

Oct. 5, 2006
3:30PM

Ms Fred,

I received a message from you to contact you at 1-800-392-4211 at 9:45AM today at my place of employment. I attempted to contact you and left a voice mail at 1:15PM today the first possible time I was able to break from my job duties. I again left a voice mail at the same number at 3:30PM today after receiving your fax timed 2:15PM today.

I have also spoke to KCP&L collections department at 816-242-6400 who I informed I would indeed be filing a formal complaint and according to the rules of Department of Economic Development Division 240 Chapter 13 4 CSR 240-13.050 clearly states I have 30 days to file the written Formal complaint and my utility CAN NOT be disconnected until the end of such 30 days. How dare you attempt to threaten me from filing any further complaint under the threat of prosecution! I will welcome a hearing and am not in the least deterred from continuing this process it has become evident that you actually are actually a representative for the Utility company not the consumer. In accordance with the Federal Trade Commission Section 1287 my right of confidentiality as a consumer has also been violated as I not only verbally but on a fax sent to Michelle Bocklage requested all information related to this situation be confirmed via phone only!

In addition: Oct. 5, 2006 4:15PM With 2 witnesses here at my employment I spoke to Viki Breklage? At KCP&L and informed her of my intent to file a formal complaint with the commission and made another attempt to resolve this matter amicably with no result as short of \$3,000 now KCP&L will not accept any other form of payment. I then contacted Gaye Fred at the Public Service Commission at 4:30PM and informed her that according to her own statute I must have received a finding from them in writing and allowed to file a formal complaint which I have 30 days to do without fear of service interruption however with 2 witnesses present Ms. Fred stated that they were aware of their statutes and decided they did not need to follow them as I received a letter in Aug.

I am sending in full the letter I received and no where does it state they came to any conclusion it merely is a summary of the response submitted by KCP&L. Ms. Fred also gave me only a P.O. box to which to submit my Formal Complaint so I am faxing it to her office as the address is exactly the same as Ms. Fred's, faxing a copy to NARUC, & the APPA and placing it in overnight mail tomorrow as that is the only avenue given to me at 5PM on Thursday Oct. 5, 2006. I also told Ms Fred KCP&L stated the statutes read were for Commission laws not theirs Ms. Fred then Stated they were not a consumer advocate and I informed her I was fully aware of this and I was in process of lodging a complaint with the State Attorney Generals Consumer Dept. I also told both entities that it appears I may be held accountable for any breech in contracts or laws yet they choose which they follow and which they will decide in a meeting does not suit there needs at the time.