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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
December 7, 2010, 12:00 p.m.
Kansas City, Missouri
Volume 8

In the Matter of the Application of)
Kansas City Power & Light Company)
for Approval to Make Certain Changes) File No. ER-2010-0355
in its Charges for Electric Service)
to Continue the Implementation of its)
Regulatory Plan)
In the Matter of the Application of)
KCP&L Greater Missouri Operations)
Company for Approval to make Certain) File No. ER-2010-0356
Changes in its Charges for Electric)
Service)

DANIEL R. E. JORDAN, Presiding
REGULATORY LAW JUDGE
TERRY M. JARRETT
KEVIN GUNN
ROBERT S. KENNEY

COMMISSIONERS

Reported by:
Janet H. Wimer, CCR

1 APPEARANCES:

2 LEWIS R. MILLS, JR.
3 State of Missouri
4 Department of Economic Development
5 Office of the Public Counsel
6 Governor Office Building, Suite 650
7 200 Madison Street
8 P. O. Box 2230
9 Jefferson City, MO 65102
10 (573)751-1304

11 SARAH KLIETHERMES, Staff Attorney
12 Missouri Public Service Commission
13 P. O. Box 360
14 Jefferson City, MO 65109
15 (573)751-8700

16
17 LISA A. GILBREATH, Attorney for KCP&L
18 SNR Denton US, LLP
19 4520 Main Street, Suite 1100
20 Kansas City, MO 64111
21 (816)460-2655

22
23 ROBERT WAGNER, Intervener
24 9005 North Chatham
25 Kansas City, MO 64154

1 P R O C E E D I N G S
2 (Starting time of the Hearing: 12:38
3 p.m.)
4 JUDGE JORDAN: The Commission is calling
5 File No. ER-2010-0355. This is a Local Public
6 Hearing for the rate increase request of Kansas
7 City Power and Light GMO. We are recording this
8 proceeding. We will be taking testimony under
9 oath.
10 I'm Daniel Jordan, Senior Regulatory Law
11 Judge. I am not the official that will be
12 recommending a decision on the merits to the
13 Commission. I am standing in for Judge Ronald
14 Priugin, a more experienced Regulatory Law Judge
15 than myself.
16 However, I will be conducting this
17 proceeding, and I will begin with entries of
18 appearance. Let's start with the Applicant.
19 MS. GILBREATH: Lisa Gilbreath,
20 representing Kansas City Power and Light Company
21 and KCP&L Greater Missouri Operations Company, SNR
22 Denton US, LLP, 4520 Main Street, Kansas City,
23 Missouri, 64111.
24 JUDGE JORDAN: Thank you. And Staff
25 Counsel?

1 MS. KLIETHERMES: Thank you, Judge.
2 Sarah Kliethermes, Staff Counsel's Office on behalf
3 of the Staff of the Missouri Public Service
4 Commission.

5 JUDGE JORDAN: Thank you. The Office of
6 Public Counsel.

7 MR. MILLS: On behalf of the Public
8 Counsel and public, my name is Lewis Mills. My
9 address is P.O. Box 2230, Jefferson City, Missouri,
10 65102.

11 JUDGE JORDAN: Thank you. And I believe
12 we have an Intervener present.

13 MR. WAGNER: Robert Wagner, pro se
14 Intervener, 9005 North Chatham, Kansas City,
15 Missouri, 64154.

16 JUDGE JORDAN: Thank you. Are there any
17 other parties present today? I'm looking, I'm not
18 seeing anyone stepping up to enter any further
19 entries of appearance, so with that, Commissioners
20 in Jefferson City, I don't have you on video, so I
21 can't actually see who's there or what you're
22 doing. Can you see us from where you are?

23 COMMISSIONER: We can.

24 COMMISSIONER: Yes, we can.

25 COMMISSIONER: Yes, we can.

1 JUDGE JORDAN: Very good, okay, and
2 obviously, you can hear me as well. Commissioners,
3 I'll ask you to introduce yourselves, if you
4 please, and I suppose we'll start with the
5 Chairman, if he's present.

6 COMMISSIONER: He's not.

7 JUDGE JORDAN: Okay.

8 COMMISSIONER JARRETT: Hello, Judge
9 Jordan, this is Commissioner Jarrett.

10 JUDGE JORDAN: Commissioner Terry Jarrett.
11 Thank you for being with us.

12 COMMISSIONER GUNN: Commissioner Kevin
13 Gunn is here.

14 JUDGE JORDAN: Thank you, Commissioner
15 Gunn.

16 COMMISSIONER KENNEY: Robert Kenney.

17 JUDGE JORDAN: Commissioner Kenney.

18 Anyone else present?

19 COMMISSIONER: No.

20 JUDGE JORDAN: Good. Well, I'm glad you
21 could be here with us to hear testimony. A few
22 ground rules. I'm going to call names from the
23 sign up list and as I call your name, please come
24 up to the podium. I will put the microphone there
25 so that you can be heard, and you can be heard and

1 seen by our Commissioners in Jefferson City.

2 What you have to say is important to the
3 Commissioners. They're here to see you and to
4 listen to what you have to say. Even if you have
5 said your piece during question and answer period,
6 feel free to tell it to the Commissioners again so
7 that they can hear it.

8 We do this because, as you've noted, all
9 the parties are very interested in gathering as
10 much information as they can to bring to the
11 Commission, but they're really is no substitute for
12 this kind of proceeding, for you being able to
13 speak directly to the Commissioners and tell them
14 what's on your mind. This is particularly useful
15 in gathering information about quality of service
16 issues.

17 So do tell the Commissioners what you
18 want them to know. Try to be concise out of
19 respect for everyone's time, and I think I don't
20 have to tell anyone here to remain civil. Even
21 though the issues have been heated, everyone has
22 remained polite. That is constructive. I'm
23 grateful for that.

24 I will administer an oath to you, and if
25 religious convictions prohibit you from taking an

1 oath, I will administer an affirmation instead. I
2 will probably ask a few questions to get you
3 started, like name, spelling for the Court
4 Reporter, things like that. Also, once you've
5 given your testimony, the parties to this action
6 will have the right to ask some questions, and so
7 stay at the podium until all parties have had their
8 chance.

9 And with that, the Commission will now
10 begin to hear testimony. The first name on my list
11 is Delmira Quarles. Is that correct?

12 MS. QUARLES: Yes.

13 JUDGE JORDAN: Ma'am, would you like to
14 come to the podium or shall I come to you.

15 MS. QUARLES: I can make it. If you'd
16 like me to stand, I can stand.

17 JUDGE JORDAN: Whatever is more
18 comfortable for you.

19 MS. QUARLES: I can stand.

20 DELMIRA QUARLES, being first duly sworn
21 by Judge Jordan, testifies as follows:

22 JUDGE JORDAN: One moment, please.

23 Commissioners, were you able to hear me administer
24 the oath?

25 COMMISSIONER: Yes.

1 JUDGE JORDAN: Okay, good. Ms. Quarles,
2 will you give your name to the Court Reporter and
3 spell it for her.

4 MS. QUARLES: My name is Delmira, spelled
5 D-E-L-M-I-R-A. The last name is Quarles, Q-U-A-R-
6 L-E-S.

7 JUDGE JORDAN: Ms. Quarles, are you a
8 customer of this Utility?

9 MS. QUARLES: Yes, I am.

10 JUDGE JORDAN: Then, please go ahead and
11 tell the Commission what you would like the
12 Commission to know.

13 MS. QUARLES: Yes. Well, I am a
14 Community Human Rights Advocate for seniors,
15 children, the disabled, women, and also for
16 veterans, and I would like to state that the
17 Utility Commission, in deciding to give an increase
18 is, quite frankly, I am really a little disgusted,
19 because, in 2009, you said you asked for an
20 increase and you got that.

21 Okay, we can't have an increase every
22 year. We're talking about and I'm representing
23 those people who are most affected, the disabled,
24 seniors, and children will be affected too if these
25 utilities are cut off. So this is not a time -

1 this is a hard time for all of us. We're all on a
2 budget, okay, and people already can't afford to
3 pay for the utilities now.

4 So what I'm saying to you is, I
5 understand the company needs an increase because
6 you have a new plant and this sort of thing, but
7 there are people to consider. There are human
8 lives to consider. There are small businesses to
9 consider, also. And we're having a hard time as it
10 is.

11 And as a representative, our human
12 rights activism will increase because we feel the
13 company needs to look at a couple of things.
14 Number one, the customer service base needs to be
15 improved. Your relationship with people, and
16 particularly at poverty level, needs to increase.
17 They feel that you're not - they are not
18 communicating - you're not communicating with them.
19 When they try to get information to help, you're
20 not giving it, and no one is paying attention to
21 them. So this is just a suggestion as far as I'm
22 concerned.

23 I'm not criticizing you. You might want
24 to think about - I understand that what was earlier
25 said - the gentleman said it's cheaper to talk to

1 people on the phone, but I would surmise that
2 perhaps you should go back to the old fashioned way
3 of sitting down with your customers so that they
4 feel that the problems they have will be taken care
5 of immediately instead of waiting and waiting while
6 their utilities are cut off, and I think that's
7 more important.

8 And I just - maybe I shouldn't make this
9 comment, but the Power and Light Company owns the
10 Power and Light District. They Mayor has spent 27
11 million dollars in promises to that program. It
12 has not turned in an increase in profits for the
13 citizens of Missouri. We're paying for that and we
14 ask that you consider that. Customers, the people
15 of Missouri, are actually giving this money for the
16 Power and Light Company to have this District and
17 it has not made a profit there. Big companies,
18 businesses that are closing down, so that entails
19 for the people of Missouri, we're going to have to
20 pay for that. It seems to fall on the people to
21 pay for that.

22 So what I'm saying to you is, you might
23 consider that, that we're offering these incentives
24 to you to build the Power and Light District.
25 Would you not consider, also, not increasing the

1 rates for people in poverty, the disabled, the
2 sick, and those people are already having a hard
3 time paying these bills. I think that's the only
4 human thing that I feel can be done and should be
5 done by the company. I understand you have to make
6 a profit and I appreciate that.

7 So that's all I have to say and I'll be
8 happy to answer any questions, but I want you to
9 know, I'm not the only human rights activist.
10 We're having our own Committee. We're going to be
11 paying close attention now this year. If we have
12 these complaints from seniors and their utilities
13 being cut off, especially when we heard this
14 gentleman talk about his wife. That's appalling.
15 If I worked here - it should never have been cut
16 off in the first place.

17 You know, you should have staff people
18 making sure that people of this caliber don't
19 suffer like this. That woman could have died
20 because of what you did. That's what I'm saying.
21 There's a human element to things, you know.
22 There's such a thing, you know, as making a profit,
23 but there's also human life that you have to look
24 at as well. And that's what I'm saying today.

25 So I'll be happy - thank you for

1 allowing me to speak and I'll be happy to answer
2 any questions you might have.

3 JUDGE JORDAN: Ms. Quarles, thank you for
4 coming to speak to us. Are there questions from
5 the Commissioners? Commissioner Kenney?

6 COMMISSIONER JARRETT: Yes, Judge, this
7 is Commissioner Jarrett.

8 JUDGE JORDAN: Commissioner Jarrett.

9 COMMISSIONER JARRETT: I do have just one
10 question. Ma'am, you had indicated that you feel
11 the company needs to do a better job of
12 communicating with the public and with their
13 customers. Do you have any specific examples of
14 maybe trying, for example, to talk with the company
15 and not gotten an adequate response from them?

16 MS. QUARLES: Well, I don't have that
17 problem, sir, because I'm not a - I'm a person that
18 will get up and go and do things, you know. I'll
19 knock on your door if I have to. But there are
20 seniors who can't do that. There are disabled
21 people who can't do that. There are blind people
22 who can't do that. And they rely on the courtesy
23 of the customer - of the company to treat them
24 fairly. And, you know, as I said, there's lack of
25 communication.

1 You know, people feel threatened. I'm
2 not saying on the phone, but it's the way you talk
3 to people, you know. It's the way you talk to your
4 customers that they feel they're going to get
5 anywhere, that you're going to increase regardless,
6 you're going to cut off regardless. And see, this
7 is not helping the company's profile, if you will.
8 It's not helping us. And I'm saying, you know,
9 maybe they should consider having special people
10 who will listen to these concerns on a personal
11 basis.

12 It used to be you could go in talk to
13 people in the company and now, you can't even do
14 that, and that's what I'm saying. People feel it's
15 impersonal, you know, that they're just a number on
16 your account and they can't talk to an individual
17 person, people to people, so that they can get
18 their problem solved.

19 They feel it would be better to do it
20 that way because people feel you can do it faster
21 that way. You know, you're talking to someone who
22 is representing the company, and they should know
23 the rules and regulations of the company.
24 Therefore, if you're saying, "Look, here's my
25 evidence, you know, that I don't really owe you

1 this money," and they give that to you, that's
2 different. Then they'll say, "Okay, well, you
3 know, I've done my best to show that I don't owe it
4 and you've seen this, now I'm sure that you won't
5 be cutting my utilities off." But the way you're
6 talking about on the phone, that's impersonal.

7 Now, it may be cheaper to you, but
8 that's, to me, it's not good business. You know,
9 it's cheaper, but I don't know if that means
10 cheaper - it's not costing you anything, but it is
11 costing you something. It's costing you the
12 respect of your customers and the respect of not
13 being able to speak to people on a personal to
14 personal basis, is what I'm saying, sir.

15 So no, I haven't had that problem, but
16 I'm representing a lot of seniors in districts who
17 are in poverty and they're already having a hard
18 time. Some of them are bedridden. Some of them
19 can't come out and so, you know, they have to have
20 people to help them to do that. And that's what
21 I'm saying, and, also, you know I'm sure it's not
22 just people in poverty. I mean you have small
23 business men and women that are already struggling.
24 Some of them are breaking and some of them have
25 closed down. I mean, just like you have the Power

1 and Light District because of that. They just
2 can't afford it right now.

3 COMMISSIONER JARRETT: I thank you for
4 answering my question. I don't have any further
5 questions, but I appreciate your viewpoint and
6 appreciate your testimony. Thank you.

7 MS. QUARLES: Thank you, sir.

8 JUDGE JORDAN: Thank you.

9 COMMISSIONER KENNEY: Ms. Quarles, I have
10 a question for you, also.

11 MS. QUARLES: All right.

12 COMMISSIONER KENNEY: You can't see me,
13 but we're in here in Jefferson City. My name is
14 Robert Kenney and I'm one of the five Commissioners
15 and I wanted to thank you for taking the time to
16 participate in the process. Your voice is an
17 integral part of the process. It's very important,
18 and even though we aren't there in person, we will
19 be able to read a transcript of this and your words
20 and the voices of those that you represent will
21 become part of the process through your
22 participation.

23 I have a question for you. You are a
24 human rights advocate. Are you affiliated with a
25 specific entity or agency?

1 MS. QUARLES: I have my own organization.
2 It's called the National Association for Human
3 Rights in America. We've been here for over
4 fifteen years and I've been working with seniors
5 and children and the disabled for many years now,
6 and we do have people who volunteer their time at
7 our organization, because they feel that they want
8 to give back.

9 And so they have grandparents, you know,
10 they have people in their families who are
11 disabled, and so that's the work we do and we don't
12 get paid for that either. We just do it out of the
13 goodness of our heart, because we feel the neighbor
14 helping neighbor is very important in Missouri now
15 since people are struggling to make it.

16 So, you know, I've been here for a long
17 time doing this. I've been here 25 years doing
18 that. So I enjoy doing it, and we do help a lot of
19 people and we try to make a difference by being a
20 mediator between, you know, companies and the
21 community and mediating instead of, you know, a lot
22 of yelling and screaming and that sort of thing.
23 That doesn't solve the problems.

24 So if they ask us to, we will come -
25 because there's a privacy problem, I understand,

1 legally, but if we have permission from the seniors
2 and things, we will have them sign documents
3 stating they want us to help them and then we will
4 confront or try to discuss with the company what we
5 can do to try to make things better for the company
6 and the customer. And that's what we do.

7 So yes, I do have my own organization
8 and we've been in power for about 25 years now.

9 COMMISSIONER KENNEY: Have you had
10 occasion to work with any of the other community
11 action agencies in the Kansas City area in
12 administering the lighting monies in that regard?

13 MS. QUARLES: No, I have not. We worked
14 once with the gas company regarding shut offs for
15 seniors and the disabled and pregnant women with
16 children. We worked with that and that was very
17 successful.

18 But I must say the gas company did
19 cooperate and were very nice. They had a
20 representative that really worked with us for
21 seniors and things and we appreciated that. So
22 that worked out very well. But that's the only
23 one.

24 COMMISSIONER KENNEY: And then just one
25 additional question. Have you had an opportunity

1 to mediate on behalf of a senior or disabled person
2 with Kansas City Power and Light, specifically-

3 MS. QUARLES: No-

4 COMMISSIONER KENNEY: -and if so, what
5 was your experience?

6 MS. QUARLES: Well, I have not, sir,
7 because as you heard the gentleman say, they take
8 your problems over the phone. So we have not been
9 able to meet face to face with a person
10 representing the light company.

11 And like I said, we'll only go as far as
12 the seniors want us to go on that matter. We have
13 to have a written agreement that they want us to be
14 a representative of theirs and to talk. We've
15 tried to do some things on the phone a couple of
16 times with some seniors, but we never got any - to
17 base with that, so that's why I'm so concerned
18 about the telephone, not seeing people thing.

19 It just makes seniors feel like they're
20 not, you know, worth anything or they're not being
21 paid attention to, and so, you know, they're old
22 fashioned. A lot of us are old fashioned.

23 COMMISSIONER KENNEY: Sure. Ms. Quarles,
24 I don't have any additional questions. One of the
25 other Commissioners may, but thank you for your

1 work with your organization. Thank you for coming
2 here today.

3 MS. QUARLES: Thank you very much, sir.

4 COMMISSIONER: Ma'am, I don't have any
5 further questions. I just want to thank you for
6 coming.

7 JUDGE JORDAN: Then I'll go to questions
8 from the parties. Anything from the Utility?

9 MS. GILBREATH: No, thank you.

10 JUDGE JORDAN: Anything from Staff
11 Counsel?

12 MS. KLIETHERMES: No.

13 JUDGE JORDAN: Any questions from the
14 Office of Public Counsel?

15 MR. LEWIS: No questions, thank you.

16 JUDGE JORDAN: Mr. Wagner?

17 MR. WAGNER: No.

18 JUDGE JORDAN: I see a shaking of the
19 head. Thank you. You may be excused. You can
20 stay if you like, as well. The next name on my
21 list is Evaline Taylor.

22 EVALINE TAYLOR, being first duly sworn
23 by Judge Jordan, testifies as follows:

24 JUDGE JORDAN: State your name for the
25 Court Reporter. Spell it for her also.

1 MS. TAYLOR: It's Evaline, E-V-A-L-I-N-E,
2 Tayl or, T-A-Y-L-O-R.

3 JUDGE JORDAN: Thank you. And are you a
4 customer of this Utility?

5 MS. TAYLOR: Yes, I am.

6 JUDGE JORDAN: Then please tell the
7 Commission what you'd like the Commission to know
8 about.

9 MS. TAYLOR: Okay, and I'd also like to
10 add that I am a community advocate. I've worked
11 with Ms. Quarles on human rights and I have
12 statements here from other groups that I'm working
13 with.

14 On behalf of the Southeast Neighborhood
15 Coalition, which consists of five neighborhoods in
16 the Fifth District of Kansas City, of which I am
17 one of the Co-Chairs. I'm also representing Mr.
18 Brandon Ellington, who is running for City Council,
19 Third District At Large. He apologizes, he felt
20 that this was a very important issue this morning,
21 but he is tied up with other political things this
22 morning. I'm also speaking on behalf of the
23 Starlight Missionary Baptist Church, who is 119
24 years old, and I'm also speaking on behalf of
25 myself, as a Fifth District resident of Kansas City

1 and also a taxpayer.

2 We cannot believe that at this time with
3 the economy being in the shape that it's in that
4 KCP&L would consider raising the rates. The
5 economy is in bad shape all across the country.
6 This rate change at this time would put a large
7 number of people in a financial bind. We are
8 pleased that President Obama was able to negotiate
9 the Bush tax cuts to make sure that the
10 unemployment benefit would remain for the holidays.

11 We believe the corporation should be
12 more considerate of the people's needs, because
13 without the people that make up your financial
14 empire, you would have nothing. It is unfair that
15 the people who make up this city have to struggle
16 financially with all of their utilities, especially
17 in the urban core of the city. There are so many
18 people who have no lights at this time because of
19 their financial difficulties, being unemployed and
20 have no jobs.

21 We would like for you to consider our
22 concerns in your negotiations for this rate
23 increase. Thank you. Is there any questions?

24 JUDGE JORDAN: Thank you, Ms. Taylor.
25 Any questions from the Commission?

1 COMMISSIONER JARRETT: This is
2 Commissioner Jarrett. Ms. Taylor, I don't have any
3 questions, but I do thank you for your testimony.
4 I appreciate it.

5 MS. TAYLOR: Thank you.

6 COMMISSIONER GUNN: Ms. Taylor, this is
7 Commissioner Kevin Gunn. I just have a quick
8 question for you and it's along the lines of what
9 Commissioner Kenney asked Ms. Quarles before.

10 Have you had any specific interaction
11 with Kansas City Power and Light and with other
12 community action agencies in dealing with kind of
13 direct assistance under some of their programs for
14 low income folks who are needing assistance,
15 assistance with their bills?

16 MS. TAYLOR: Okay, I will answer that
17 question like this. I am, as I stated, a resident
18 of Kansas City, and throughout my years of living,
19 I have had contact with KCP&L to find out the
20 procedures and how it works.

21 As Ms. Quarles mentioned, we can only
22 take on cases - or issues, I should say, with
23 people who ask us to do that. But because I work
24 with five neighborhood associations, we're always
25 getting complaints and issues about lights and

1 other utilities that they have. So I work quite a
2 bit with people in this community trying to find
3 out which way they should go to resolve their
4 issues and their concerns at that time.

5 COMMISSIONER GUNN: How has your
6 experience been, is it easy to work with the
7 Company? Are they responsive? Are they not
8 responsive? Is it difficult to get in touch with
9 them? If you could just tell me a little bit about
10 how your experience was, I'd appreciate it.

11 MS. TAYLOR: Okay, well I would say that
12 sometimes, it has been extremely difficult, based
13 on the fact that you do get different stories - or
14 answers, I should say, from the Customer Service
15 Department. I think that that does need to be
16 addressed so that people are on the same page when
17 they're trying to find out about their issues and
18 how they can address them and get them resolved.

19 So that might be an in-house Company
20 decision that they would need to maybe do some more
21 training with their Customer Service people to make
22 sure they're on the same page.

23 COMMISSIONER GUNN: Great. I appreciate
24 that very much. I don't have anything else and I
25 appreciate you coming out today.

1 MS. TAYLOR: Thank you.

2 JUDGE JORDAN: Anything further from the
3 Commi ssi on?

4 COMMI SSI ONER: No.

5 JUDGE JORDAN: Thank you, then I'll go to
6 the parties. Anything from the Applicant?

7 MS. GILBREATH: Yes, Ms. Taylor, I just
8 have one questi on for clari fication. Di d you say
9 that you had contact wi th the Company only as a
10 resi dential customer or have you also contacted the
11 Company i n your posi ti on as Co-Chair of the
12 Southeast Nei ghborhood Coal i ti on?

13 MS. TAYLOR: No, we haven' t had any
14 contact for peopl e i n the Southeast Nei ghborhood
15 Coal i ti on.

16 MS. GILBREATH: Okay.

17 MS. TAYLOR: Because we do have - we work
18 wi th Legal Aid and other enti ti es that woul d
19 basi cal l y carry that forward.

20 MS. GILBREATH: Thank you.

21 JUDGE JORDAN: Any questi ons from Staff
22 Counsel ?

23 MS. KLIETHERMES: No, Judge. Thank you.

24 JUDGE JORDAN: Any questi ons from the
25 Offi ce of Publ ic Counsel ?

1 MR. LEWIS: No questions. Thank you.

2 JUDGE JORDAN: And anything from
3 Intervener, Mr. Wagner?

4 MR. WAGNER: No questions.

5 JUDGE JORDAN: Thank you. You may be
6 excused. You can stay if you like, as well. The
7 next name I have on my list is Johnnie Harper.

8 MR. HARPER: I've got no comment.

9 JUDGE JORDAN: Okay. If you're sure.
10 This is a good time to do it.

11 MR. HARPER: I'm sure.

12 JUDGE JORDAN: Alright, then. We will
13 not require you to testify, but you do have the
14 opportunity. As long as you know that. Then the
15 next name on my list is Willie Woods.

16 MR. WOODS: No comments.

17 JUDGE JORDAN: Very well. We will pass
18 on Willie Woods. Next, I have Michael A.
19 Patterson.

20 MR. PATTERSON: Yes.

21 JUDGE JORDAN: Please come forward and be
22 sworn.

23 MICHAEL A. PATTERSON, being first duly
24 sworn by Judge Jordan, testifies as follows:

25 JUDGE JORDAN: Please give the spelling

1 of your name to our Reporter.

2 MR. PATTERSON: Yes, it's Michael,
3 M-I-C-H-A-E-L, Patterson, P-A-T-T-E-R-S-O-N.

4 JUDGE JORDAN: Thank you, Mr. Patterson.
5 Are you a KCP&L GMO customer?

6 MR. PATTERSON: Yes, I am.

7 JUDGE JORDAN: Alright. Please tell the
8 Commission what you would like it to know.

9 MR. PATTERSON: Okay. I am opposed to
10 this rate increase at this time, simply due to a
11 lot of issues that I have come up with. The
12 information I'm going to relate will come basically
13 from the annual report of Great Plains Energy, who
14 owns GMO and KCP&L. So at this point, their annual
15 report is basically the statistics of how these
16 companies have functioned since these companies are
17 their only revenue.

18 JUDGE JORDAN: Okay.

19 MR. PATTERSON: First off, since 2005,
20 Great Plains Energy has shown operating incomes
21 that have increased by approximately - this will be
22 the 2009 report since I don't have the 2010 annual
23 report. It's not out yet. So from 2005 to 2009,
24 their operating revenues have increased by 834
25 million dollars.

1 Now, last year in this report they
2 claimed 2009 to be the coolest summer in
3 approximately 30 years. They also say that 30
4 percent of their revenues are derived in the third
5 quarter from cooling.

6 Now, their customer base is -
7 residential customers total about 724,000 on the
8 Missouri and Kansas side, both. Commercial
9 customers are 95,000. And industries, cities, and
10 other customers come to 2,300. So the lion's share
11 of the revenues made are by - or from, actually
12 residential customers.

13 These are people that are not
14 businesses. They have no way to come up with more
15 money for increases, you know, by selling their
16 goods at higher prices, or whatever. They're
17 trying to keep their homes warm, their kids warm,
18 lights on, that situation.

19 Now, Great Plains Energy pays a very
20 large amount, in my opinion, to CEO's and Executive
21 Officers. Now, they've raised those rates in 2010
22 from the 2009 level. Their Executive Officers will
23 go from \$1,000 for every meeting or committee they
24 chair, show up for attendance, to \$1,500.

25 Now, at this point, if they can afford

1 to raise these fees or pays to themselves, I've got
2 to wonder, you know, if not maybe we, in a
3 recession, can't freeze where we're at, say, "Okay,
4 it's a bad time. Our revenues are down because
5 it's the coolest summer we've had, and let's just
6 hold everything where it's at, take our profits and
7 hold on to them for other projects, like paying for
8 operations, increasing revenues, that situation."

9 Again, this Iatan 2 plant, KCP&L owns 55
10 percent of it, and that's KCP&L on the Kansas side
11 and the Missouri side, both. GMO owns 18 percent
12 of the Iatan 2, which gives the ownership for Great
13 Plains Energy about 73 percent. Now, this is what
14 the majority of this rate hearing is about, is how
15 to pay for this plan. So basically, it's how to
16 pay for 73 percent, because the rest of the money
17 should come from their other partners in this
18 situation.

19 Now, again, we're talking about rate
20 increases that have been going on since 2005. I
21 sit down and figured out my bill from 2005 to 2010.
22 The cost per kilowatt hour in 2005 was
23 approximately .0786, this is carried to the fourth
24 decimal place. That's per kilowatt hour, okay. By
25 the time we hit 2010 down here, we're at .1185 per

1 kilowatt hour. Now, then basically the scenario
2 I'm going to give you is if you were to have twelve
3 months at 30 days per month, using 30 kilowatt
4 hours per day, you're looking at 900 kilowatt hours
5 per month over a twelve month period.

6 At the 2005 price, the total would have
7 been, for 30 days, \$70.74. In 2010, the price per
8 month has gone to \$106.65, using the exact same 900
9 kilowatt hours. Basically, an increase of \$35.91
10 per month, which in total of the twelve months
11 would come to \$430.92. This is where we stand now
12 as far as increasing customers' bills.

13 At some point, we need to step back due
14 to lower costs - or lower revenues due to the
15 coolest summer of 2008 and 2009 - 2010 seemed to be
16 getting a little closer according to my bills, but
17 step back and see what kind of revenue these
18 companies can generate over a period of time to
19 help pay for these costs.

20 One of the things I noticed in the 2009
21 statement was that they sold power on the open
22 market. From what I can see of this - obviously
23 this is either an average or a lowest price - the
24 price had dropped down to \$28.92 for a megawatt
25 hour. That is 1,000 kilowatt hours. Okay? In the

1 month of October when my bills are set up for this
2 figuring, I used less than that in 2009. Now, if
3 you go by the kilowatt per hour cost, and I
4 actually had the capability of using a full
5 megawatt hour, my cost would have been \$117.50, but
6 yet it got sold on the open market for \$28.92.

7 Now, I understand that I have lines I
8 pay for and every other customer has lines they pay
9 for, but again, if it can go on the open market at
10 this price, the customer shouldn't be being nailed
11 two and three times what the open market price is
12 in their billings. Because if you're selling it,
13 you've still got to produce it. You've still got
14 to ship it down the lines.

15 And basically right now, I think we
16 ought to wait on a rate hearing or on doing this
17 and let things level out. The temperature has gone
18 up in 2010; therefore, there will probably be
19 higher revenues again, which will give the
20 companies more money. And this may continue for
21 quite a while. Again, 2009, the coolest summer in
22 30 years, and 30 percent of their revenues come off
23 of the third quarter, cooling.

24 So, you know, this plan, yes, I
25 understand it has to be paid for, but right now

1 where we're at with the rate increases that we had
2 in the last five years and in the middle of a major
3 recession is just a bit, kind of questionable to
4 stand here and say we need eleven percent more
5 increase or whatever, you know. At the very best,
6 let's let it go a few years to see if the economy
7 can stabilize, people can go back to work, and see
8 if the company isn't making more money.

9 They're saying the weather affects their
10 rates and their profitability, and I understand
11 that. Consumer usage affects their profitability.
12 But yet, we have the same company standing here
13 telling us how to conserve energy and use less and
14 asking for more because they're not selling enough
15 to pay for this. It's kind of a catch 22
16 situation. "If you don't use enough, we don't make
17 enough and we go to the Rate Commission and we ask
18 for more money." And that's pretty much it.

19 JUDGE JORDAN: Thank you Mr. Patterson.
20 Are there any questions from the Commission for Mr.
21 Patterson?

22 COMMISSIONER JARRETT: This is
23 Commissioner Jarrett. Mr. Patterson, I want to
24 thank you for your testimony. You worked through
25 quite a few figures there and explained it very

1 well and I appreciate your coming out today.

2 MR. PATTERSON: Thank you.

3 COMMISSIONER GUNN: Sir, this Kevin Gunn.

4 I know you've testified at some of these things

5 before and I appreciate your well thought out

6 testimony. I don't have any questions.

7 JUDGE JORDAN: Anything further from the

8 Commission?

9 (WHEREIN, Commissioner Kenney exited the
10 hearing.)

11 COMMISSIONER GUNN: No. And I'm sorry,
12 Judge, Commissioner Kenney had to step back out to
13 the Renewable Energy Roundtable, so it's just
14 Commissioner Jarrett and I left.

15 JUDGE JORDAN: Thank you, Commissioner.

16 I'll go to the parties, then. Anything from the
17 Applicant for this witness?

18 MS. GILBREATH: No, nothing, thank you.

19 JUDGE JORDAN: Anything from the Staff
20 Counsel?

21 MS. KLITHERMES: No, Judge. Thank you.

22 JUDGE JORDAN: Questions from the Office
23 of Public Counsel?

24 MR. LEWIS: No questions.

25 JUDGE JORDAN: Questions from Intervener,

1 Mr. Wagner?

2 MR. WAGNER: No questions.

3 JUDGE JORDAN: Thank you. Thank you very
4 much, Mr. Patterson. You may be excused.

5 JUDGE JORDAN: The next name I have on my
6 list is Carl A. Behnke. Sir, is it comfortable for
7 you to be at the podium?

8 MR. BEHNKE: I'm fine.

9 CARL A. BEHNKE, being first duly sworn
10 by Judge Jordan, testifies as follows:

11 JUDGE JORDAN: Please spell your name for
12 our Court Reporter?

13 MR. BEHNKE: Carl, C-A-R-L, Behnke, B-E-
14 H-N-K-E.

15 JUDGE JORDAN: Mr. Behnke, are you a
16 KCP&L GMO customer?

17 MR. BEHNKE: Yes, I am.

18 JUDGE JORDAN: All right, then, please tell
19 the Commission what you would like the Commission
20 to hear.

21 MR. BEHNKE: Well, a couple of things I
22 had to say, I've heard already, but I want to point
23 out that I am an 80 year old disabled veteran, and
24 as we all know, our Social Security income has been
25 frozen for two years now. And the same thing is

1 probably in the works as far as disability payments
2 for veterans, so that is my sole way of making a
3 living.

4 So I have done - I went on the average
5 pay plan with KCP&L and I also took advantage of
6 the energy optimizer program and my bill went down
7 \$6 a month, which pleased me considerably. But
8 then I look at this rate - I think if a rate
9 increase, and I consider myself an average
10 customer, I think, well, all these things I've
11 tried to do and yet, I'm still going to go up with
12 a increase in my electric bill. And then we have
13 our water bill and then we have our gas bill, and
14 they are all having rate increases, so people on
15 fixed income and the unemployed are already
16 suffering with type of rate increase.

17 I have one other thing to say and I
18 would like to encourage. I have had nothing but
19 excellent results in talking with the energy
20 optimizer people, and I would suggest that KCP&L -
21 before I say what I suggest, I have 30 years
22 experience in the heating and air conditioning
23 business and I notice that when I looked at the
24 chart, that approximately 60 percent of the energy
25 is consumed with heating and cooling, I would

1 recommend to KCP&L that they promote their programs
2 more aggressively and encourage the heating and air
3 conditioning contractors to promote that type of
4 thermostat.

5 What is happening is KCP&L is giving the
6 thermostat to the customer free and the heating and
7 air conditioning contractors resent it and they
8 have nothing but complaints about it because they
9 don't have the opportunity to sell that type
10 thermostat, if you understand what I'm saying. In
11 other words, KCP&L will give it to anybody in this
12 - all you have to do is call up and they will give
13 you one, so the heating and air conditioning
14 contractor resists it and they criticize it because
15 they say they're not selling it to you.

16 I used to sell it and so I understand
17 the position they're taking, so it would seem to me
18 that KCP&L should work out some type of program
19 with the heating and air conditioning contractors
20 so that - and I don't know what it would be, but I
21 have talked to quite a few of them and they all -
22 every time I talk to them - like I say, I've been
23 retired for a long time, but they all criticize the
24 energy optimizer program and the main reason I'm
25 saying is because they can't sell it, so there

1 should be some way of overcoming that. And that's
2 all I have to say.

3 JUDGE JORDAN: Well, thank you, Mr.
4 Behnke. Does the Commission have any questions for
5 this witness?

6 COMMISSIONER JARRETT: This is
7 Commissioner Terry Jarrett. Sir, first of all let
8 me thank you for your service. Even today is Pearl
9 Harbor Day and I do we would all remember our
10 veterans who have served and I sure thank you for
11 your service.

12 MR. BEHNKE: Thank you. I wasn't quite
13 old enough for Pearl Harbor.

14 COMMISSIONER JARRETT. Well, you didn't
15 look old enough. I also wanted to thank you for
16 your testimony. I think you had an excellent
17 suggestion there about the energy optimizer program
18 and I thank you for coming out today.

19 MR. BEHNKE: You're welcome.

20 JUDGE JORDAN: Hang on.

21 COMMISSIONER GUNN: Sir, this is
22 Commissioner Kevin Gunn and I, too, want to thank
23 you. This is exactly why we have these hearings.
24 It's a great example of a very practical barrier to
25 getting good energy efficiency programs implemented

1 in homes. So I thank you very much for your
2 service, but I don't have - and for your testimony.
3 I don't have any further questions.

4 JUDGE JORDAN: Then I'll go to the
5 parties. Anything from the Applicant?

6 MS. GILBREATH: No questions, thank you.

7 JUDGE JORDAN: Anything questions from
8 Staff Counsel?

9 MS. KLIETHERMES: No, thank you.

10 JUDGE JORDAN: Office of Public Counsel,
11 any questions?

12 MR. MILLS: No, thank you.

13 JUDGE JORDAN: Intervener, Mr. Wagner?

14 MR. WAGNER: I have one question. You
15 mentioned that you partook in the energy optimizer
16 program and this helped offset some of the
17 increase. Would you feel comfortable having other
18 programs that helped offset some of the energy -
19 this 14 percent increase, expanded programs?

20 MR. BEHNKE: Absolutely. As far as the -
21 I don't know what have you have in mind, but I know
22 from 30 years of experience and I would tell
23 anybody in the audience here that when they turn
24 your air conditioner off and it's off for 30
25 minutes or 45 minutes of maximum time, the

1 temperature in your house is not going to vary two
2 degrees, and I challenge anybody to sit there and
3 tell the difference in two degrees.

4 So I don't know what else you have in
5 mind, but I'm a great advocate of that, but I know
6 and I can say that the people that I still talk to
7 - and if you want to hear a personal story that
8 just happened to me recently, my thermostat went
9 blank, and we have a service contract with a large
10 heating and air conditioning company here in Kansas
11 City. They came out and they fixed it - or they
12 said they fixed it, and three hours later, it was
13 on the blink again, so I called KCP&L and I finally
14 got hold of a - I was very persistent - I got hold
15 of a service representative. He came out in 45
16 minutes. He was a young man and he fixed it and he
17 told me what he did, and the company did not know
18 what they were doing when they were there.

19 So the other thing I might suggest is
20 that KCP&L educate the heating and air conditioning
21 contractors with a bulletin or something of what
22 happens when their thermostat goes blank, because I
23 know how to fix it, but the service company didn't
24 and they're very well known in the city. So that's
25 all I can-

1 JUDGE JORDAN: Thank you, you're excused.

2 What that your last question?

3 MR. WAGNER: Yes.

4 JUDGE JORDAN: Thank you. You are
5 excused. Next, I'm going to call Mr. Nitsch to the
6 stand. Mr. Nitsch? I understand he was on a time
7 - had a time issue. Do you see Mr. Nitsch?

8 UNKNOWN: I think he may have--

9 JUDGE JORDAN: Okay, alright. Well,
10 we'll be here throughout the day for Mr. Nitsch.
11 The next name on my list is Susan E. Gardner.
12 Susan E. Gardner, would you like to come forward
13 and give us some testimony? Is Susan E. Gardner in
14 the house? I don't see any Susan E. Gardner.

15 Well, that's the last name that I have
16 on my list, however, we can take more testimony if
17 someone would like to come forward. Yes?

18 UNKNOWN: Mr. Nitsch is here.

19 JUDGE JORDAN: Oh, Mr. Nitsch is here.

20 MR. NITSCH: Yes, I'm sorry.

21 JUDGE JORDAN: That's okay. Come forward
22 and be sworn. Mr. Nitsch, will you be comfortable
23 at the podium or would you prefer to sit?

24 MR. NITSCH: It will give me something to
25 lean on.

1 JUDGE JORDAN: Al right.

2 MR. NITSCH: It will be fi ne.

3 ROBERT NITSCH, being fi rst duly sworn by
4 Judge Jordan, testi fies as follows:

5 JUDGE JORDAN: Please state your name and
6 spell it for our Court Reporter.

7 MR. NITSCH: Robert Nitsch, N-I-T-S-C-H.

8 JUDGE JORDAN: Mr. Nitsch, you are a
9 customer of Kansas Ci ty Power & Li ght GMO?

10 MR. NITSCH: Yes, I am.

11 JUDGE JORDAN: Then please tell the
12 Commi ssi on what you would like it to hear.

13 MR. NITSCH: I've had an ongoing problem
14 with KCP&L in reference to service and also
15 building issues. I started out with service last
16 September 15, 2010 - or it was 2009, and it started
17 out with a broken meter. It took four months to be
18 replaced. During that period of time, I called
19 numerous times and stated that the meter was not
20 working.

21 When they finally replaced it the 23rd
22 of December, and January, I got a bill of over
23 \$900. At that point in time I did contact them and
24 they told me that they were within their rights set
25 by their Commi ssi on to charge me what they feel was

1 appropriate. When I asked how they came about it,
2 they told they go back two years at that residency
3 and compare it with what my usage would have been
4 and that's what they said they could charge me. I
5 contacted the Commission and filed the initial
6 complaint about that.

7 At that point in time, they told me that
8 they were going to stick by their guns and that I
9 had to finish paying off the bill. Come the first
10 day in April when they were released from the Cold
11 Weather Act, a gentleman came by, demanded the
12 payment in full, I said we couldn't pay it, and he
13 turned our power off.

14 When we initiated the Power Application,
15 we advised KCP&L, in writing, from my wife's
16 doctor, that she was on a respirator 24 hours a day
17 and when it was turned off, that was turned off. I
18 was required to pay a \$470 payment in order to get
19 the service turned back on, which we couldn't
20 afford. We are both disabled. And this has been
21 going on since January.

22 We've had issues with brown outage.
23 We've had problems with this - every time I call
24 about the bill to get it straightened out, I've
25 been told that we cannot sit down with anybody to

1 have it shown to us, we have to talk over the
2 phone. We've gone as far as getting threats that
3 we are going to be turned off if we don't pay our
4 bill. We got told twice last month that we had
5 over \$2,000 in credit, but yet we still owe \$345.

6 I've asked for complete printouts, notes
7 and everything from my account and have been
8 advised that I can't get it because that's private
9 information. I've asked to have a sit down, one on
10 one with the rep, which we've been told that can't
11 be done.

12 I just got to the point where I had
13 contacted the Commission again and have been
14 working with one of their investigators about it,
15 and I just feel that, you know, if I'm on a fixed
16 income, everything right now is just adding to it.
17 We can't even get our current bill paid off because
18 everything is so far behind, and it comes back to
19 the meter, and every time I'd ask them, "How come
20 it took four months to repair the meter?," they'd
21 say, "Well, that's time efficient."

22 So I don't know what is expected of me,
23 but if it's going to be an increase of any kind,
24 there's just no way I'm going to be able to stand
25 it. We're having to move residency into a place

1 that's joint owned and joint shared all the bills
2 just so we can survive. And I have nothing else to
3 add.

4 JUDGE JORDAN: Thank you, Mr. Nitsch.
5 Any questions from the Commission for this witness?

6 COMMISSIONER JARRETT: Yes, Mr. Nitsch,
7 this is Commissioner Terry Jarrett. I just wanted
8 to ask you, do you have a current complaint pending
9 here before the Commission?

10 MR. NITSCH: Yes, I do.

11 COMMISSIONER JARRETT: Okay. I just
12 wanted to make sure. I thought you said that. I
13 don't have any further questions, but I do
14 appreciate your testimony and your outlining your
15 experience with the Company. I appreciate it.

16 MR. NITSCH: Thank you.

17 COMMISSIONER GUNN: Sir, this is
18 Commissioner Gunn. Just a couple of quick
19 questions. You said you filed - you say you filed
20 an informal complaint. Did you actually file two
21 complaints with the Commission-

22 MR. NITSCH: The initial complaint was
23 filed-

24 COMMISSIONER GUNN: -or were they both-

25 MR. NITSCH: Go ahead, sir. I'm sorry.

1 COMMISSIONER GUNN: I'm sorry. Is it an
2 informal and a formal complaint or are they two
3 separate complaints?

4 MR. NITSCH: Originally, it was set out
5 as an informal and then it became a formal
6 complaint, which the investigator had contacted
7 KCP&L and we tried to alleviate the problem, but
8 it's still, after talking with customer service
9 here today and the investigator, it's still
10 considered an open complaint.

11 COMMISSIONER GUNN: Okay, so it has not
12 been resolved yet?

13 MR. NITSCH: No, sir.

14 COMMISSIONER GUNN: I don't have any
15 further questions, but what I would suggest is in
16 that room today, you have members of our Staff as
17 well as the Office of Public Counsel, and I would
18 suggest you take the opportunity to speak with both
19 of them, because there are also representatives of
20 Kansas City Power & Light in that room, and the
21 Office of Public Counsel and our Staff can follow
22 up and make sure that the complaint is being
23 handled in the proper manner according to what our
24 rules are.

25 And so I'd ask that whatever Staff is

1 there - I think Lena is there, and any other - and
2 Gregg, if you could just follow up to make sure
3 that the complaint is being handled properly
4 according to our rules. But I'd also speak to the
5 Office of Public Counsel there while you have the
6 opportunity.

7 But other than that, I'd just appreciate
8 you coming out and letting us know what your issue
9 is. So thank you, sir.

10 MR. NITSCH: Thank you.

11 JUDGE JORDAN: Any questions from the
12 parties. We'll start with the Applicant?

13 MS. GILBREATH: Yes, I just have a few
14 questions. Are you still working with Commission
15 investigators on your complaint or with members of
16 the Commission Staff?

17 MR. NITSCH: I was advised it was an
18 investigator.

19 MS. GILBREATH: Okay, has the Commission
20 Staff given you any input on your complaint?

21 MR. NITSCH: Basically, just that it's an
22 ongoing - they get material periodically. We just
23 had a sit down out in the hallway and talked about
24 it, but it's - we're going to try and get it
25 resolved in the next week or so.

1 MS. GILBREATH: Great. Thank you.

2 JUDGE JORDAN: Anything further?

3 MS. GILBREATH: No.

4 JUDGE JORDAN: Anything from Staff

5 Counsel? No questions from Staff Counsel?

6 UNKNOWN: She's out in the hall.

7 JUDGE JORDAN: Well, then we'll go the
8 Office of Public Counsel. Any questions from the
9 Office of Public Counsel?

10 MR. MILLS: Just briefly. Mr. Nitsch,
11 the problem arose, as I understand it, because your
12 first four months of usage weren't metered at all.
13 Is that correct?

14 MR. NITSCH: That's correct, sir.

15 MR. MILLS: And do you believe the
16 problem was compounded because the estimation of
17 your usage over those four months was incorrect?

18 MR. NITSCH: As far as I can tell, we
19 have gotten some credit back of \$76 is what I was
20 told, but being that I had contact with them every
21 month when we got the bill and explained to them
22 that, "Look, our meter is still saying no usage,
23 and, you know, I'm not going to stuck with a big
24 bill here." And they said, "Oh no, sir, you
25 won't." But then when they finally did replace it,

1 the next bill I got was well over \$678, almost
2 \$700, and I ask them, "How am I supposed to pay
3 this?," and they said, "Well, you accumulated it."

4 And I don't deny that I used it, but to
5 tell me that I've got to pay for somebody else's
6 usage that lived there before me. And I found out,
7 like I said earlier, I found out from the landlord
8 that the gentleman that had lived there, had been
9 arrested for growing marijuana plants, so he had
10 sun lamps. That would definitely run up your bill.

11 So they're telling me I've got to pay
12 according to what he used. That's not fair. And
13 that's my big complaint. I don't deny having a
14 bill. I've never denied that. But why should I
15 pay an exorbitant fee because somebody else used it
16 before me?

17 MR. MILLS: Thank you.

18 JUDGE JORDAN: Staff Counsel has no
19 questions. Does that conclude your questioning?

20 MR. MILLS: It does.

21 JUDGE JORDAN: Okay, thank you. And
22 anything from Intervener, Mr. Wagner?

23 MR. WAGNER: No questions.

24 JUDGE JORDAN: Okay, thank you. Sir,
25 thank you. You may be excused. I will again call

1 Susan E. Gardner. Give Susan E. Gardner a chance
2 and we're going to go look in the hall and see if
3 Susan E. Gardner is out and wants to testify.

4 I'm not seeing a sign of Susan E.
5 Gardner, so that is all the names I have on the
6 list, but if someone else wants to testify, you may
7 certainly come forward and be sworn.

8 MS. TAYLOR: Good afternoon.

9 JUDGE JORDAN: Please state your name for
10 us.

11 MS. TAYLOR: My name is Tania, T-A-N-I-A,
12 Taylor, T-A-Y-L-O-R-

13 JUDGE JORDAN: Thank you.

14 MS. TAYLOR: -and I would like to testify
15 today as a resident.

16 JUDGE JORDAN: That's fine.

17 TANIA TAYLOR, being first duly sworn by
18 Judge Jordan, testifies as follows:

19 JUDGE JORDAN: Go right ahead.

20 MS. TAYLOR: I've been a KCP&L customer
21 for over two years and I just have certain things
22 that I would like to address. I feel one of the
23 major downfalls, as far as customer relations with
24 KCP&L, is the customer service reps when you call
25 in. I have been told to be quiet, to shut up, and

1 I feel that it's just such a - it's just rude to
2 someone that you're asking to pay money.

3 I have called in to make arrangements on
4 bills, because I have fallen behind. I recently
5 became unemployed in August of this year and I had
6 to wait a total of two months for unemployment to
7 come through, just because of the high unemployment
8 rates. You have a lot of unemployed people, so the
9 process is slow at this time.

10 I have been a good customer. If I
11 haven't been able to pay the total, I've always
12 tried to pay a majority of my bill. I was given no
13 kind of assistance, you know, "I can send you this
14 amount, you know, this is what I'm getting for
15 unemployment. I can send you this amount." "No,
16 we want 90 percent or your service will be
17 disconnected." There's no leeway.

18 If you have a customer that is trying
19 and is sending something in to you, I think that
20 customer should be worked with. As far as Mr.
21 Nitsch, I have been through that as well, as far as
22 having another resident, their bill tacked on mine,
23 where I've had to fax in a copy of my lease. Once
24 they had received my copy of my lease when I had
25 moved in, I still had to pay a certain amount of

1 their bill. I don't know what that comes from.

2 And it's not just for KCP&L.

3 My second comment would be, as far as
4 the rates going up, it's not just KCP&L, it's other
5 companies as well that have increased their rates.
6 Your rates are going up, but our pay is not going
7 up. Even before I lost my job, the rate increases
8 from these utility companies - working people can't
9 even afford their utilities anymore. So it's not
10 just people that are on unemployment and SSI
11 disability. It's people with 9 to 5 jobs.

12 We are having to take pay freezes. You
13 know, our pay can't be raised because of the
14 economy, but you're steadily raising rates. It
15 doesn't make sense. We have other bills. We have
16 rent, water, lights, gas, insurance for your homes,
17 insurance for your car. If you have kids, you
18 still have those things that you need to take care
19 of and I don't really feel that's being taken into
20 consideration.

21 The financial assistance that I heard
22 one of the Staff or the council members bring up, I
23 feel that it's haphazardly being administered to
24 the people who need it. It's not there. They get
25 the money, but somewhere in between - it's not

1 getting to the people. You call these agencies,
2 they can only help poor people, the first four
3 callers, but you have hundreds of thousands of
4 people out here needing assistance.

5 I have witnessed for the past two to
6 three years, I noticed that funds come down from
7 the federal government to these help agencies for
8 people and it seems that at certain times of the
9 year, all of your utilities are hit. That's when
10 your disconnect notices go out. That's why you
11 have lines going down the street at these agencies
12 only at a certain time of the year.

13 The Cold Weather Plan, every utility has
14 this Cold Weather Plan. At a certain time of the
15 year, if you have a balance, they're shutting off
16 your utilities so they can get this money from
17 these federal grants. I think that's so unfair to
18 the people, especially if they're constantly paying
19 on your bill.

20 Now, if someone is just sitting around,
21 just running up a bill, I could understand that,
22 but you have a record of your customers. You see
23 what they're doing. That needs to be taken into
24 consideration and I don't feel it is. And that's
25 all I have to say.

1 JUDGE JORDAN: Thank you. Questions from
2 the Commission for this witness?

3 COMMISSIONER JARRETT: Yes, Ms. Taylor,
4 this is Commissioner Jarrett. Thank you for your
5 testimony. I don't have any questions, but I do
6 appreciate specifically your testimony about your
7 experience with the customer service folks. That's
8 very helpful and I appreciate that. Thanks.

9 MS. TAYLOR: You're welcome.

10 COMMISSIONER GUNN: I don't have any
11 further questions, but I also appreciate you coming
12 out and testifying. Thank you very much, ma'am.

13 JUDGE JORDAN: Anything from the
14 Applicant?

15 MS. GILBREATH: No questions, thank you.

16 JUDGE JORDAN: Any questions from the
17 Staff Counsel?

18 MS. KLITHERMES: No, Judge, thank you.

19 JUDGE JORDAN: Any questions from the
20 Office of Public Counsel for this witness?

21 MR. MILLS: I have no questions. Thank
22 you.

23 JUDGE JORDAN: Intervener Wagner?

24 MR. WAGNER: No questions.

25 JUDGE JORDAN: Thank you. Thank you,

1 ma'am, you may be excused. Who else would like to
2 testify today while we're on the record? Who would
3 like to come forward? Sir, come forward and be
4 sworn.

5 MR. FASL: My name is Chris Fasl,
6 F-A-S-L.

7 CHRIS FASL, being first duly sworn by
8 Judge Jordan, testifies as follows:

9 JUDGE JORDAN: Go ahead.

10 MR. FASL: I'm a student UMKC in the
11 Department of Urban Planning and Design. I would
12 like to recommend Robert Wagner's four requests on
13 behalf of the City of Kansas City, Missouri. I
14 believe Kansas City is already facing pretty large
15 budget cuts and his requests offer solutions that
16 are other than just passing off the rate increase
17 to the customer.

18 Those four requests were street light
19 warranting, offering lower wattages in street
20 lights, and I believe also that claims that KCP&L
21 makes that street lighting equates to safety. I
22 don't believe that the studies are - have been
23 scrutinized or their methodologies, and his request
24 for the changes to illumination based, on-ground
25 illumination, in regard to street lighting.

1 JUDGE JORDAN: Okay. Anything else.
2 MR. FASL: That would be it.
3 JUDGE JORDAN: Any questions from the
4 Commission for this witness?
5 COMMISSIONER JARRETT: Judge, this is
6 Commissioner Jarrett. Mr. Fasl, I don't have any
7 questions, but I thank you for your testimony.
8 MR. FASL: Thank you.
9 COMMISSIONER GUNN: I don't have
10 anything. Thank you very much.
11 JUDGE JORDAN: Any questions from the
12 Applicant?
13 MS. GILBREATH: No, thank you.
14 JUDGE JORDAN: Any questions from the
15 Staff Counsel for this witness? No? From the
16 Office of Public Counsel?
17 MR. MILLS: No questions.
18 JUDGE JORDAN: And from Intervener, Mr.
19 Wagner, any questions for this witness?
20 MR. WAGNER: No questions.
21 JUDGE JORDAN: Okay. Thank you, sir.
22 You may be excused. Would anyone else like to come
23 up and testify? Anyone else? Feel free, this is a
24 good time to make your comments on this case. The
25 Commissioners are listening to you live and in

1 person. No one?

2 I'm not seeing anyone come forward, so I
3 will close by thanking everyone on behalf of the
4 Commission for being here and everyone for
5 testifying, because this is the best way that
6 Commissioners can communicate directly with you.
7 Remember, also, that you may submit comments in
8 writing. You may also communicate with the Office
9 of Public Counsel and with Staff as to this matter,
10 and we will be here through the afternoon and
11 through the evening. We're going to maintain a
12 listening post until 5:30 when we'll do another
13 question and answer presentation and session and
14 then another formal Hearing like this, which is
15 scheduled to begin at 6:00.

16 So tell your neighbors, tell your
17 friends. Come down, make your comments. Get
18 questions, get answers, testify. I'll be here
19 during the listening post session if anyone wants
20 to put testimony on the record.

21 Well, thank you very much, once again.
22 With that, we will adjourn this Hearing and we will
23 go off the record. Thank you.

24 (WHEREIN, the Hearing is concluded at
25 1:47 p.m.)

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CERTIFICATE OF REPORTER

STATE OF MISSOURI) ss
COUNTY OF CLAY)

I, JANET H. WIMER, Certified Court Reporter, the officer before whom the foregoing hearing was taken, do hereby certify that the testimony in said hearing was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this hearing was taken, and further, that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.

Notary Public in and for
the State of Missouri

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