

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUN 5 2009

Missouri Public
Service Commission

Name: GB Associates L.L.C.
Complainant

vs.

Case No.

Company Name: Kansas City Power & Light
Respondent

COMPLAINT

Complainant resides at 3316 Paseo Blvd.
(address of complainant)

1. Respondent, Kansas City Power & Light
(company name)
of Kansas City, MO
(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:

My company GB Associates located at 3316 Paseo Blvd, K.C. Mo. was contracted to manage property located @ 3911 Inwood in K.C. Mo. This term was from 9/07 - 1/08, during this time we requested service from KCP&L to allow us to work, and service the building, the owner at this time was WANEWCO Properties. In the month of December 07, the first tenant moved into the property in-unit #1-A. The tenant had been moved into the property officially in November, and had been using electrical service w/ out our knowledge. After communicating w/ tenant (Tosha Huddins) myself (Eddie Quinn) called into KCP&L in the month of Dec 08 or January 09 to have utilities used to be charged by to her and to switch utilities into her name going forward. Also during this conversation CL (Eddie Quinn) requested that all utility services be removed from the name of GB Associates. After that point a bill came to our office stating that ~~our~~ our office had utilities still be used at the facility on 3911, again I

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

I called in requesting that service be disconnected from the name of HBT Associates. Months had gone by then again in 2009, we get a bill with over \$900 being added on after @ 3316 Paces. I called in again and informed customer service that I had made multiple request to have these utilities removed from my business name. I sent letter from original or first tenant (attached) stating that I made the request. I he short of it, I went through every HCTH channel, from customer service to legal. The new owner of the building Mr. Marvin Carolina (816) 695-8913 even spoke w/ HCTH legal to inform them that neither me or my company had anything to do w/ that property 3911 Inwood, since February 2008. I've provided copies of the lease of the tenant, whom occupied the space when the \$900 was generated by call to no avail.

WHEREFORE, Complainant now requests the following relief:

A formal hearing to establish the facts regarding matter, and to have the charges removed from my account. Also to recover damages as my utilities were disconnected for non-payment of disputed amount which affected my business, and tenants for a 3 day period.

5/26/09

Date

P. Hume

Signature of Complainant

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

315109

KCPL

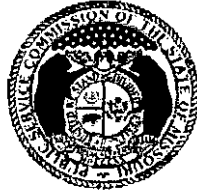
Re: 3911 Troost, # A

This letter is to confirm that I resided in the property located at 3911 Troost #A. After moving in I was informed that the utilities needed to be placed in my name within 2-3 days. Due to an outstanding bill at another location I was not able to do this. In January 2008 GB & Associates contacted me about a utility bill that had come to their office for my unit. I apologized for the issue, and told them I would call and let KCPL know that I was responsible for this bill. At that time my self and Eddie Guinn with GB & Associates called KCPL on the line together, I informed them of who I was and that I was leasing the unit and GB & Associates had nothing to do with this bill. Also during this conversation Mr. Guinn informed KCPL that no utility services in this building are to be in the name of GB & Associates, because by this time the building had been sold to Mr. Marvin Carolina. The company GB & Associates leased me the unit back in December of 2007, and we had no further business after that time until the issue of billing came about.

Respectfully submitted,

Tasha Griddine

Tasha Griddine
(816) 968-2444



Commissioners

ROBERT M. CLAYTON III
Chairman

CONNIE MURRAY

JEFF DAVIS

TERRY JARRETT

KEVIN GUNN

Missouri Public Service Commission

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NATELLE DIETRICH
Director, Utility Operations

VACANT
Secretary/Chief Regulatory Law Judge

KEYIN A. THOMPSON
General Counsel

May 1, 2009

Mr. Eddie Guinn
3316 Paseo Blvd
Kansas City, MO 64109

Dear Mr. Guinn:

This letter is a follow up to the informal complaint you filed with the Missouri Public Service Commission (Commission) on April 29, 2009, regarding Kansas City Power & Light (KCPL) and the disputed bill for service at 3911 Troost Avenue, Apt. C, Kansas City, MO. After the initial review of your complaint matter, we contacted the company to obtain additional information. Following is a summary of the review of the issues involved in your complaint.

After further review of the documentation provided, KCPL has determined that the documentation is insufficient; therefore, KCPL will continue to hold you responsible for payment of the outstanding debt.

This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter. If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 4 CSR 240-13.070 (4), you may file a formal complaint.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

We hope that we have been able to address your concerns. Thank you for contacting our office regarding this matter. If we can assist you further in any way, please do not hesitate to contact us at 1-800-392-4211.

Sincerely,

Ms. Lextor Adams

October 9, 2008

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Consumer Services Specialist II
Missouri Public Service Commission