

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED  
February 22, 2008  
Data Center  
Missouri Public  
Service Commission

Name: Terri E. MAXEY  
Complainant  
1128 E 65th St  
vs. KCMO 64131 acct # 3667-35-2542  
Case No.

Company Name: Kansas City Power & Light  
Respondent

COMPLAINT

Complainant resides at 1128 E 65th St KC MO 64131  
(address of complainant)

1. Respondent, KCP & L  
(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:

On Nov 21 @ - I call KCPL Cust serv and  
stated that United Services, although heavily  
backlogged, accepted my request for my  
then 303. light bill. I told the CSR that  
it would be 14-21 days before they would  
get to me. Although I was 90-120 days  
past due they did not seek to disconnect  
my service, nor in Dec.  
On 01-04-08. USCAA Paid KCPL  
on acct # 3667-35-2542 404.78, which brought  
me up to date. I dispute the bill of 873.33  
because that takes me off the cold weather  
program as soon as they rec'd the payment  
in full from United Services. Why did they  
not cut off in Oct, Nov, Dec, of 07? 2  
That is my dispute. I dispute the 876.00

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


Terri E. Maxey

[illegible]

WHEREFORE, Complainant now requests the following relief:

I request to be placed back on the cold weather plan - because they took advantage of United Services

02/20/08  
Date

  
Signature of Complainant

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

Customer Name : **TERRI MAXEY**  
Service Address : **1128 E 65TH ST**  
Account Number : **3667-35-2542**

Important Notice Date: **12/05/2007**  
Original Bill Date: **11/01/2007**

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

Your account is **\$404.78 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 **12/17/2007**.

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.

**IMPORTANT NOTICE**

Please return this portion with your payment. Thank you.

Service Address : **1128 E 65TH ST**  
Account Number : **3667-35-2542**  
Important Notice Date : **12/05/2007**

Past Due Amount : **\$ 404.78**

Amount Enclosed : \$ \_\_\_\_\_

#BWNJWPF

#25671467794IC057#

|||||

TERRI MAXEY

1128 E 65TH ST

KANSAS CITY MO 64131-1201

Please return payment to:

KANSAS CITY POWER & LIGHT

PO BOX 219330

KANSAS CITY MO 64121-9330

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