



PRESS RELEASE

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THE EMPIRE DISTRICT ELECTRIC COMPANY ANNOUNCES PATSY MULVANEY AS DIRECTOR OF CUSTOMER SERVICE



JOPLIN, MO – February 12, 2015 – Ms. Patsy Mulvaney has been promoted to director of Customer Service for The Empire District Electric Company. In this position, she is responsible for Business and Community Development, Industrial & Commercial Energy Services, Customer Service, Credit & Collections, Billing Operations, and the Contact Centers.

Ms. Mulvaney is a graduate of Seneca High School and received a certificate for Health Occupation (CNA) from Crowder College and Priority #1 Customer Service certificate from Missouri State University.

She began her career at Empire on January 20, 2003, as a beginning contact center representative. In October 2003, she was promoted to contact center representative, and in April 2007, advanced to senior contact center representative.

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In January 2011, she was promoted to revenue accounting clerk, and in December 2011, was promoted to manager of the contact center in Joplin.

Prior to joining Empire, she was the store manager for Classy Collections in Carl Junction and a UPS Driver.

Ms. Mulvaney and her husband, Jim, have five children and 10 grandchildren.

Based in Joplin, Missouri, The Empire District Electric Company (NYSE:EDE) is an investor-owned utility providing electric, natural gas (through its wholly owned subsidiary The Empire District Gas Company), and water service, with approximately 218,000 customers in Missouri, Kansas, Oklahoma, and Arkansas. A subsidiary of the Company also provides fiber optic services. For more information regarding Empire, visit www.empiredistrict.com.

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