

FILED

FEB 6 2013

Missouri Public
Service Commission

VS.

Case No.

Company Name: KCP&L-GMD
Respondent

Complainant resides at 724 MENDLOW LN. APT. B
(address of complainant)

PECULIAR, MD 64078-8251

1. Respondent, KCP&L - GMD (company name)

of KANSAS CITY MO, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

EXCESSIVE CHARGES FOR JULY AND AUGUST 2012.


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

CONTACTED RESPONDENT'S CUSTOMER SERVICE ON MULTIPLE OCCASIONS SUBSEQUENT TO EXCESSIVE BILLING.

WHEREFORE, Complainant now requests the following relief:

\$1300+INTEREST REFUND CHECK

Date


Signature of Complainant

816. 500. 2295
Complainant's Phone Number

RECORD4EVER@LIVE.COM
Complainant's E-mail Address

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

I believe KCP&L has wrongfully overcharged me for electrical usage for the billings of August and September 2012. After considering all the evidence I have collected, it appears that my electrical meter was exchanged at some time in July 2012. As the usage reports show, the amount KCP&L charged me was extraordinarily higher than any prior usages. The original bill sent to me for the reading on August 8, 2012 was an estimated billing. When I initially contacted KCP&L about the adjusted bill they sent in September, the customer service representative explained that the August billing was estimated and that the meter reader had noted that the reading taken on August 8 seemed extremely high, thus the estimation. The meter reader based the estimation on previous readings but failed to notify me that the reading was extremely high. The meter reader waited until the September reading, and noting that it was still high based on the August reading, assumed the reading was correct. I was then back-billed for the additional usage based on the meter reading on August 8, 2012. By my calculation, I have overpaid KCP&L approximately \$1300, plus the interest I am incurring because I had to put the amount due on a credit card after receiving a disconnect notice.

I contacted my landlords about the alleged usage, and they arranged for an electrical technician to test the heat pump for my duplex unit. After testing the unit, the technician found that the heat pump was actually pulling less amperage than what the unit was rated. He also found that if the unit would have been running twenty-four hours a day for an entire month, the usage would not have been anywhere close to what KCP&L stated my usage to be for the month(s).

My thermostat was normally set on eighty (80) degrees, maybe seventy-eight (78) degrees on an unusually hot day. Many days the system was off as I had the windows open and used a floor fan. I also was out of state for six days in July and had turned everything off except for the refrigerator and a lamp, the lamp being on a timer that was set to turn the lamp on for about six hours every night. Considering I was not home, the refrigerator did not use much electricity since the doors were closed for the time I was out of state. The only other two items that would have used any substantial electricity, the heat pump and hot water heater, were both totally turned off, the heat pump by setting the thermostat in the "Off" position, and the breaker for the hot water heater set in the "Off" position. According to KCP&L's data, July and August of 2012 were an average of one (1) degree cooler than the same months in 2011. From their usage charts, in 2011 my usages were 1,108 kWh (July) and 1,019 kWh (August). They claim my usages for 2012 were 6,780 (July) and 5,011 (August).

Based on the fact that the meter reader estimated the usage for July when the reading was taken August 8, then waited until the September reading to see if the reading was "correct" without attempting to contact me about the unusually high readings, coupled with the testing of the heat pump unit by the electrical technician, I conclude that the meter was switched out sometime in July with one that had a higher initial reading. All the usages prior to August 2012 and subsequent to the September 2012 readings show comparable usages from the prior years. KCP&L state they have no record of the meter being changed out, but I see no other conclusion that can be reached. The regulations state that a homeowner or tenant must be notified when the meter is changed out, but I received no such notification.

I also wonder why my meter was the only one that had a KCP&L identification plate inside the glass enclosure when the electrical technician tested the heat pump, but several days later, that

identification plate was removed. None of the adjacent duplex units have a meter with a KCP&L identification plate inside the glass enclosure, although some have KCP&L tamper tags. Unfortunately, I did not photograph the meter the day the technician was here to show the KCP&L identification plate, but have pictures showing the blank plate. The adjacent units all have what appear to be older meters with differing identification plates on the meters.