Another bill came in, now totaling \$767.86, the meter reading was from 7-5-02 to 8-5-02 for \$569.77!!!! for 31 days plus unpaid balances. I did not hear from Marcia again until late in September. In the meantime we received a Shut-off-notice. Calling the 800-number on Saturday, Aug. 31-02 we were told to ignore that notice, computer error!, since the account is under research and that there was many problems in Ozark with the meter readers. ....

B) The matter has not been reviewed in detail with us regarding above mentioned points. You have taken unreasonable time with incomplete information and ignoring our documentation,

C) All of our monthly payments due were paid on time in full, we never missed to pay one month of dues, any late fees charged are unjustified and so is your shut-off notice.

D) We will contact with this correspondence the Consumer Protection Hotline, providing full documentation. Documentation that you have provided to the Attorney General and to the Missouri Public Service Commission is assumable as incomplete as the documents that you have provided us with so far.

E) We offer to review with you or any responsible person with complete documentation in a reasonable time fashion the issue.

Please do not call during business time of Hill International, or I will have to charge you my consultation fee of \$75/hour. However, I am open to correspondence and to schedule a suitable time to visit with you. You are welcome to come to my office.

We appreciate your cooperation and look forward to talking with you.

Sincerely,

Sigi Hill, President  
Hill International, Ltd.

Encl.: 4 years of usage listing



SERVICES YOU COUNT ON

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March 13, 2004

Dan Hill  
1304 S 11<sup>th</sup> St.  
Ozark, MO 65721

Re: Account number 980993

Dear Mr. Hill:

This letter is to notify you that we have ended and closed the dispute on the above-mentioned electric account. Late fees from January 2003 up to now, totaling \$84.74, have been adjusted. As of the date of this letter, the total amount due is \$561.15.

Proof of this debt has been provided to the Missouri State Attorney General's Office and to the Missouri Public Service Commission. Both offices are in agreement that everything possible was done to properly explain the billing, and that in fact the debt is correct, and owed by you.

Therefore, I am notifying you that the total amount due of \$561.15 will need to be paid by your next due date, March 26<sup>th</sup> 2004, in order to continue your electric service at 1304 S 11<sup>th</sup> Street in Ozark. Should this amount not be received, a shut off notice will be sent, and the electric service will be disconnected on or after the date of the notice.

I am available at 417-625-6171 if you need to reach me.

Sincerely,

Ann Butts  
Credit & Collection Manager

cc: Office of the Attorney General, State of Missouri  
Missouri Public Service Commission

## *Is the problem solved?*

It all started on June 6, 02 when we watched the Empire Electric meter reader, to our surprisell standing way back in the yard, ~ 50 feet away from the meter!! with binoculars!! reading the meter on the wall of the backside of our house. We assumed this was because of our dog and felt that was a joke. Since 3 months we had an Akita dog, not a doberman, which was tied up with a 6 foot chain 19 feet!!!! away from the meter. This was the first person that seamed to be bothered.

Our April bill that we received in May was \$100.49 and we expected the May bill to be about the same since May had been a very cold month and we had not even turned our a/c on yet and the heater had not been in use since beginning of April anymore. We received the bill for \$197.78!!!! on 6-11-02. I called immediatly the office in Ozark, Tammy, questioning the bill and telling her about the meter reader with the binoculars. She told me she would have the meter read again and she would call me back in a week. I did not hear anything and called again on 7-2-02 to check on the bill. Dana told me that the meter reader was afraid of our dog and our meter was re-read on 6-12-02,

1399Kwh less then the guy with the binoculars read, and our bill to pay was \$131.43.

"For booking purposes Empire Electric kept the reading on 6-6-02.", quote from Dana.

I paid our bill that day.

When we came back from a 10 days vacation we found a new bill of \$319.57 plus an unpaid balance of \$66.35 from the June bill, total \$385.92!!!! Since we paid with the last bill for 41 days of electric use we should have paid in July for 24 days of electric use and expected a very low bill. I called right away the local office. Twila told me the story of substitute readers, problems etc. I should read the meter myself, tell her the results and that they

would send a new bill. A few days later another meter reader shows up reading the meter.

I asked him if he felt threatened by our dog. After checking carefully he answered "Oh no, the dog is too far away to threaten me."

Beginning of August we received a corrected statement for the same billing period still for \$198.09!!! When I called the local office again they told me they would have someone review the account and contact me. I should not have to pay anything until the review was done.

Couple of weeks later I was contacted by Marcia Sadler. I had to tell her over the phone the whole story from June again and she told me the reader was afraid of our dog and she promised to review everything and get back with me, no payment necessary until she gets

back with me. Another bill came in, now totaling \$767.86, the meter reading was from 7-5-

02 to 8-5-02 for \$569.77!!!! for 31 days plus unpaid balances. I did not hear from Marcia

again until late in September. In the meantime we received a Shut-off-notice. Calling the

800-number on Saturday, Aug. 31-02 we were told to ignore that notice, computer error!,

since the account is under research and that there was many problems in Ozark with the meter readers. ....

We heard from other residents in Ozark having problems with their meter reading, too.

The September statement came charging now "only" \$450.17, cancelled charges of \$901.49, credit for \$317.69, leaving \$450.17. Marcia sent us a summary of all the charges from

January to September, again ignoring the discrepancies in July. She catches me on the cell

phone in evening traffic in Springfield, maneuvering in heavy traffic and between 2 business

meetings. Of course I did not have the papers with me. So I tried to re-iterate to her from

memory the reading and re-reading and why the charges are still incorrect. She ignores that

I was not in the position to give her the details right then and was very pushy, she kept

(3)

talking inspite of me telling her I had to get into my business meeting, telling me about rate increases and so on.

October 24, Marcia faxes me a summary, comparing the years 2000, 2001, 2002, still ignoring the re-readings in June and July. Another lengthy telephone conversation with Marcia and detailed explanations, taking more and more of my business time, still does not help Marcia to understand the mistakes Empire Electric made. Marcia feels that we do not understand how to read the meter. In October we are getting another bill, now the bill for the previous month is \$128.77, plus \$450.17 unpaid balance equaling \$578.94. October 24, a man from Empire Electric comes to our house and exchanges our old dial meter for a new digital meter. He too tells me about the problems his company had with substitute readers, that subcontractors were hired, people not trained properly, etc. I ask him whether he felt threatened by our dog, checking the situation he answers "No, the dog is far enough away. He tells me that Springfield has computerized meter that can be read from distance with a special instrument, easy and accurate. "But Empire Electric does not want to install these, since it would cost too much and the stockholder would not earn enough dividends than"!!!

Finally, I take the time out to make my own spreadsheet, comparing every month from April on, reviewing my all my notes, going thru my calendar, listing meter readings, days of use, averaging use per day, use of heater or a/c. Finding, that in June we were charged 4times the supposed-to-be daily use, in July we were charged 5times the supposed-to-be daily use.

To avoid that the bill would grow out of hand we made another payment of \$100.00 on 11-1-02 and I wrote a letter, listing all the discrepancies, summarizing in detail all the usage. For

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the amount of time it took to outline all the necessary corrections I deducted the cost for my business hours, only charging for the time it took for this summary, not even charging for the lost business time previously, and wrote a check for remaining balance, finalizing the outstanding charges including to October 2, 02. This letter was mailed off on November 4, 02 by certified mail, signature requested. The signature card was signed by Elaine Hamn on 11-06-02. The letter was address to Terry Oliver, a contact given to me by Marcia.

Three weeks later we receive a letter from Mr. Oliver, "regretting the problems we had with the regular reads at our residence", ignoring my letter and spreadsheet, only referring to the documentation on their accounts and still charging \$387.77.

Being too busy I could not respond for a while. The next bill from 12-6-02 charged for electric usage from 10-02-02 to 12-05-02 \$221.91 (including late fees) plus outstanding balances of \$487.62, total \$625.11!!!! Due Jan. 2, 03.

On 12-16-12 Jenee from the collections department from Empire Electric calls. I ask to call me back later, I was on my way out of the office for business meetings and had not time to talk to her right then. She calls back on the 19th, not clearing if I had time than, since she called on my business hours, getting onto me, when I was finally going to pay my bill, accusing me that I was using tactics to defer from my obligation to pay my bill. Since she was not successful intimidating me, she asked if my husband was home, (9:00 am on a Thursday mind you). She wanted to "talk to him since it probably would be more successful talking to him and he probably would be nicer"! She threatened to shut off the electricity. I told her I would pay the bill for \$221.91 minus the late fees of \$5.82, totaling \$216.09 on Jan 2, 03 as scheduled, no need to threaten me or shutting off the electricity. She tells me that I can read the meter myself if I don't like their meter reading. My response was, if I have to read

5/14 6  
my own meter and submit that information I will deduct my time for doing that from the bill.

Of course she was mad. Her being so rude I requested to contact the Missouri Public Service Commission.

Because of lack of time I just called right away the Commission and faxed 12 or 15 pages of documentations, including my letter and spreadsheet.

The answer from the Commission came on 12-27-02:

The Commission had forwarded the complaint to Empire Electric and had received the following information back:

"According to an Empire representative there were some problems with meter reads that were turned in but check reads were secured and billing adjusted. " ....

"In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods or four (4) quarterly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever was first."

"While you may not have been billed at the time you used the service, it does not appear that you were billed for service you did not use."

Ridiculous, Ignorant, Partial!!!!!! What is this department for? Who is paying for them?

They are also informing me that I have no right to charge for my time to re-calculate the screwed-up bill of our electricity provider and are quoting a Missouri Supreme Court

decision from "May Department Stores Company v. Union Electric Light & Power Company et al., 107 S.W.2d 41,58 (1937)!!!!!!

I paid our current bill on time with a letter to Mr. Oliver again, letting him now that the actions of his company demand to be brought to the public attention.



69  
15

For nine years we were on Ozark Electric Company, being out in the country we read every month our own meter and at the end of the year Ozark Electric did a check-read. We have never had a discrepancy.

Folks, our charges with Empire included the pay for personnel and service. If I don't treat my customers well or offer miserable service I will fail with my business. Why is this company allowed to badger and intimidate its paying customers, get away with it and still make money and earn profits? Who does this company have to satisfy first, the customer or their shareholders?

I am sure we are not the only household that has a dog in the backyard. I don't mean to jeopardize anybody but shouldn't the meter reader be prepared how to handle these situations?

If it takes excessive time and involvement I have to be compensated for my time as well, not even considering the loss of business, particularly if it is not my fault.

I would like to know if there is other people with these experiences. Together we may be able to handle this situation. Contact me at my office 417-581-5061 or the office of the Christian County News Journal 417-581-1808

Sigi Hill

Hill International, Ltd.

January 10, 2003

# Mark facing \$15 millio

Fortner and aldermen Connie Todd, Mike Bergschneider, Dan Earnest, and Neal Grubaugh and present alderman Mark Spinabella and Mayor Donna McQuay.

The \$15 million complaint alleges that the city followed improper procedure in denying Macier, doing business as Andrea Management Group and Eggs, Cakes & Steaks, Inc., a

"non-intoxicating beer by the drink license," by deferring action until city ordinances were in place to prevent the request. The complaint contends the action deprived Macier of his rights and procedural due process.

Grubaugh said he was just notified by the city of his involvement in the complaint and could not comment with

much authority.

"I don't have any comment because I don't know anything," he said.

McQuay said she could not

comment on the complaint.

"It is an attorney's business," McQuay said.

Collins said she could not comment on the complaint.



Bill Macier

## Locking electricity

### Electric misreads wreak havoc on customers' bills.

Communications Amy Bass. "We hired a contract meter-reader to fill a position. This person unfortunately did not perform his duties. Consequently, there were bills under-read in June and July and then when we got an individual in there to accurately read to meters, it caught those meters up."

That catch-up for the subcontracted meter-reader's mistakes, cost Ozark customers a bundle compared to the low bills they had been receiving all summer.

"That caused some jumps in bills," Bass said. "Hot weather impacted bills. It was an unfortunate occurrence which

we regret."

The company did not warn customers of the increase because they could not be sure which customers would be affected. Empire chose instead to inform any customers about the problem if they called to complain. While that way of reacting to the problem caused more headaches for some customers, Empire is attempting to work with those affected by offering payment plans, suspending shut-offs and extending due dates.

"We believe that all the meters have been correctly read," Bass said. "So this should resolve this problem. It's unfortunate, we are doing our best to correct any problems."

## Jessica Mc

Donna Osborn  
Headliner News

Jessica McKinney sits in a wheelchair at her kitchen table and struggles to write a short grocery list. Her movements are slow and labored and the letters appear on the page with difficulty. The 9-year-old's face and body are swollen to distortion from a powerful steroid delivered through an intravenous port. The drug mitigates pressure from an inoperable malignant brain-stem tumor that was diagnosed just after the first of the year.

Before that, Jessica was a normal athletic child who loved to climb trees and play basketball.

Jessica's grandmother, Carolyn DenHartog, characterizes the child as spirited and

Jessica  
spon:

**SUPERCAB**

NG  
NTY  
**\$15,997**

OR SUITE'S CONVENIENT

**PERCAB 4X4**

NG  
SE  
**\$19,985**

OR SUITE'S CONVENIENT

**SECTION**

★ V8 ENGINE  
★ AUTOMATIC  
★ ALL POWER  
★ ALUMINUM  
★ WHEELS

**ERCREWS**

**2 F-150 LARIAT SUPERCREW 4X4**

5.4L V8, AUTOMATIC, FX4 PKG,  
8887 CHROME CAB STEPS, TOW PKG,  
POWER SEAT, AND MUCH MORE  
**\$28,985**

**ER DUTYS**

**2 F-350 LARIAT CREW CAB 4X4**

0382 7.3L DIESEL, AUTOMATIC, TOW  
PKG, LEATHER, OFF-ROAD, 5  
DISC CD, RECEIVER, & MORE  
**\$36,997**

**NEW F-15**

**XPLORER LIMITED 4X4**

IF THE LINE, V8, SIDE AIR  
MOORFROOF, 3RD SEAT, TOW  
#9492 **\$31,985**

AFTER \$2500 REBATE

**NEW F-15**

**NEW F-15**

IN STOCK

READY FOR DELIVERY

**7 BRAND NEW THUNDERBOLT**

ALL 4 COLORS AVAILABLE

HURRY IN WHILE THEY LAST

**2002 RANGER**

AIR-CONDITIONING, SPEED CONTROL

#10219

SAVE \$3272

**2002 RANGER XLT**

V6, AIR, TILT/SPEED CONTROL, 15" WHEELS, 4-WHEEL DISC  
#9967

SAVE \$4802

**2002 WINDSTAR**

REAR AIR, QUAD SEAT, SEAT, ALUMINUM

#9918

SAVE \$5862

**2002 WINDSTAR**

4 DOORS, REAR AIR, POWER WINDOWS, 1000 CC

#9548

SAVE \$5573

**2003 EXPLORER**

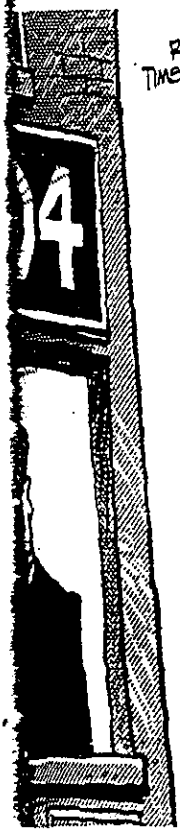
4X4

#10237

**2003 EXPLORER**

# EDITORIAL SUIT

this was a sour  
 from someone  
 true, the person  
 and paid for this  
 disgruntled ex-  
 was dismissed from  
 fire department  
 iry or unwilling  
 orders. As for this  
 ing so afraid in  
 surprised that  
 move back to Cal  
 whence he came



complaint Macier  
 followed prop-  
 edure when he  
 the license for  
 then known  
 house Cafe.  
 later  
 the Carriage  
 and lately as the  
 is now closed.  
 the building on  
 corner of the  
 that is situat-  
 across from the  
 Church.

Without the church's per-  
 mission, the restaurant  
 could not receive a full  
 liquor license because the  
 establishment is within 100  
 feet of the church.  
 It is possible by state  
 statute to acquire what the  
 state considers a "non-  
 intoxicating" beer and wine  
 license within 100 feet of a  
 church or school as long as  
 city ordinances are not vio-  
 lated.  
 The non-intoxicating

license would have allowed  
 the restaurant to serve beer  
 and wine containing no  
 more than 3.2 percent alco-  
 hol.  
 The lawsuit states that  
 "Andrea had filed an appli-  
 cation with the city that  
 'met all the requirements  
 that the city requires.' After  
 various council members  
 voiced...apprehension on  
 granting this license, a  
 motion was made to table  
 the issue."

That motion carried and  
 eventually Macier's request  
 was denied on Dec. 20,  
 1999.  
 The lawsuit contends,  
 "The clandestine manner in  
 which Bill No. 1630 was  
 introduced and passed was  
 intended to prevent Andrea  
 from obtaining a liquor  
 license that it was entitled  
 to receive by virtue of their  
 compliance with the city's  
 ordinances and regulations  
 in effect at the time the

application was filed."  
 The complaint seeks a  
 remedy of \$15 million in  
 actual and compensatory  
 damages.  
 Collignon did say said the  
 complainant's attorneys,  
 Kendall McPhail and Joseph  
 Johnson with Lathrop &  
 Gage in Springfield would  
 not have filed the complaint  
 if it were not of merit.  
 City Administrator Collin  
 Quigley echoed Collignon's  
 assessment and said the

## ERIC

## Company offers payment plans.

on, Ozark, was  
 affected by the  
 mer readings.  
 the hospital since  
 on said. "My bills  
 ing about \$33 all  
 get this one and  
 not yet paid the  
 shouldn't have  
 Empire's mis-

takes.  
 "A lot of people are rolling over  
 and putting up with it,"  
 Hampton said. "The mistake  
 was in the metering. He misread  
 meters—we shouldn't have to  
 pay for it."  
 Frankie Holiman, Ozark,  
 believes its a monopoly issue.  
 "They should have offered a  
 payment plan option," Holiman

said. "Had they had competition  
 they would've bent over back-  
 wards to help me. They have a  
 monopoly and we're citizens, we  
 have no rights and there are no  
 advocates for me."  
 Holiman's bill more than dou-  
 bled, leading her to contact the  
 Public Service Commission for  
 the state of Missouri.  
 The commission investigated

the incident, but said there was  
 nothing that could be done  
 other than to establish payment  
 plans.  
 "I think about people on fixed  
 incomes, how will they  
 respond," Holiman said. "I tried  
 to call city to find if public hear-  
 ing when Empire's contract is up  
 because I want to speak out  
 against them."

from page 1A

## CRAFTS

"I think we have some differ-  
 ent exhibitors, there is always  
 some turnover," Bulmer said.  
 "There will be new ones and a  
 variety of crafts—almost every-  
 thing you can think of."  
 The variety of booths includes  
 traditional favorites such as:  
 Pottery, candles, jewelry, cro-  
 chet, knitting, art work, quilts,  
 clothing, handmade cards.

## CA

## Fund-raiser scheduled for Oct. 18 at Springfield Knights of Columbus.

has been a very  
 ng-willed, intelli-  
 says. "In fact my  
 ber is my little  
 symptoms that  
 caused the  
 take Jessica to  
 in Springfield.  
 revealed the dev-  
 is that ultimate-  
 to the Burzynski

from the clinic's Web site, anti-  
 neoplastons are "nontoxic, nat-  
 urally occurring peptides,  
 amino acid derivatives and  
 organic acids that fight cancer  
 with few if any side effects."  
 The treatment is considered  
 experimental and controversial.  
 It is also expensive at \$7,200 a  
 month—none of it covered by  
 insurance. But Debra believes  
 Jessica is improving because of  
 the therapy. She said recent tests  
 showed a percent tumor shrink-

"We stared it right in the face  
 and said we are going to beat  
 this thing," Debra said. Debra  
 began at once to seek alternative  
 treatments for Jessica, which  
 included a holistic approach of a  
 natural and fresh diet void of  
 artificial ingredients.  
 The Burzynski Clinic has  
 helped patients in similar situa-  
 tions like Jessica Ressel of  
 Springfield. Ressel was diag-  
 nosed at age 11 in 1996 and was  
 able to stop taking maintenance

emotional support coupled with  
 frequent follow-up visits to the  
 Houston clinic. While at home  
 Jessica motors through the fam-  
 ily's new home in Oldfield in a  
 recently-acquired wheelchair.  
 The home was under construc-  
 tion when Jessica became ill. It  
 was completed by community  
 volunteer efforts while the  
 youngster was in St. Louis  
 Children's Hospital. Jessica's  
 speech is difficult as well as  
 movement of her extremities:

with the dolphins. The experi-  
 ence with the dolphins is  
 thought to be physically and  
 emotionally therapeutic. The  
 family works hard to keep  
 Jessica's spirits energized by  
 helping her find joy in the future.  
 Now Jessica is looking forward  
 to owning a horse and as soon as  
 the fence is finished, that dream  
 will be realized. "We want some-  
 one to come and finish a fence  
 for her horse," Debra said. "Her  
 aunt gave her a horse." Debra



## PRESS RELEASE

## FOR IMMEDIATE RELEASE

## Contact:

MEDIA COMMUNICATIONS:

Amy Bass  
Director of Corporate Communications  
417 625-5114

INVESTOR RELATIONS:

Janet S. Watson  
Secretary - Treasurer  
417 625-5108

**THE EMPIRE DISTRICT ELECTRIC COMPANY  
THIRD QUARTER EARNINGS REPORT**

JOPLIN, MO, October 21, 2002 -- (NYSE: EDE) The Empire District Electric Company today reported earnings for the third quarter of 2002 of \$18.4 million, or \$0.82 per share, as compared to earnings in the same quarter of 2001 of \$7.4 million, or \$0.42 per share.

Revenues and earnings increased in the third quarter of 2002 as compared to the third quarter of 2001 due in part to the increase in Missouri rates granted by the Missouri Public Service Commission (MPSC) in September 2001; ~~more~~ favorable weather and an increase in off-system sales. Lower fuel and purchased power costs, a decrease in interest expense and a decrease in depreciation expense also positively impacted earnings. Negatively impacting earnings were increased maintenance costs for our combustion turbine and combined cycle units.

Reducing earnings for the quarter ended September 30, 2001, was a one-time non-cash charge of \$2.5 million, net of related income taxes, or \$0.14 per share, in construction expenditures related to the completion of the State Line Combined Cycle (SLCC), which the MPSC did not allow the Company to recover through rate increases.

The Company reported earnings for the twelve months ended September 30, 2002 of \$22.0 million, or \$1.08 per share. This compares to earnings of \$13.6 million, or \$0.77 per share, for the twelve months ended September 30, 2001.

Revenues and earnings for the twelve months ended September 30, 2002 were positively impacted by the increase in Missouri rates discussed above and more favorable weather during the period. Also positively impacting earnings was a decrease in depreciation expense and a significant decrease in fuel and purchased power costs partly due to the availability of competitively priced power from the Company's SLCC. Negatively impacting earnings were increased maintenance costs for our combustion turbine and combined cycle units.

Reducing earnings for the twelve months ended September 30, 2001 was the one-time non-cash charge in the third quarter of 2001 discussed above. Positively impacting earnings for the twelve months ended September 30, 2001 was a one-time tax benefit recognized in the first quarter of 2001 of approximately \$2.3 million, or \$0.13 per share, from previously incurred merger-related costs becoming deductible for income tax purposes.

During the twelve months ended September 30, 2002 and 2001, the Company incurred pre-tax merger-related costs of \$1.6 million, or \$0.08 per share, and \$1.6 million, or \$0.09 per share, respectively, relating to the proposed merger with UtiliCorp United Inc., which was terminated on January 2, 2001.

(more)



18

Commissioners  
 KELVIN L. SIMMONS  
 Chair  
 CONNIE MURRAY  
 SHEILA LUMPE  
 STEVE GAW  
 BRYAN FORBIS

## Missouri Public Service Commission

POST OFFICE BOX 360  
 JEFFERSON CITY, MISSOURI 65102  
 573-751-3234  
 573-751-1847 (Fax Number)  
<http://www.psc.state.mo.us>

ROBERT J. QUINN, JR.  
 Executive Director  
 WESS A. HENDERSON  
 Director, Utility Operations  
 ROBERT SCHAFLENBERG  
 Director, Utility Services  
 DONNA M. PRENGER  
 Director, Administration  
 DALE HARDY ROBERTS  
 Secretary/Chief Regulatory Law Judge  
 DANA K. JOYCE  
 General Counsel

December 24, 2002

Ms Siegrun Hill  
 1304 S. 11<sup>th</sup> Street  
 Ozark, MO 65721

Dear Ms. Hill:

This is in response to your recent complaint filed against Empire District Electric Company ("Empire") concerning a disputed amount caused by a meter reader not reading the meter properly. I forwarded the complaint to the company on your behalf and received the following information.

According to an Empire representative, there were some problems with meter reads that were turned in but check reads were secured and billing adjusted. The company has furnished me with a copy of the three (3) year comparison of your usage and it appears that it is in line with the previous years. The company has also exchanged the meter to a digital meter that will be easier to read for the company and yourself.

*There are  
 things that  
 are of concern  
 to customers*

The rules and regulations pertaining to billing adjustments by utilities states:

"In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods or four (4) quarterly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever was first."

While you may not have been billed at the time you used the service, it does not appear that you were billed for service you did not use. In the information that you supplied, it appears that you are billing the company for your time to review and re-calculate the bills that you received.

*! They did not  
 check my  
 appliances*

December 24, 2002  
Ms. Siegrun Hill  
Page 2

Unfortunately, we will be unable to aid you in this matter because it appears to be outside the scope of the Missouri Public Service Commission's jurisdiction. Our General Counsel has advised us that with respect to the authority of this Commission, the Missouri Supreme Court has held that:

"The Public Service Commission has full authority to investigate complaints about rates or service and can make orders to remedy the situation in the future, but it cannot grant monetary relief for compensation for past overcharges or damages."

May Department Stores Company v. Union Electric Light & Power Company et al., 107 S.W.2d 41, 58 (1937)

Should you desire to pursue this issue, may I suggest that you seek competent legal counsel. I am sorry that I cannot be of further assistance to you in this matter. If you have any questions, contact me toll free at 1-800-392-4211.

Sincerely,



Marilyn Doerhoff  
Consumer Services Specialist

/mkd



# Hill International, Ltd.

## Marketing Advisor

Planning . Developing . Providing

- > Recognizing
- > Rewarding
- > Promoting

*Sigi Hill*

1304 S. 11th St.

Ozark, MO 65721 / USA

Phone/Fax 417-581-5061

Mobil & Voice 417-840-2179

email: hintntl@classicnet.net

January 2, 2003

Terry Oliver  
Director of Customer Service  
Empire District Electric Company  
P.O. Box 127  
Joplin, MO 64802

Re: Your letter from 11-20-02

Dear Terry,

Your response to our letter from 11-1-02 completely ignored the spreadsheet and summary that we provided. A comparison to previous years is not applicable since in previous years we were remodeling our house with heavy use of electric machinery. In 2002 no remodeling was done anymore so the use of extra electricity was not there besides that the summer of 2002 was unusually cooler and the air conditioning system was not used as in previous years. We kept records because the problem with your reader started in June 2002.

I am enclosing a copy of the last billing statement from 12-06-02 with the necessary corrections and the payment for the reading period from 10-02-02 to 12-5-02 in the amount of \$216.09. I deducted the late fees since the account was under investigation and we did not receive another statement. As you can see the daily average usage of electricity that we listed on the back of the statement is exactly according the daily average usage we figured in our spreadsheet from 11-1-02 to correct your reading errors.

We have been receiving audacious phone call from your employee Jenee from your collections department. This whole issue with your billing errors and the way your company is handling the corrections not only in our case but also in so many other cases in Ozark that we know of demands that the public needs to be informed. We will also file a complaint with complete documentation to the Attorney General of Missouri.

In our last telephone conversation with Marcia Sadler from 12-20-02 we were told that you would personally contact us back. We have not heard from you yet and are looking forward to speak with you.

Sincerely,

Sigi Hill, President  
Hill International, Ltd.

Encl.

**Summary as of 12/6/02**

Previous Bill	11/6/02	\$487.62	
Payment Received	11/13/02 Check	CR \$84.42	Thank you
Unpaid Balance		<del>\$403.20</del>	- 0 -
Electric	980993-95-691	<del>\$221.91</del>	*** 216.09
<b>Total Amount Due</b>		<b>\$625.11</b>	216.09

per 1-8-03

\*\*\* see Detail following message(s).

If you have a question or problem with billing or service or need help managing your charges with a delayed payment agreement, we welcome your call or visit to your local office. The address and toll-free number are shown above.

Our records indicate a balance remains from your last billing. Please remit total amount due.

Project Help -- Neighbors Helping Neighbors

Did you know that we are available 24 hours per day, 7 days per week? Call us anytime at 800-206-2300.

A call to any Empire office is all that is needed for most residential services -- start your new service, end your service, or transfer service to your new address.

APP (Average Payment Plan) - You pay the same average bill each month which makes budgeting your household expenses easier.

AUTOPAY - Your monthly bill can be charged directly to your bank account. So convenient. You save checks, stamps, and the worry of getting your payment in on time.



- 1.) Read for: 00085636 From 10/2/02 to 11/9/02 (38 Days), Curr Read - 2276 Prev Read - 1098, Totaling 1178 Kwh  $31.68/day$
- 2.) Read for: 70220795 From 11/9/02 to 12/5/02 (26 Days), Curr Read - 3054 Prev Read - 0, Totaling 3054 Kwh  $117.46/day$

11/29/02	Late Payment Fee	\$387.77 x 0.0150000
12/3/02	Customer Charge	1 x 8.2200000
	Usage Charge	600 Kwh x 0.0697000
		578 Kwh x 0.0411000
	Franchise Fee	\$73.80 x 0.0200000
12/6/02	Customer Charge	0.81 x 8.2200000
		0.19 x 8.7500000
	Usage Charge	484.8 Kwh x 0.0697000
		115.2 Kwh x 0.0719000 ?
		1,982.832 Kwh x 0.0411000
		471.168 Kwh x 0.0452000 ?
	Franchise Fee	\$153.18 x 0.0200000
11/21/02	Canceled Charges	
	Billed Charges:	

\$ 75.28

156.34

$$\begin{array}{r} - 15.23 \\ \hline 140.81 \end{array}$$

\$5.82
\$8.22
\$41.82
\$23.76
\$1.40
\$6.64
\$1.68
\$33.79
\$8.28
\$81.49
\$21.30
\$3.06
CR \$15.43
\$221.91
\$5.82
<u>216.09</u>

1.) Read 10-2 to 10-24, 1098 - 2276 (22 days) 1178 = 53.55 per day

2. Read 10-24 to 12-5 0 - 3054 (43 days)

3054 = 71.02 per day

$$\begin{array}{r} 487.62 \\ \hline \end{array}$$

- 8.68 Late Fee 10-29  
 - 5.82 Late Fee 11-29  
 = 216.09

as with letter from 11-6-02 payment \$ 84.42 balance - 0 -  
 current charges minus \$ 5.82 late fee = \$ 216.09  
 no late fee charges, since no invoices issued

17



24

November 20, 2002

Dan Hill  
Siegrun Hill  
1304 S 11<sup>th</sup> Street  
Ozark, Mo 65721

We regret there were problems with the regular reads at your residence. Our record for meter reading accuracy is approximately 98% however, please realize that whenever there are humans involved there can be errors.

The information documented on your account reflects re-reads and re-billing to correct any reading errors. I can assure you that you are only being charged for the amount of electricity that was used. The meter data indicates that your meter was tested on 10/24/02 with the results within tolerance levels approved in our tariffs approved by the Missouri Public Service Commission.

I have also reviewed some usage during previous billing periods taking into consideration Degree-Day records and the impact of our rate increase that went into effect on 10/2/01. Taking all these factors into consideration I do not see any major usage differences.

Your payment of 84.42 was applied to your account on 11/13/02, leaving a balance of \$387.77.

In closing if you feel you have been treated unfairly it is your right to contact the Missouri Public Service Commission (1-800-392-4211).

Sincerely,

Terry Oliver  
Director of Customer Service  
Empire District Electric Company

12-16:

Just calls, wants to know if there is still any issues. Does't know anything about my letter. These people were undercharged! Reg. letter to Terry Oliver was signed by s.o. in line-service & not forwarded? This is getting ridiculous.

Jane is in the collections department. She is nasty, asks for Dan Hill, "maybe" he is easier to talk to and nicer than me. She accuses me of using tactics to get out of paying my bill.

Dan and Siegrun Hill  
1304 S. 11th St.  
Ozark, MO 65721

November 1, 2002

Empire District Electric Co.  
2115 State Hwy 14E  
Ozark, MO 65721

Re: Account # 980993  
Meter # 00085636

Dear Sirs,

In June we watched your meter reader reading our electric meter next to the back door from way back in our yard with binoculars. Our dog was tied up on a 6' chain 16 feet away from the location of the meter and was no threat for the reader.

The bill that we expected for May should have been approx. \$100, besides the normal usage including one day of air-conditioning and one or two days of heat. The bill that we received from 6-7-02 was double the amount: \$197.78! Reading 1645 to 5269 usage = 3624Kwh, double the usage from the month before. We called on 6-11-02 and Tammy assured that the meter was going to be re-read. On 7-1-02 Dana informed us that the meter had been re-read on 6-12-02. For book-keeping purposes the re-read was dated 6-6-02. New reading: 1645 to 3870 usage = 2225Kwh for now 41 days, \$131.43, paid with check # 6271 on 7-1-02 at the office on Hwy 14. Hence the month of July should have had 24 days of use and because of cool weather the bill was expected to be approx. \$100. Yet, according to the use per day the usage was 4x as much. Several bills after this where even more outrageous. All conversations are documented.

Since several telephone conferences with Marcia Sadler were unsuccessful, I had to take the time to make a detailed spreadsheet, which I include with this letter. Calculating a fair average daily usage I recalculated the usage for June: 24 days @ 54.27 Kwh per day = 1302 total use:

Customer Charge	\$ 8.22
Usage Charge 600 x .0697	\$ 41.82
702 x .0697	\$ 48.93
Interim Energy Charge 1302 x .0054	\$ 7.03
Franchise Fee 106 x .02	\$ 2.12
Total for usage 6-6 to 7-5-2	\$108.12

As a business owner, for my time that I had to take to follow up with your inadequate meter readers and to re-do your excessive and distorted billing I charge you for a minimum of 6 hours @ \$50/hour = \$300.

Billing summary:	Statement of 7/8/02	\$ 108.12
	Statement of 8/7/02	\$ 116.50
	Statement of 9/9/02	\$ 137.78
	Statement of 10/7/02	\$ 122.02
		\$ 484.42
	paid 11/1/02 -	\$ 100.00
	6 hours @\$50 -	\$ 300.00
	Outstanding Balance	\$ 84.42

I am including check #6447 in the amount of \$84.42 for the balance. We will monitor all future bills closely for accuracy.

Siegrun Hill  
for Dan Hill

25

364 493  
9742 0000  
0860 2002

**CERTIFIED MAIL RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)

**OFFICIAL MAIL**  
OZARK MO 65721

Postage	\$ 10.37
Certified Fee	\$2.30
Return Receipt Fee (Endorsement Required)	\$1.75
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$ 14.42

0766  
04 Postmark Here

11/05/2002  
Terry Oliver

Sent To  
Empire District Electric Co.  
Street, Apt. No.,  
or PO Box No. 2115 State Hwy 14E PO Box  
City, State, ZIP+4 Ozark, MO 65721 666

PS Form 3800, April 2002 See Reverse for Instructions

+ Date Period Read ~~Temperature~~ Water reading Total use ~~Temperature~~ Use per day Comments

Mar 5 - 30 7753-0072 2319 13587 77.30 Normal weather use

Apr 4 - - May 3

29 0072-1645 1573

100%

Very little use of water  
only water, kind temps

May 3 -

34 1645-5869

36242

197282

Water read by binocular

June 6 -

30 3870-8895

2825

13143

6-11-02 Taking soil read again  
6-12-02 12-02 2-02 3-02 4-02 5-02 6-02 7-02 8-02 9-02 10-02 11-02 12-02  
for looking purposes dated 6-02

June 5 - actual only

June 2 - June 5 = 24 days

June 6 -

29 3870-6395

19842

19842

few days of ac only

July 5 -

31 6395-2914

7519

56772

88-02:17:00 : 2705

Aug 5 -

34 6395-7905

1310

1448

few temps in July, few  
days of ac use  
42.59 10 days weather

Sept 5 -

37 9576-1098

1502

1187

5637 ac running

Fixed read 10-04

32 1098-2276

1178

12203

5255 no ac any more

Dan Hill  
 Siegrun Hill  
 1304 S 11th Street  
 Ozark, MO 65721

Account# 980993  
 Meter#00085636

Charges for usage from 1-8-02 to 2-5-02

Customer Charge	\$8.22
Usage Charge	\$121.60
Interim Energy Charge	\$13.72
Franchise Fee	\$2.87
Total Bill	\$146.41

Payment received 3-5-02 \$146.41

28 days  
 28 days 2541 kwh / 96.75 kwh/day  
 (41.82 + 86.39)

Charges for usage from 2-5-02 to 3-5-02

Customer Charge	\$8.22
Usage Charge	\$128.21
Interim Energy Charge	\$14.59
Franchise Fee	\$3.02
Late Fee	\$2.20 (rebated 9-6-02)
Total Bill	\$156.24

Payment received 3-22-02 \$156.24

28 days  
 28 days 2702 kwh 96.50 kwh/day  
 (41.82 + 86.39)

Charges for usage from 3-5-02 to 4-4-02

Customer Charge	\$8.22
Usage Charge	\$112.47
Interim Energy Charge	\$12.52
Franchise Fee	\$2.66
Total Bill	\$135.87

Payment received 5-2-02 \$135.87

31 days  
 30 days 2319 kwh 77.30 kwh/day  
 (41.82 + 70.65)

Charges for usage for 4-4-02 to 5-3-02

Customer Charge	\$8.22
Usage Charge	\$81.81
Interim Energy Charge	\$8.49
Franchise Fee	\$1.97
Total Bill	\$100.49

Payment received 5-29-02 \$100.49

30 days  
 29 days 1573 kwh 54.24 kwh/day  
 (41.82 + 39.99)

Charges for usage for 5-3-02 to 6-6-02

Customer Charge \$8.22  
Usage Charge \$108.61  
Interim Energy Charge \$12.02  
Franchise Fee \$2.58  
Total Bill \$131.43

Payment received 7-2-02 \$131.43

34 days 2225 kwh / 41 days = 54.26 kwh/d  
(41.82 + 66.79)

wrong days should be 24 days only  
should be 24 days only  
re-reading date never corrected  
Empire reading was estimated!

(29 days 2525 kwh / 87.06 kwh/d  
(41.82 + 134.17)

was months when reading done by  
not possible by  
at that time  
paid June bill up to middle  
of June

Charges for usage for 6-6-02 to 7-5-02

Customer Charge \$8.22  
Usage Charge \$175.99  
Interim Energy Charge \$13.64  
Interim Energy Credit (\$3.64)  
Franchise Fee \$3.88  
Total Bill \$198.09

Payment not yet received

Charges for usage for 7-5-02 to 8-5-02

Customer Charge \$8.22  
Usage Charge \$100.93  
Interim Energy Charge \$7.82  
Interim Energy Credit (\$2.75)  
Franchise Fee \$2.28  
Total Bill \$116.50

Payment not yet received

31 days 1448 kwh of June  
46.76 kwh/d  
(41.82 + 59.11)  
Bill should be less than  
\$60

10-31-02 Mercia / Tel.

← Supposedly less than previous years

Charges for usage for 8-5-02 to 9-5-02

Customer Charge \$8.22  
Usage Charge \$120.79  
Interim Energy Charge \$9.36  
Interim Energy Credit (\$3.29)  
Franchise Fee \$2.70  
Total Bill \$137.78

Payment not yet received

31 days 1733 kwh 55.90 kwh/d  
(41.82 + 78.97)

Balance on the account is \$450.17 which equals the unpaid \$198.09, \$116.50, \$137.78 minus the rebated late fee of \$2.20.

Terry Oliver, Supervisor  
for Mercia  
1800-  
Ext. 4242

OZARK OFFICE

10/24/02 THU 10:15 FAX 4175817500

2000

Usage	Billed Amt	Days
2941	137.58	34
2772	131.05	30
2167	107.86	29
1921	98.15	32
1570	84.58	29
1900	97.34	30
1894	131.95	31
2159	149.33	31
2199	151.96	29
1876	130.77	28
21399	1220.37	303
1641	87.32	32
2966	138.55	34
26006	11446.24	369

2001

Usage	Billed Amt	Days
4138	183.88	32
2852	134.14	32
3214	144.68	33
2380	115.89	29
1730	90.77	31
1604	85.89	32
2070	143.49	31
2162	149.53	27
2071	143.57	29
1898	132.53	31
24119	1324.33	307
1817	112.07	30
2493	144.13	35
28429	1580.53	372

more usage  
more \$

2002

Usage	Billed Amt	Days
3484	191.13	34
2541	146.41	28
2702	154.04	28
2319	135.87	30
1573	100.49	29
2225	131.43	34
2525	198.09	29
1448	116.57	31
1733	137.78	31
1522	122.02	27
22072	1433.76	301
1178	75.28	38
3054	146.31	26
26304	1649.35	365

estimated  
figure!  
both estimated  
readings and  
in .. 25 digits?

69<sup>32</sup> more than 2001  
but 2125 kWh less than 2001

203<sup>32</sup> more to pay than 2000  
but 293 more than 2000

581-5061

4175817500

OCT-24-2002 10:47

# Monthly Usage

2003	Days	Billed Amt.	Usage	Late Fee?	2004	Days	Billed Amt.	Usage	Late Fee
Jan.	30	151.68	2742	8.53		27	145.19	2601	7.25
	8.75 / .0719 / .0452								
Feb.	29	144.86	2594	6.14		29	146.75	2635	7.36
March	28	105.58	1742	6.27					
April	33	108.07	1796	6.32					
May	30	90.73	1420	6.42					
June	32	170.86	2208	6.51					
	8.75 / .0719 / .0719								
July	30	168.53	2354	6.42					
Aug.	33	197.19	2567	6.71					
Sept.	28	112.11	1407	6.81					
Oct.	30	93.22	1474	6.91					
	8.75 / .0719 / .0452								
Nov.	29	129.00	2250	7.01					
Dec.	34	168.83	3114	9.05					
366					1640.76 25,668 83.06				



The Empire District Electric Company (www.empiredistrict.com)  
 2115 State Hwy 14E  
 Ozark, MO 65721

Account Number: 980993-08-3

31

**Summary as of 5/7/02**

Previous Bill	4/5/02	5-28-02	\$135.87	
Payment Received	5/2/02	Check	CR \$135.87	Thank you
Unpaid Balance			\$0.00	
Electric		980993-95-691	\$100.49	***
<b>Total Amount Due</b>			<b>\$100.49</b>	

\*\*\* see Detail following message(s).

If you have a question or problem with billing or service or need help managing your charges with a delayed payment agreement, we welcome your call or visit to your local office. The address and toll-free number are shown above.

**Project Help - - - Neighbors Helping Neighbors**

Did you know that we are available 24 hours per day, 7 days per week? Call us anytime at 800-206-2300.

A call to any Empire office is all that is needed for most residential services -- start your new service, end your service, or transfer service to your new address.

**APP (Average Payment Plan)** - You pay the same average bill each month which makes budgeting your household expenses easier.

**AUTOPAY** - Your monthly bill can be charged directly to your bank account. So convenient. You save checks, stamps, and the worry of getting your payment in on time.

April 4 - May 2 1573 UWH

The Empire District Electric Company (www.empiredistrict.com)  
 2115 State Hwy 14E  
 Ozark, MO 65721

Account Number: 980993-08-3

## Summary as of 6/7/02

Previous Bill	5/7/02		\$100.49
Payment Received	5/29/02	Check	CR \$100.49
Unpaid Balance			\$0.00
Electric	980993-95-691		\$197.78
<b>Total Amount Due</b>			<b>\$197.78</b>

Thank you

\*\* see Detail following message(s).

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This will be your last bill of the 2001/02 winter season. Your next four bills will be on the summer rate which has a higher cost per kilowatt-hour than the winter rate. For energy conservation tips, contact your Empire business office at 1-800-206-2300.

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May 3 - June 6 3624 kWh  
 May 3 - June 12 3870 kWh

ew read

6-11-02

Vamag.

will have

with

water

call

read

Sack

read

in

the

work

What

???

2-2-02 Dana 1311 23

Mary read: 5265

The Empire District Electric Company (www.empiredistrict.com)  
2115 State Hwy 14E  
Ozark, MO 65721

Account Number: 980993-08-3

33

Summary as of 7/8/02

Previous Bill	6/7/02		\$197.78
Payment Received	7/2/02	Check	CR \$131.43
Unpaid Balance			\$66.35
Electric	980993-95-691		\$319.57
<b>Total Amount Due</b>			<b>\$385.92</b>

Thank you

188 14?

\*\*\* see Detail following message(s).

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~~May~~ - June 6 - July 8

Read for: 00085636 From 5/3/02 to 6/6/02 (34 Days), Curr Read - 3870 Prev Read - 1645, Totaling 2225 Kwh  
 From 6/6/02 to 7/5/02 (29 Days), Curr Read - 8895 Prev Read - 3870, Totaling 5025 Kwh

34

6/7/02

Customer Charge 1 x 8.2200000  
 Usage Charge 600 Kwh x 0.0697000  
 1,625 Kwh x 0.0411000  
 Interim Energy Charge 2,225 Kwh x 0.0054000  
 Franchise Fee \$128.85 x 0.0200000

128.85 { \$8.22  
 \$41.82  
 \$65.79  
 \$12.02  
 \$2.50

7/8/02

Customer Charge 1 x 8.2200000  
 Usage Charge 600 Kwh x 0.0697000  
 4,425 Kwh x 0.0697000  
 Interim Energy Charge 5,025 Kwh x 0.0054000  
 Interim Energy Credit 3,813.975 Kwh x -0.0019000  
 Franchise Fee \$378.35 x 0.0200000

325.60 378.35 { \$8.22  
 \$41.82  
 \$108.42  
 \$27.14  
 \$7.25  
 \$7.57

6/25/02

Canceled Charges  
 Billed Charges:

CR \$197.78

\$319.57

check pd.

- 131.93

188.14

7-15-02 / 5:45 pm

6 9 8 3

Twila 7-19-02 / 2:30 pm

had substitutes before

reading: 7170

The Empire District Electric Company (www.empiredistrict.com)  
2115 State Hwy 14E  
Ozark, MO 65721

Account Number: 980993-08-3

25

Summary as of 7/30/02

Previous Bill	7/8/02		\$385.92
Payment Received			\$0.00
Unpaid Balance			\$385.92
Electric	980993-95-691		CR \$187.83
Total Amount Due			\$198.09

\*\*\* see Detail following message(s).

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Read for: 00085636 From 5/3/02 to 6/6/02 (34 Days), Curr Read - 3870 Prev Read - 1645, Totaling 2225 Kwh  
 From 6/6/02 to 7/5/02 (29 Days), Curr Read - 6395 Prev Read - 3870, Totaling 2525 Kwh

36

6/7/02	Customer Charge	1 x 8.2200000		\$8.22
	Usage Charge	600 Kwh x 0.0697000		\$41.82
		1,625 Kwh x 0.0411000		\$66.79
	Interim Energy Charge	2,225 Kwh x 0.0054000		\$12.02
	Franchise Fee	\$128.85 x 0.0200000		\$2.58
7/8/02	Customer Charge	1 x 8.2200000		\$8.22
	Usage Charge	600 Kwh x 0.0697000		\$41.82
		1,925 Kwh x 0.0697000		\$134.17
	Interim Energy Charge	2,525 Kwh x 0.0054000		\$13.64
	Interim Energy Credit	1,916.475 Kwh x -0.0019000		CR \$3.64
	Franchise Fee	\$194.21 x 0.0200000		\$3.88
7/30/02	Canceled Charges			CR \$517.35
	Billed Charges:			CR \$187.83

pd \$131.43  
7-2

198 09

199 11

329.52

The Empire District Electric Company (www.empiredistrict.com)  
2115 State Hwy 14E  
Ozark, MO 65721

Account Number: 980993-00-3

30  
37

Summary as of 8/7/02 ✓

Previous Bill	7/30/02		\$198.09
Payment Received			\$0.00
Unpaid Balance			\$198.09
Electric	980993-95-691		\$569.77 ***
Total Amount Due			\$767.86

\*\*\* see Detail following message(s).

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8-8-02 / 17:00  
7705

10-2 1098 1100=2206  
10:24 0276 unit

The Empire District Electric Company (www.empiredistrict.com)  
 2115 State Hwy 14E  
 Ozark, MO 65721

Account Number: 980993-08-3

## Summary as of 9/9/02 ✓

Previous Bill	8/7/02	\$767.86
Payment Received		\$0.00
Unpaid Balance		\$767.86
Electric	980993-95-691	CR \$317.69 ***
<b>Total Amount Due</b>		<b>\$450.17</b>

452.37

\*\*\* see Detail following message(s).

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Project Help --- Neighbors Helping Neighbors

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AUTOPAY - Your monthly bill can be charged directly to your bank account. So convenient. You save checks, stamps, and the worry of getting your payment in on time.

Bill charged by person 300.00  
 " PD 100.00  
 " PD 84.48



Read for: 00085636 From 5/3/02 to 6/6/02 (34 Days), Curr Read - 3870 Prev Read - 1645, Totaling 2225 Kwh

39

From 6/6/02 to 7/5/02 (29 Days), Curr Read - 6395 Prev Read - 3870, Totaling 2525 Kwh

From 7/5/02 to 8/5/02 (31 Days), Curr Read - 7843 Prev Read - 6395, Totaling 1448 Kwh.

From 8/5/02 to 9/5/02 (31 Days), Curr Read - 9576 Prev Read - 7843, Totaling 1733 Kwh

reading date  
never were changed

6/6/02	Customer Charge	1 x 8.2200000			\$8.22
	Usage Charge	600 Kwh x 0.0697000			\$41.82
		1,625 Kwh x 0.0411000			\$66.79
	Interim Energy Charge	2,225 Kwh x 0.0054000			\$12.02
	Franchise Fee	\$128.85 x 0.0200000			\$2.58
7/5/02	Customer Charge	1 x 8.2200000			\$8.22
	Usage Charge	600 Kwh x 0.0697000			\$41.82
		1,925 Kwh x 0.0697000			\$134.17
	Interim Energy Charge	2,525 Kwh x 0.0054000			\$13.64
	Interim Energy Credit	1,916.475 Kwh x -0.0019000			CR \$3.64
	Franchise Fee	\$194.21 x 0.0200000			\$3.88
8/5/02	Customer Charge	1 x 8.2200000			\$8.22
	Usage Charge	600 Kwh x 0.0697000			\$41.82
		848 Kwh x 0.0697000			\$59.11
	Interim Energy Charge	1,448 Kwh x 0.0054000			\$7.82
	Interim Energy Credit	1,448 Kwh x -0.0019000			CR \$2.75
	Franchise Fee	\$114.22 x 0.0200000			\$2.28
9/5/02	Customer Charge	1 x 8.2200000			\$8.22
	Usage Charge	600 Kwh x 0.0697000			\$41.82
		1,133 Kwh x 0.0697000			\$78.97
	Interim Energy Charge	1,733 Kwh x 0.0054000			\$9.36
	Interim Energy Credit	1,733 Kwh x -0.0019000			CR \$3.29
	Franchise Fee	\$135.08 x 0.0200000			\$2.70
9/6/02	Canceled Charges				CR \$901.49
	Billed Charges:				CR \$317.69

clock # 6271  
7-1-02 delivered to  
offa

\$ 131.43

- pm. 7-2

\$ 198.69 ?

\$ 116.50

11/12 {

\$ 137.78

135.08 {

452.37

08