

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Missouri Proposed Rulemaking	)	
Chapter 13, 4CSR 240-13 Service and Billing	)	Case No. AX-2013-0091
Practices for Residential Customers	)	

**COMMENTS OF KANSAS CITY POWER & LIGHT COMPANY AND  
KCP&L GREATER MISSOURI OPERATIONS COMPANY  
TO PROPOSED CHAPTER 13 RULEMAKING**

COMES NOW Kansas City Power & Light Company (“KCP&L”) and KCP&L Greater Missouri Operations Company (collectively, the “Companies”) and hereby submits comments to the Missouri Public Service Commission’s (“Commission”) Proposed Rules published in the *Missouri Register* on September 2, 2013. The Commission is promulgating proposed rules 4 CSR 240-13.010, 4 CSR 240-13.015, 4 CSR 240-13.020, 4 CSR 240-13.025, 4 CSR 240-13.030, 4 CSR 240-13.035, 4 CSR 240-13.040, 4 CSR 240-13.045, 4 CSR 240-13.050, 4 CSR 240-13.055, 4 CSR 240-13.070, and known as Chapter 13. The Companies respectfully request that the Commission consider these comments prior to taking further steps to finalize the rules.

**General Comments**

1. The Companies have been an active participant in the workshops and working sessions occurring for several years. Through those earlier efforts, and now, through the formal rulemaking process, the Companies are interested in establishing a workable rule and provide the Commission the tools needed to ensure those efforts are prudent and in the best interests of all stakeholders.

## **Detailed Comments and Recommendations Regarding the Following Sections of the Proposed Rules**

### **4 CSR 240-13.025 – Billing Adjustments**

2. Comment: The Companies respectfully submit proposed language changes to Paragraph (1), Subparagraph (C) omitting the word “double” which currently reads:

In the event of an undercharge, the utility shall offer the customer the option to pay the adjusted bill over a period at least ~~double~~ the period covered by the adjusted bill.

Recommendation: Paragraph (1) Subparagraph (C) would then read:

In the event of an undercharge, the utility shall offer the customer the option to pay the adjusted bill over a period at least equal to the number of months covered by the adjusted bill.

Allowing double the period of time to pay an adjusted bill would negatively impact cash flow and increase arrears.

### **4 CSR 240-13.035 – Denial of Service**

3. Comment: The Companies respectfully request omitting the words that are stricken in Paragraph (1):

When the utility refuses to provide service to an applicant ~~for service~~, the utility shall inform the applicant verbally, ~~if recorded and retained~~, or written upon applicant request, ~~unless otherwise specified~~.

Recommendation: Paragraph (1) would then read:

When the utility refuses to provide service to an applicant, the utility shall inform the applicant verbally, or written upon applicant request.

The Companies will incur costs due to some departments not having recording capabilities.

### **4 CSR 240-13.050 – Discontinuance of Service**

4. Comment: The Companies respectfully submit proposed language changes to Paragraph (4). The following language should be modified adding additional language which currently reads:

Electronic notice may be sent to the customer if the customer has provided prior authorization to the utility to provide billing and notices electronically in place of any written and verbal notices; however, the utility shall provide at least one (1) written notification ninety-six (96) hours prior to discontinuance or by phone call twenty-four (24) hours prior to discontinuance of service.

Recommendation: Paragraph (4) would then read:

Electronic notice may be sent to the customer if the customer has provided prior authorization to the utility to provide billing and notices electronically in place of any written and verbal notices; however, the utility shall provide at least one (1) written notification at least ninety-six (96) hours prior to discontinuance or by phone call at least twenty-four (24) hours prior to discontinuance of service.

This change will allow the Companies sufficient time to notify customers.

5. Comment: The Companies respectfully request omitting the words that are stricken through in Paragraph (10), as well as, adding additional words which currently read as follows:

Immediately preceding the discontinuance of service, the employee of the utility designated to perform this function, ~~except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or a responsible person then upon the premises and shall announce the purpose of his/her presence.~~ When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the utility where the customer may arrange to have service restored.

Recommendation: Paragraph (10) would then read:

Immediately preceding the discontinuance of service, the employee of the utility designated to perform this function, shall upon customer inquiry, be prepared to identify him/herself and the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the utility where the customer may arrange to have service restored.

This change will address safety concerns for the Companies' field personnel.

6. Comment: The Companies respectfully request omitting the words that are stricken through in Paragraph (11), Subparagraph (A), as well as, adding additional words which currently read as follows:

The utility shall honor a physician's certificate, or a physician's letter on physician's letterhead providing the same information as requested in the physician's certificate, included herein, which attests to the fact that a residential utility customer or any other permanent resident of the household has a serious medical condition, and clearly states that the discontinuance of that utility's service would rapidly either give rise to a substantial risk of death ~~or gravely impair the health of that person.~~

Recommendation: Paragraph (11), Subparagraph (A) would then read:

The utility shall honor a physician's certificate, or a physician's letter on physician's letterhead or the Companies' Medical Customer Application providing the same information as requested in the physician's certificate, included herein, which attests to the fact that a residential utility customer or any other permanent resident of the household has a serious medical condition, and clearly states that the discontinuance of that utility's service would rapidly give rise to a substantial risk of death.

This change will allow the Companies to use a detailed application which keeps the applicant informed as well as reduces additional contact with the applicant's physician. *See Exhibit A.* The Companies believe that the "gravely impair" language is too vague.

7. Comment: The Companies respectfully request omitting the words that are stricken through in Paragraph (11), Subparagraph (B), as well as, adding additional language which currently read as follows:

A physician, nurse, nurse practitioner, physician's assistant, or other licensed health care professional employed by a public or private agency providing physical or mental health care service may notify the utility in person, by telephone, by fax, or by letter that the serious medical condition exists and that discontinuance of that utility's service would rapidly either give rise to a substantial risk of death ~~or gravely impair the health of the residential utility customer or other permanent household resident.~~ If that notice does not meet the requirements of subsection (11)(A), then the utility must inform the health care professional that a physician's certificate or physician's letter as set forth in subsection (11)(A) is required within fourteen (14) calendar days. The utility may verify notice given by telephone or fax.

Recommendation: Paragraph (11), Subparagraph (B) would then read:

A physician, nurse, nurse practitioner, physician's assistant, or other licensed health care professional employed by a public or private agency providing physical or mental health care service may notify the utility in person, by telephone, by fax, or by letter that the serious medical condition exists and that discontinuance of that utility's service would rapidly give rise to a substantial risk of death of the residential utility customer or other permanent household resident. If that notice does not meet the requirements of subsection (11)(A), then the utility must inform the health care professional that a physician's certificate or physician's letter or the Companies Medical Customer Application as set forth in subsection (11)(A) is required within fourteen (14) calendar days. The utility may verify notice given by telephone or fax.

This change will keep Subparagraph (B) in balance with Subparagraph (A).

8. Comment: The Companies respectfully submit proposed language changes to Paragraph (11), Subparagraph (D). The following language should be modified adding additional language which currently reads:

If the utility receives a notice within fourteen (14) days after service was discontinued, the utility shall attempt to reconnect service the same day. If the notice is a subsection (11)(A) notice, the utility shall not attempt to discontinue service again for at least twenty-one (21) days after the first attempt to reconnect. If the notice is a subsection (11)(B) notice, the utility shall not attempt to discontinue service again for at least fourteen (14) days after the first attempt to reconnect, pending receipt of the subsection (11)(A) notice.

Recommendation: Paragraph (11), Subparagraph (D) would then read:

If the utility receives a notice within fourteen (14) days after service was discontinued, the utility shall attempt to reconnect service the same day. If the notice is a subsection (11)(A) notice, the utility shall not attempt to discontinue service again for at least twenty-one (21) days after the first attempt to reconnect. And the customer shall enter into a payment arrangement. If the notice is a subsection (11)(B) notice, the utility shall not attempt to discontinue service again for at least fourteen (14) days after the first attempt to reconnect, pending receipt of the subsection (11)(A) notice. And the customer shall enter into a payment arrangement.

This change will be in the best interest of the customer to not get further behind while waiting on documentation to be received.

9. Comment: The Companies respectfully submit proposed language changes to Paragraph (11), Subparagraph (E). The following language should be modified adding additional language which currently reads:

The utility must receive a subsection (11)(A) notice within fourteen (14) days after being notified according to subsection (11)(B). A utility may discontinue service if it does not receive a subsection (11)(A) notice within fourteen (14) days after being notified according to subsection (11)(B). Therefore failure to receive a subsection (11)(A) notice following the subsection (11)(B) timeframe does not require the utility to provide repeated notice to the premises for disconnection according to section (7).

Recommendation: Paragraph (11), Subparagraph (E) would then read:

The utility must receive a subsection (11)(A) notice within fourteen (14) days after being notified according to subsection (11)(B). A utility may discontinue service if it does not receive a subsection (11)(A) notice within fourteen (14) days after being notified according to subsection (11)(B) and/or the payment arrangement in subsection (11)(D) is not being kept. Therefore failure to receive a subsection (11)(A) notice following the subsection (11)(B) timeframe does not require the utility to provide repeated notice to the premises for disconnection according to section (7).

This change will keep Subparagraphs (D) and (E) in balance.

10. Comment: KCP&L respectfully submits proposed additional language by adding a new subparagraph labeled (K).

Recommendation: Paragraph (11), Subparagraph (K) would read:

Each person in the home, whether the customer or any other permanent resident of the household may be granted a medical extension, once a year within the calendar year.

This change will deter a customer from using the medical customer process to avoid disconnection.

## Conclusion

The Companies respectfully request that the Commission consider the foregoing comments when finalizing the proposed rules addressed herein.

Respectfully submitted,

/s/ Roger W. Steiner

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Attorneys for Kansas City Power & Light Company  
and KCP&L Greater Missouri Operations Company

## CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 7<sup>th</sup> day of October, 2013.

/s/ Roger W. Steiner

Roger W. Steiner



Metropolitan Kansas City: (816) 471-5275  
Toll-free: 1-888-471-5275

Date Sent \_\_\_\_\_  
Please Return Within 30 Days

## MEDICAL CUSTOMER APPLICATION

ACCEPTANCE INTO THE MEDICAL CUSTOMER PROGRAM DOES NOT GUARANTEE CONTINUOUS ELECTRICAL SERVICE. CUSTOMERS WHOSE SERVICE IS CRITICAL FOR LIFE SUPPORT SHOULD MAKE PRIOR EMERGENCY ARRANGEMENTS TO ACCOMMODATE THE MEDICAL PATIENT DURING POWER INTERRUPTIONS. IF ACCEPTED, A RENEWAL APPLICATION MUST BE SUBMITTED ANNUALLY.

### TO BE FILLED IN BY CUSTOMER (Please print clearly)

Customer Name				Account Number		
Street Address	City & State	Zip Code	( ) Home Phone	( ) Work Phone	( ) Cell Phone	
Name of Secondary Contact—Required	( ) Home Phone	( ) Work Phone	( ) Cell Phone			
Patient's Name		Birth Date				

**For your protection the law requires you to be advised:** It is a criminal act to make a false or fraudulent claim, or assistance in the preparation or presentation of a false or fraudulent claim. Violators of the provision may be subject to criminal persecution.

**Authorization:** I hereby authorize release of any medical information, including direct consultation with any physician, that is pertinent to my qualifying as a Medical Customer with KCP&L. By signing below, I acknowledge the accuracy and truth of the information provided.

Signature of Patient or Legal Guardian	Date
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### TO BE FILLED IN BY PHYSICIAN

PLEASE RESPOND TO THE FOLLOWING ISSUES:

Nature of Ailment	Is the patient homebound? YES _____ NO _____
Is electrically powered medical equipment required to sustain life? YES _____ NO _____ If so, what type of equipment? _____	
Will the absence of electricity result in an immediate life-threatening situation? YES _____ NO _____ If so, how? _____	
Is the medical equipment <b>capable</b> of being operated by battery-supplied electricity? YES _____ NO _____	
How often is the medical equipment used? _____	
Have you advised your patient of the action to take in case his or her medical equipment fails to operate for any reason? YES _____ NO _____	
If so, what is the plan of action? _____	
Is the patient's condition temporary? Yes _____ NO _____ If so, when will the condition warrant removal from medical customer list? _____	
Additional Comments: _____	
Physician's Name (Please Print)	Office Address ( ) Phone
Physician's Signature	City, State, Zip Code Date

### FOR KCPL USE ONLY

APPROVED: <input type="checkbox"/>	REJECTED <input type="checkbox"/>	BY: _____	DATE: _____
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530.0846 04.08

Mail to: KCP&L  
Attn: Medical Department  
4400 East Front Street  
Kansas City, MO 64120  
Fax to: (816) 245-3930

Exhibit A