

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
October 23, 2007
Data Center
Missouri Public
Service Commission

Name: Marisa A. Morales
Complainant

vs.

Case No.

Company Name: Kansas City Power & Light
Respondent

COMPLAINT

Complainant resides at 2432 Brighton Kansas City Mo 64127
(address of complainant)

1. Respondent, Kansas City Power and Light
(company name)
of Kansas City Missouri
(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:

The meter which indicates the useage of electricity was known to have been malfunctioning since September of 2006 and was not fixed until August of 2007 and I was not informed until September of 2007. When I first turned the electricity on in my name I had told the representative that I am living in a section 8 home, and recieving government assistance and she told me she would put me on estimated payments. That is the reason I saw nothing wrong with the billing the company was sending me through out those 11-12 months Now I am being charged \$1,005.00 for those months I was not billed correctly.

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

When I first recieved the letter stating that I need to pay \$1,005.00 to KCPL I called and Spoke with a representative she stated that they are estimating the usage based on my last bill in which the meter was replaced. I told her that I am reciving govement assistance and could not afford that kind of money. She then told me the only other way is to pay \$190.00 a month. I then told her I only get \$219.00 a month in Cash Assistance and could not afford that payment. She said that all she could do. I aske to speak to the Supervisor he was not available at the time but called me back. He said the usage was being recorded but they could not determine the days it was used. I asked him if he could give me proof of my useage and he said to call the Commission. He also offered the same payment option that the receptionist had. I also explained why I could not afford that payment.

WHEREFORE, Complainant now requests the following relief: afford that payment.

I would like to have evidence stating that the usage recorded was used from the time I moved into the property. I would also like for KCPL to act accordingly considering the waited 11 months to make a correction with the meter and I'm in Section 8 housing. I believe that when a new account is being open with KCPL it is their responsibility to make sure their equipment is working properly.

10-17-07

Date

Marisa A Morales

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

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Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

October 3, 2007

Mrs. Marisa Morales
2432 Brighton
Kansas City, MO 64127

Dear Ms. Morales:

This letter is in response to your indication that you wish to file a formal complaint.

If your complaint involves disputed charges, the nonpayment of which could subject your service to discontinuance, this letter also serves as notification of the Commission rules, which state that **if a formal complaint is not filed within thirty (30) days of the date of this letter**, your service may become subject to discontinuance by the Company. Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance.

A formal complaint must be filed in written form **including an original or duplicate original and eight (8) copies** addressed to *Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360*. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims.

Ms. Marisa Morales
October 3, 2007
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All parties, including the Commission's Staff, will have the opportunity to cross-examine the other party's witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney.

Please note, further filing requirements are in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Consumer Services Department

Enclosure: Formal Complaint Form
Chapter 2 – Rules of Practice and Procedure and Formal Complaint Form