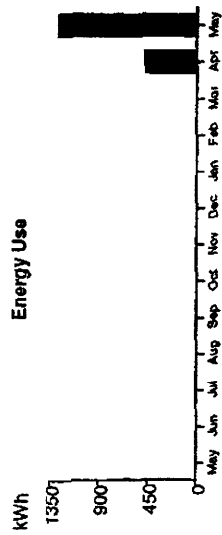


my home (816) 231-5851

Customer Name : JACQUELINE R HERNANDEZ  
Service Address : 1901 POPLAR AVE  
Account Number : 9332-77-8495

**1901 POPLAR AVE**

Residential Standard Service - 1RS1A



Comparative Usage Information				Total \$ / day	
Period	kWh	Days	kWh / day		
Current	1,279	31	41.2	\$ 2.73	
Previous	479	18	26.6	\$ 1.91	

**Billing Details - service from 04/23/2004 to 05/24/2004**

Energy Charge ..... \$ 73.71  
Customer Charge ..... 6.11

subtotal : \$ 79.82  
Kansas City franchise fee : 5.10  
**Current Charges : \$ 84.92**

**Adjustments**

04/28/2004 - Transferred 5801 E 10TH ST ..... \$ 904.67  
04/28/2004 - Transferred 5801 E 10TH ST ..... 659.55

**Adjustments : \$ 1,564.22**

Meter	Start Read Date	End Read Date	Days	Start Read	End Read	Difference	(X)	Meter Multiplier	(=)	Actual kWh Used
79802266	4/23	5/24	31	27234	28513	1279		1		1279

**\*\*\* DISCONNECT NOTICE \*\*\***

Your account is **\$76.68 past due**. A new or additional deposit may be required and your service could be disconnected if this amount is not received on or before **06/07/2004**.

Should disconnection become necessary, the following charges will apply:  
\$25 for reconnection at the meter, or  
\$50 for reconnection at the pole

Disregard this notice if you have either paid the past due amount or made payment arrangements.

**Our field representatives can no longer collect payments at your business or household. If we must disconnect your service, we will charge a reconnection fee. Reconnection may take up to 24 hours following payment and reporting your receipt number to our Customer Care Center.**

# Kansas City Power & Light

E N E R G I Z I N G L I F E

For billing and service information: **816-471-5275** (816-471-KCPL)  
or toll-free: **1-877-260-7785**  
For emergencies or lights out: **1-888-544-4852** (1-888-LIGHT-KC)

Customer Name : **JACQUELINE R HERNANDEZ**  
Service Address : **1901 POPLAR AVE**  
Account Number : **9332-77-8495**

Due upon receipt : **\$ 1,726.50**

Page 1 of 2  
Billing Date: 05/27/2004

## Message Board

**Keep safe around outdoor electricity.** Never touch an overhead line. Keep objects at least 10' away. Use waterproof covers and ground fault current interrupters (GFCIs) for outdoor outlets. Use only weather-resistant, heavy-gauge extension cords marked "for outdoor use." Never use corded electrical tools during storms or in wet/damp conditions. For more safety information, visit [kcpl.com](http://kcpl.com).

**Check by Phone.** It's the fast, easy and convenient new way to pay your bill - and it's free!! Call Customer Care at 816-471-5275 and follow the voice prompts. Have your KCP&L bill and check book close by for the information you'll need to use the system. Check by Phone will give you a confirmation number once your payment is complete.

**Easy ways to save energy.** Use the microwave instead of a regular oven to save up to 50 percent on cooking costs. Install compact fluorescent lights in areas you use most to save up to 75 percent on lighting costs.

**Paperless Bill.** It's a time saver and ecological plus. Do it for yourself and your planet. Receive your monthly KCP&L bill on your PC and pay online. It's an option you can add to Web Pay or Easy Pay. Read more about it at [kcpl.com](http://kcpl.com).

## Account Summary

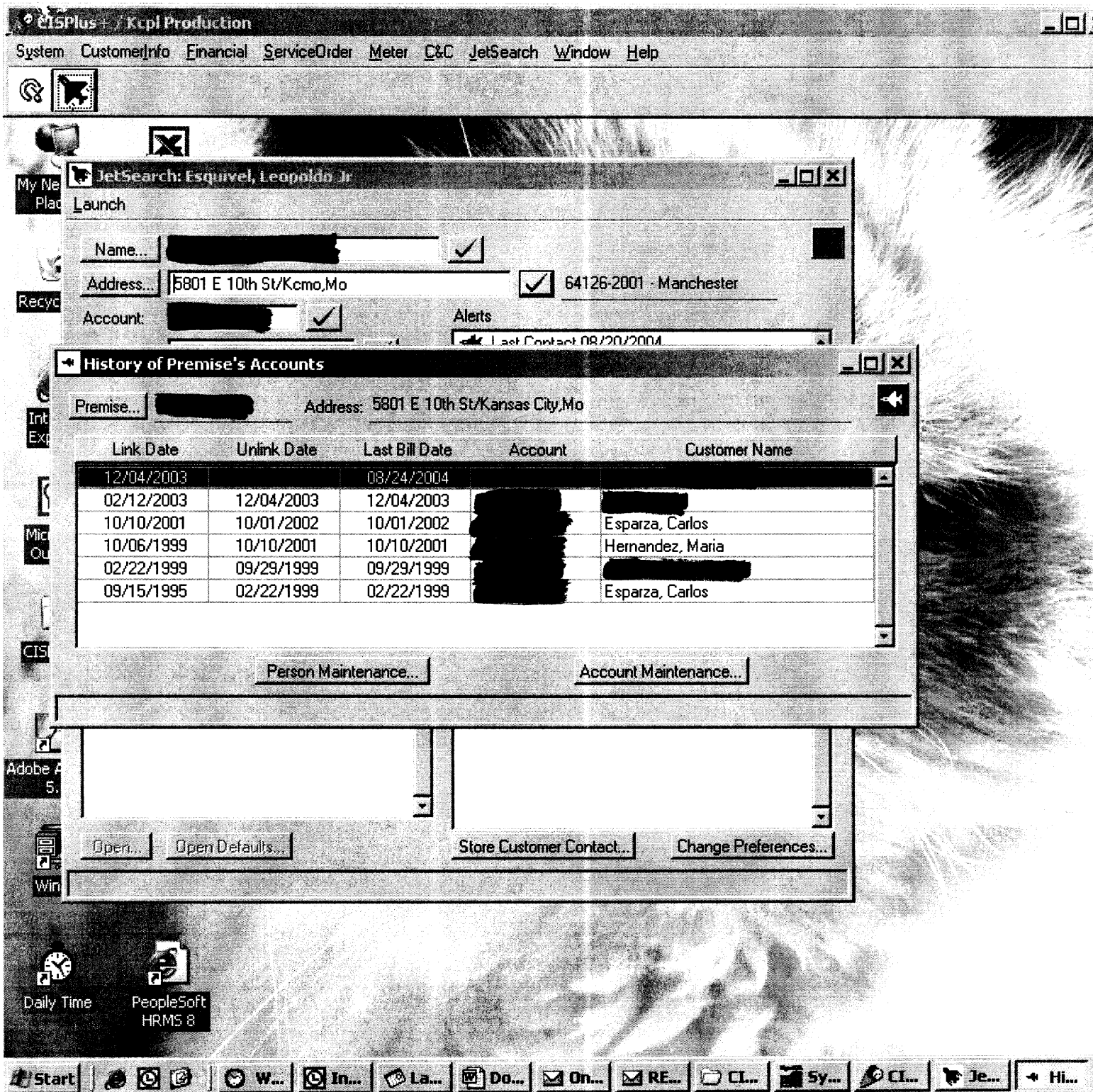
for service from 04/23/2004 to 05/24/2004

Previously Billed .....	\$ 76.68
Late Payment Charge - 05/21/2004 .....	0.68
Current Charges (details on back) 1901 POPLAR AVE .....	84.92
Adjustments (details on back) .....	1,564.22
<b>Due upon receipt .....</b>	<b>\$ 1,726.50</b>
Late charge if received after June 17, 2004 .....	1.43
<b>Amount due and late charge .....</b>	<b>\$ 1,727.93</b>

Additional customer names : **CARLOS ESPARZA**  
**MARIA G HERNANDEZ**

*[Handwritten signature and date 5/27/04]*

Look for an **IMPORTANT NOTICE** about your account on the last page.



CISPlus+ / Kcpl Production

System CustomerInfo Financial ServiceOrder Meter C&C JetSearch Window Help

**JetSearch: Esparza, Carlos**

Launch

Name... Esparza, Carlos ☒

Address... ☒

Date Modified 12/5/2002 11:33

**Account Financial History: Esparza, Carlos**

Account: [REDACTED] Name: Esparza, Carlos

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance
04/28/2004	XFER	U	-904.67	0.00	-904.67	0.00
04/28/2004	WOREV	U	904.67	904.67	904.67	904.67
01/27/2003	WD	U	-904.67	0.00	-904.67	0.00
10/28/2002	PENMO	U	0.74	904.67	0.74	904.67
10/15/2002	PENMO	U	2.06	903.93	2.06	903.93
10/03/2002	BILL	U	13.69	901.87	13.69	901.87
10/01/2002	DEPAPL	UD	-250.00	888.18	-250.00	888.18
10/01/2002	INTAPL	UD	-3.08	1,138.18	-3.08	1,138.18
10/01/2002	DPINMO	D	0.00	1,141.26	0.00	1,141.26
09/25/2002	BILL	U	290.06	1,141.26	290.06	1,141.26

Financial Details...

Open... Open Defaults... Store Customer Contact... Change Preferences...

Start | Pri... | Wh... | Inb... | La... | AU... | CIS... | Sys... | CIS... | CIS... | Jet...



RENTAL AGREEMENT

1901 at Poplar in K.C. MO  
Apt. No. or House Street and Number City State  
To Edward Pena + Rosie Pena called Landlord:  
Name of owner agent

We whose names are signed below hereby make application to rent above premises in it's present condition, to be used as residence for 2 adults and 2 children, ages 2-9 and for no other persons and no other use.

If this application is accepted, we agree to the following:

1. To deposit with landlord the sum of \$650.00 to be refunded to us after we have moved out and have turned in our keys, if we have complied with all the terms of this agreement and have paid rent for not less than 12 months.

2. To pay \$650.00 monthly in advance, at 10301 E 30th St, Indpls MO, as rental  
Owners home or office address  
from Month to Month commencing 4-1-04; and if rent is not paid on

on before due, we will pay extra rent of \$5.00 for each day rent is overdue; and immediately if rent is overdue, or five days after landlord has given written notice to us to vacate for violations of rules or of this agreement, or 30 days after landlord has given us written notice to vacate without giving a reason, landlord or his representative may re-enter said premises and remove all persons and property therefrom; and tenant hereby expressly waives any and all notices and legal proceedings to recover possession. Notices to us may be given by mail, by hand, or attaching to door of premises.

3. We further agree that landlord or his representative shall have the right to enter the premises for inspection or repairs or to show to prospective tenants and we will follow all rules prescribed by landlord.

4. We agree to keep and return the premises and equipment as clean and in as good condition as when rented, and we will pay landlord immediately for any damage to them, except for normal wear and tear.

5. We agree to give written notice or intention to vacate not less than 30 days before we move out; and anything left on the premises after we move out is abandoned and becomes the property of the landlord as part pay for his moving and storing it.

The garage is not included with the house  
and no vehicle Park on yard  
that is not running or licence.

6. We agree to NO PETS ALLOWED.

7. We agree to be responsible for having the smoke detectors working and to keep the yard and sidewalks cleaned.

8. We also agree: That if the circumstance occurs that the landlord has to seek legal action through an attorney, we the tenants will be charged and responsible for all attorney fees and court costs.

9. We certify that we are moving from

We are now renting from Edward Pena + Rosie Pena

Husband is employed by Shaun Moore 1901 Poplar KCMO (816) 231-5851

Wife is employed by Jacqueline Hernandez 1901 Poplar KCMO (816) 231-5851

In case of accident notify

Social Security number: Husband Wife

Accepted:

Edward Pena + Rosie Pena  
Owner of Agent

Husband's Signature

Wife's Signature

EXHIBIT C

CISPlus+ / Kcpl Production

System CustomerInfo Financial ServiceOrder Meter C&C JetSearch Window Help

My Network Places Recycle Bin Internet Explorer Microsoft Outlook CISPLUS+ Adobe Acrobat 5.0 WinZip Daily Time PeopleSoft HRMS 8

File Edit View Favorites Tools Help

Back Forward Stop

JetSearch: Hernandez, Jacqueline R

Launch

Address C:\Documents and Settings\...

Name... Hernandez, Jacqueline R ✓

Address... 1901 Poplar Ave/Kcmo,Mo ✓ 64127-3639 - Manchester

Account: 9332778495 ✓

Phone: (816) 231-5851 ✓

Alerts watch for name switching

History of Premise's Accounts

Premise... 3425398317 Address: 1901 Poplar Ave/Kansas City,Mo

Link Date	Unlink Date	Last Bill Date	Account	Customer Name
04/05/2004		08/23/2004	9332778495	Hernandez, Jacqueline R
08/29/2003	02/13/2004	02/13/2004		
07/09/2003	08/29/2003	08/29/2003		
08/06/2002	06/10/2003	06/10/2003		
06/27/2002	08/06/2002	08/06/2002		
08/01/2000	05/17/2002	05/24/2002		
08/01/2000	09/14/2000			
07/05/2000	08/01/2000	08/01/2000		

Person Maintenance... Account Maintenance...

Open... Open Defaults... Store Customer Contact... Change Preferences...

Start Pri... Wh... Inb... La... AU... CIS... Sys... CIS... CIS... Jet...



September 9, 2004

Ms. Jacqueline Hernandez  
1901 Poplar Avenue  
Kansas City, MO 64127-3639

Dear Ms. Hernandez:

Re: Jacqueline Hernandez v. KCP&L, Missouri Public Service Commission Case No.  
EC-2005-0048

In an effort to review and respond fully and completely to your complaint filed in the above indicated matter, we would request that you provide some additional information. Please provide us recent billing statements from other utilities (gas, cable, water, etc.) that provide service at 1901 Poplar Avenue, Kansas City, MO 64127. In the alternative, you can just sign the below and we will request the information from the respective utilities.

I authorize a KCP&L representative to contact and receive billing information regarding utilities (gas, cable, water, etc.) that provides service at 1901 Poplar Avenue, Kansas City, MO 64127. I authorize these utilities to release billing information to a KCP&L representative that may request such information.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Customer Named on Utility Account

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Customer Named on Utility Account

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Customer Named on Utility Account

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Customer Named on Utility Account

*Lori Shaffer*

**EXHIBIT E**

FORM NO. 13

P. S. C. MO. No. 2Second { ~~Original~~  
Revised } SHEET No. 1.10Cancelling P. S. C. MO. No. 2First { ~~Original~~  
Revised } SHEET No. 1.10

KANSAS CITY POWER &amp; LIGHT COMPANY

Name of Issuing Corporation or Municipality

For.....Rate Area No. 1 Urban Area &  
Community, Town or City.....Rate Area No. 3 Suburban Area

RECEIVED

GENERAL RULES AND REGULATIONS  
APPLYING TO ELECTRIC SERVICE

(Continued) 7 1994

## 3. SUPPLYING ELECTRIC SERVICE

MO. PUBLIC SERVICE COMM.

- 3.01 SUPPLYING OF ELECTRIC SERVICE: Except as otherwise provided by Rules 9 and 10 hereof, electric service will be supplied by the Company under an available rate schedule only at such premises as are adjacent to the Company's existing distribution facilities which are adequate and suitable, as to capacity, voltage, phase and other characteristics to supply electric service for the requirements of the Customer, unless special arrangements are made between the Customer and the Company.
- 3.02 CLASS OF SERVICE: Except as may be otherwise provided under an applicable and available rate schedule of the Company, all electric service will be supplied in the form of 60 cycle alternating current and at primary and secondary voltages as available and as designated by the Company. The class or classes of electric service which will be designated by the Company will depend on the location, size, type and other characteristics of the Customer's load requirements.
- 3.03 LINE CONSTRUCTION: Normally, all transmission and distribution lines of the Company will be of overhead construction. Underground distribution lines in an area or on the Customer's premises will be made available pursuant to Rule 10 hereof. However, the Company reserves the right to place any transmission or distribution line underground where it is more economical or convenient for the Company to do so.
- 3.04 PRIOR INDEBTEDNESS OF CUSTOMER: If, at the time of application, a Customer or any member of the Customer's household is indebted to the Company for that same class of electric service previously supplied at the same or any other premises, and if the Customer received substantial use and benefit of the previous electric service, the Company shall not be required to commence supplying electric service to the Customer, or if commenced the Company may terminate such service until payment of the indebtedness has been made.
- 3.05 CUSTOMER TO FURNISH RIGHT-OF-WAY: The Customer will provide or procure for the Company such rights-of-way (including permission to trim or remove any trees that may interfere with the operation of the Company's facilities) as are satisfactory to the Company, across property owned or otherwise controlled by the Customer, for the construction, operation and maintenance by the Company of its facilities necessary or incidental to the supplying of such electric service.

FILED

EXHIBIT F  
Page 1 of 2

NOV 16 1994

DATE OF ISSUE October 7, 1994 DATE EFFECTIVE Public Service Commission  
month day year month day yearISSUED BY S. W. Cattron Vice President 1201 Walnut, Kansas City, Mo.  
name of officer title address

KCPL Form 661H002 (Rev 6/94)

**KANSAS CITY POWER & LIGHT COMPANY**

Name of Issuing Corporation or Municipality

For Rate Areas No. 1 and No. 3

Community, Town or City

**GENERAL RULES AND REGULATIONS  
APPLYING TO ELECTRIC SERVICE**

(continued)

**1. DEFINITIONS**

The following terms, when used in these General Rules and Regulations, in Rate Schedules and in Service Agreements, shall, unless otherwise indicated therein, have the meanings given below:

1.01 COMPANY: KANSAS CITY POWER & LIGHT COMPANY, any successor or assignee thereof, acting through its duly authorized officers, agents or employees within the scope of their respective duties and authorities.

1.02 COMMISSION: THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI and any successor of such Commission having jurisdiction of the subject matter hereof.

1.03 PERSON: Any individual, partnership, co-partnership, firm, company, public or private corporation, association, joint stock company, trust, estate, political subdivision, governmental agency or other legal entity recognized by law.

1.04 CUSTOMER: Any person applying for, receiving, using, or agreeing to take a class of electric service supplied by the Company under one rate schedule at a single point of delivery at and for use within the premises either (a) occupied by such persons, or (b) as may, with the consent of the Company, be designated in the service application or by other means acceptable to the Company.

1.05 RURAL CUSTOMER: A customer taking electric service (except electric service used in connection with a commercial enterprise not related to residential or farming purposes) who uses such electric service for residential purposes in a district which has not been platted and recorded, or in connection with the carrying on of farming or other agricultural pursuits. The Company reserves the right in all instances to designate whether a Customer is or is not a rural Customer.

1.06 ELECTRIC SERVICE: The availability of electric power and energy supplied by the Company at a point of delivery within the Company's service territory on or near the Customer's premises, at approximately the standard voltage and frequency for a class of service made available by the Company in that area, which source is adequate to meet the Customer's requirements as stated or implied in the Customer's service agreement, irrespective of whether or not the Customer makes use of such electric service.

**ELECTRIC AUTHORITY****ORDER NO930****EXHIBIT F**

Page 2 of 2

DATE OF ISSUE June 2 1978  
month day year

DATE EFFECTIVE July 12 1978  
month day year

ISSUED BY L. C. Rasmussen Vice President 1330 Baltimore, Kansas City, Mo.  
name of officer title address