

MISSOURI PUBLIC SERVICE COMMISSION

INFORMAL COMPLAINT FORM

(office use only) ☒ New _____ ☐ Existing _____ ☒ Re-Open **EC-2024-0015**

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.

Name on Account or Business Contact	Last Name Allegri	First Name Denise	Middle Initial W
Name of Business (if applicable)			
Street Address	Street Address [REDACTED]		
City/State/Zip County:	City [REDACTED]	State MO	Zip Code [REDACTED] County [REDACTED]
Home Phone Work Phone (include area code)	Home Phone [REDACTED]	Work Phone () - ext	
Cell Phone/Pager E-mail Address	Cell Phone/Pager [REDACTED]	E-mail Address: daystar@ctcis.net	
Fax# Preferred Method of Contact between 8am – 5pm	Fax#: () -	Preferred method of contact between 8am – 5pm:	☐ Home Phone ☒ Cell/Pager ☐ Mail ☐ Work Phone ☒ E-mail ☐ Fax
Service you have a problem with	☒ Electric ☐ Gas ☐ Telephone ☐ Water ☐ Sewer		
Name of the Utility Co. Account#	Name of Utility: Everygy Missouri West		Account#:

Briefly describe problem: (You MUST include a copy of your bill)!

Additional sheet attached provides description.

Mail to: MO. Public Service Commission, P.O. Box 360, Jefferson City, MO. 65102 Fax to: 573-526-1500
If you need additional space, please include another sheet. Do NOT write on the back of this form!

With regard to the Missouri Public Service Commission's ("Commission") December 19, 2024 statement in its [Dismissal](#) of Case No. EC-2024-0015, and pursuant to Missouri Statute § 386.390.1 RSMo, I hereby renew my complaint with the Commission, that Evergy Missouri West d/b/a Evergy Missouri West, Inc. ("Evergy"), has violated CCN 9470 Orders, as well as the National Electrical Safety Code (NESC) per Commission Rule 20 SCR 4240-18.010.

This complaint seeks re-opening of Case No. EC-2024-0015, as well as an *Order* from the Commission finding Evergy's actions are in violation of Commission CCN 9470 Orders, safety codes of NESC, and any other applicable decisions, rules or orders by the Commission. To be clear, this complaint does not seek eminent domain decisions (over which the Commission holds no statutory authority).

In support of this request for re-opening, the Commission's referenced *Order Dismissing Complaints* ([EFIS Docket #139](#), <https://efis.psc.mo.gov/Case/FilingDisplay/608444>), acknowledges its authority to determine whether a violation of CCN orders has been made, and also stated:

"If and when Evergy moves forward with the Fayetteville Project, should any of the complainants allege, at that time, that Evergy has violated a statute, tariff, or Commission rule, decision, or order, they may file a new complaint with the Commission."

I am in agreement with the Office of Public Counsel's [Notice of Appeal](#) (EFIS Docket #144) *Analysis* in the Missouri Court of Appeals Western District, Case No. WD87860, that the Commission misapplied the standard for dismissing cases for lack of controversy; failed to recognize all claims of complainants; misapplied the legal standard on advisory opinions; misinterpreted the law by concluding it is improper to examine a public utility's unreasonable acts; and for concluding that some acts, including potential fraud, by a public utility should be left to the discretion of public management.

The Commission should note that an evidentiary hearing was never held in Case No. EC-2024-0015, disregarding Missourians' rights to be heard and introduce evidence pursuant to MO Rev Stat § 386.420, and the Constitution's fundamental right to due process of law was not guaranteed to any of the complainants involved in the case.

Recognizing the authority held by the Commission in the referenced *Order Dismissing Complaints* above (EFIS Docket #139), please renew my complaint and re-open Case No. EC-2024-0015 as soon as possible, and take the necessary steps to seek relief as herein requested.

Respectfully submitted, July 26, 2026 on EFIS

/s/ Denise W Allegri

Denise W. Allegri, Complainant