

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

Tony Walker,

Complainant,

v.

Kansas City Power & Light Company,

Respondent.

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Case No. EC-2006-0451

**ANSWER AND MOTION FOR DETERMINATION ON THE PLEADINGS
OF KANSAS CITY POWER & LIGHT COMPANY**

Pursuant to 4 CSR 240-2.070(8) and 4 CSR 240-2.117(2), Respondent Kansas City Power & Light Company ("KCPL"), by and through its legal counsel, submits to the Missouri Public Service Commission ("Commission") KCPL's answer to the complaint submitted by Tony Walker in the above-captioned proceeding (the "Complaint"). In addition, KCPL respectfully requests that the Commission dispose of the Complaint based on the pleadings in this case and deny Mr. Walker's prayers for relief.

In support hereof, KCPL offers as follows.

I. BACKGROUND

1. On September 13, 2005, KCPL began providing electric service to Mr. Walker at his current residence, 1434 East 49th Terrace, Kansas City, Missouri. KCPL issued its first monthly bill for electric service to Mr. Walker at 1434 East 49th Terrace on October 11, 2005.¹ KCPL previously provided service to Mr. Walker at his prior residence at 3517 East 51st Street, Kansas City, Missouri. At the time Mr. Walker initiated his service at 1434 East

49th Terrace, he had an outstanding debt of \$895.23 attributable to his account at 3517 East 51st Street.²

2. Since Mr. Walker initiated service at 1434 East 49th Terrace, KCPL has received the following payments for that account: (i) a payment on September 22, 2005 from the USCAA Administration on Mr. Walker's behalf in the amount of \$300;³ (ii) a payment on November 21, 2005 from the USCAA Administration on Mr. Walker's behalf in the amount of \$252;⁴ (iii) a payment on December 23, 2005 from the USCAA Administration on Mr. Walker's behalf in the amount of \$343;⁵ (iv) a payment by check from Mr. Walker on February 21, 2006 in the amount of \$200, which was returned for insufficient funds; and (v) two payments by check from Mr. Walker on May 30, 2006, each in the amount of \$627.72, both of which were returned for insufficient funds.⁶

3. KCPL did not receive a payment from any social services agency on Mr. Walker's behalf in the amount of \$257, as alleged by Mr. Walker in the Complaint. Dave Cooper, Fiscal Director of the USCAA Administration, confirmed that the USCAA Administration has not made a payment to KCPL on Mr. Walker's behalf in that amount. Mr.

¹ Copies of the monthly bills KCPL sent to Mr. Walker from October 11, 2005 to present are attached hereto as **Attachment 1**.

² Mr. Walker's "Final Bill" for electric service at 3517 East 51st Street is attached hereto as **Attachment 2**. The Final Bill indicates that Mr. Walker owed \$895.23 at the time the account at that address was closed.

³ See the Notice of Payment from the USCAA Administration attached hereto as **Attachment 3**. Please note that the notice was sent to Mr. Walker at 3517 East 51st Street.

⁴ See the Notice of Payment from the USCAA Administration attached hereto as **Attachment 4**.

⁵ KCPL does not have a notice of payment from the USCAA Administration in its files for this payment. However, KCPL's records indicate that it received said payment.

⁶ For the convenience of the Commission, a spreadsheet entitled, "Account Activity for Tony Walker at 1434 E. 49th Terrace, KCMO (9/13/05 – 6/23/06)" is attached hereto as **Attachment 5**. It summarizes the credits and debits to Mr. Walker's account at 1434 East 49th Terrace.

Cooper explained, however, that the USCAA Administration did make a payment in that amount on Mr. Walker's behalf to Missouri Gas Energy during the relevant time period.

4. KCPL disconnected electric service at 1434 East 49th Terrace for failure to pay on or about April 10, 2006. On or about April 20, 2006, KCPL discovered that its meter at 1434 East 49th Terrace had been tampered with and that service had been illegally reconnected. KCPL re-disconnected service on or about April 20, 2006. On or about May 5, 2006, KCPL discovered that its meter at 1434 East 49th Terrace had again been tampered with and that service had been illegally reconnected. KCPL re-disconnected service for meter tampering on or about May 5, 2006. KCPL assessed a \$150 tampering charge in response to each of these two tampering events, as well as a \$15 charge for a meter locking device.⁷

5. In early May of 2006, Mr. Walker initiated an informal complaint with the Staff of the Commission concerning *inter alia* the same issues he raises in the present Complaint. The Staff of the Commission investigated Mr. Walker's claims and concluded that the Staff "can find no evidence that the company violated its tariffs or Commission rules and regulations."⁸

6. On May 26, 2006, Mr. Walker submitted the Complaint to the Commission. The Complaint is comprised of three allegations: (i) that KCPL did not correctly credit Mr. Walker's account for payments made on his behalf by the USCAA Administration; (ii) that KCPL should not have assessed charges to Mr. Walker attributable to tampering with KCPL's

⁷ Attached hereto as **Attachment 6** is an account history of Mr. Walker's account. Please note the entries on April 20 and May 8, 2006, indicating that the customer had reconnected himself and that service was to be re-cut. On the second page of the attachment, please note the entry dated April 20, 2006 indicating that the seal had been cut off the meter and that the lid had been pried off.

⁸ A copy of the letter, dated May 15, 2006, that Tracy Leonberger, of the Commission Staff, sent to Mr. Walker is attached as **Attachment 7**.

facilities; and (iii) that an electrician, who was called to Mr. Walker's building, "found the wiring to be inferior and outdated."

II. ANSWER

A. Payments on Mr. Walker's Behalf Made by Social Service Agencies

7. Mr. Walker alleges that KCPL should have credited to his account at 1434 East 49th Terrace payments in the amount of \$1,152 allegedly made to KCPL by the USCAA Administration on Mr. Walker's behalf. As discussed more fully below, there are two problems with Mr. Walker's allegations. First, KCPL only received payments from the USCAA Administration on Mr. Walker's behalf in the aggregate amount of \$895. Second, the entirety of those payments was used to satisfy Mr. Walker's debt to KCPL of \$895.23 attributable to the electric service he received from KCPL at his prior residence at 3517 East 51st Street.

KCPL Received \$895 in Payments on Mr. Walker's Behalf

8. Mr. Walker states in his Complaint that "Per USCAA records: KCPL was paid \$257.00, \$343.00, \$252.00, \$300.00 totaling \$1,152.00." He claims to have attached to the Complaint "energy assistance notices" in support of his allegation. The only potentially responsive document attached to the Complaint is an "Energy Assistance Application Registration" from the Missouri Department of Social Services ("MDSS"). This document does not support Mr. Walker's claim that the USCAA Administration made the four alleged payments to KCPL on Mr. Walker's behalf. Instead, the document appears merely to demonstrate that MDSS received his application for payment assistance.

9. KCPL admits that it received three of the four alleged payments from the USCAA Administration. Specifically, KCPL admits that it received the following payments

from the USCAA Administration on Mr. Walker's behalf: (i) \$300 on September 22, 2005; (ii) \$252 on November 21, 2005; and (iii) \$343 on December 23, 2005. KCPL's records reflect these payments, and KCPL applied the payments it received on Mr. Walker's behalf to Mr. Walker's account.

10. KCPL denies that it received a payment from the USCAA Administration or any other social services agency on Mr. Walker's behalf in the amount of \$257. KCPL has no record of such a payment and confirmed by telephone with Mr. Dave Cooper, Fiscal Director, of the USCAA Administration, (816) 358-6868, that the USCAA Administration did not make a payment to KCPL on Mr. Walker's behalf in the amount of \$257. Mr. Walker explained that the USCAA Administration made a payment in the amount of \$257 to Missouri Gas Energy on Mr. Walker's behalf during the same time period of the agency's payments to KCPL. KCPL contends that perhaps Mr. Walker was either misinformed or mistaken concerning to whom the \$257 payment on his behalf was made.

11. As the Complainant, Mr. Walker bears the burden to demonstrate by a preponderance of the credible evidence that the USCAA Administration made payments to KCPL on his behalf totaling \$1,152.⁹ Mr. Walker does not include any such evidence in the Complaint. Moreover, KCPL's and the USCAA Administration's records both independently indicate that the agency made in aggregate only \$895 in payments to KCPL on Mr. Walker's behalf.

⁹ *GS Technology Operating Co., Inc., v. Kansas City Power & Light Co.*, Case No. EC-99-553 (2004 WL 2752782) (Dec. 2, 2004) (citing *Ahlstrom v. Empire District Elec. Co.*, 4 Mo.P.S.C.3d 187, 202 (1995) and *Margulis v. Union Elec. Co.*, 30 Mo.P.S.C. (N.S.) 517, 523 (1991)).

KCPL Applied \$895 Paid on Mr. Walker's Behalf to Prior Debt of Mr. Walker

12. As discussed above, KCPL admits receiving three payments from the USCAA Administration on Mr. Walker's behalf in the aggregate amount of \$895. As noted above, however, at the time Mr. Walker initiated his service at 1434 East 49th Terrace (his current residence), he had an outstanding debt of \$895.23 attributable to his prior account for electric service at 3517 East 51st Street. Consistent with the provisions of its tariff, KCPL transferred the debt of \$895.23 from Mr. Walker's account at 3517 East 51st Street to his new account at 1434 East 49th Terrace.¹⁰

13. Mr. Walker's debt to KCPL from his account at 3517 East 51st Street and the aggregate payments from the USCAA Administration both equal \$895. KCPL contends that this is not a coincidence. KCPL believes that the payment assistance Mr. Walker applied for and received from the USCAA Administration related to money that he owed to KCPL for electric service provided at 3517 East 51st Street.

14. Mr. Walker does not allege in the Complaint that the transfer of his debt of \$895.23 from his prior account at 3517 East 51st Street to his new account at 1434 East 49th Terrace was improper. KCPL provides the foregoing simply as an explanation as to why the payments of \$895 that KCPL received from the USCAA Administration on Mr. Walker's account were not allocated as he suggests in the Complaint.

15. KCPL received payments totaling \$895 from the USCAA Administration on Mr. Walker's behalf. KCPL correctly applied those payments to Mr. Walker's account. As the Complainant, Mr. Walker bears the burden to demonstrate by a preponderance of the credible evidence that KCPL did not correctly credit his account to reflect payments made on

¹⁰ See, General Rules and Regulations Applying to Electric Service, §§ 3.04 and 8.06.

his behalf. Mr. Walker simply alleges that certain payments were made on his behalf and provides a summary of how he believes those payments should have been allocated to his account. Such unsupported allegations do not satisfy Mr. Walker's burden as Complainant.

B. Meter Tampering Charges Imposed by KCPL

16. Mr. Walker alleges that he did not tamper with KCPL's meter at 1434 East 49th Terrace, and that it is therefore improper for KCPL to assess tampering charges.

17. KCPL's tariff provides that it may impose a \$150 tampering charge if there is evidence "that any portion of the Company's facilities has been tampered with in such manner that the Customer may have received unmetered service."¹¹ KCPL's maintenance records indicate that following a disconnection of service for failure to pay, the meter at 1434 East 49th Terrace was tampered with on two occasions and that service was illegally reconnected and unmetered service received in each instance.

18. KCPL's maintenance records indicate that a Field Service Professional ("FSP") of KCPL disconnected electric service at 1434 East 49th Terrace for failure to pay on or about April 10, 2006. On or about April 20, 2006, KCPL discovered that its meter at 1434 East 49th Terrace had been tampered with and that service had been illegally reconnected. Specifically, the FSP found that the seal on the meter had been cut and the lid to the meter had been pried off.¹² KCPL re-disconnected service for meter tampering on or about April 20, 2006. On or about May 5, 2006, KCPL discovered that its meter at 1434 East 49th Terrace had again been tampered with and that service had been illegally reconnected. KCPL re-disconnected service on or about May 5, 2006.

¹¹ See, General Rules and Regulations Applying to Electric Service, §§ 4.10 and 8.05.

¹² See, Attachment 6.

19. Consistent with the provisions of its tariff, KCPL assessed a \$150 tampering charge in response to each of these tampering events, as well as a \$15 charge for a meter locking device at 1434 East 49th Terrace. As the Complainant, Mr. Walker bears the burden to demonstrate by a preponderance of the credible evidence that his meter “has [not] been tampered with in such a manner that [he] may have received unmetered service.” Mr. Walker has not satisfied that burden.

C. Allegation Concerning “Inferior and Outdated” Wiring

20. Mr. Walker alleges in the Complaint that “an electrician was called to the building on 5/13/2006 and found the wiring to be inferior and outdated.” KCPL is responsible for the safe and reliable operation of its system, but it is unclear from the Complaint to what wires or to what alleged deficiencies Mr. Walker is referring. KCPL investigated his allegations and determined that the wires for which it is responsible, that is, the wires upstream of the meter, are safe, reliable, and in full compliance with all applicable codes, ordinances, and regulations.

21. Mr. Walker’s vague and unsupported allegations, which may not refer to facilities for which KCPL is responsible, do not satisfy his burden to demonstrate by a preponderance of the credible evidence that KCPL has inadequately maintained its facilities.

III. MOTION FOR DETERMINATION ON THE PLEADINGS

22. The Commission’s rules provide that it may on the motion of any party dispose of all or part of a case on the pleadings “whenever such disposition is not otherwise contrary to law or contrary to the public interest.”¹³ KCPL argues that it would be consistent with the

¹³ 4 C.S.R. 240-2.117(2).

law and public interest to dispose of Mr. Walker's complaint based on the pleadings before the Commission in this case.

23. First, Mr. Walker fails to demonstrate by a preponderance of the credible evidence that KCPL did not correctly credit his account for payments made on his behalf by the USCAA Administration. To the contrary, KCPL has demonstrated that it only received payments in the aggregate amount of \$895 from the USCAA Administration on Mr. Walker's behalf, and that KCPL correctly applied those payments to debt associated with a previous account of Mr. Walker's at 3517 East 51st Street.

24. Second, Mr. Walker fails to demonstrate by a preponderance of the credible evidence that KCPL should not have assessed against him fees attributable to tampering with KCPL's facilities. To the contrary, KCPL has demonstrated that its maintenance records indicate that the meter at 1434 East 49th Terrace was tampered with and that service was illegally reconnected at that address on two separate occasions.

25. Third, Mr. Walker fails to demonstrate by a preponderance of the credible evidence that KCPL has not adequately maintained its facilities. Mr. Walker's vague and unsupported allegations do not satisfy his burden.

26. In addition, as part of the informal complaint process, the Staff of the Commission investigated Mr. Walker's claims and concluded that the Staff "can find no evidence that the company violated its tariffs or Commission rules and regulations."¹⁴

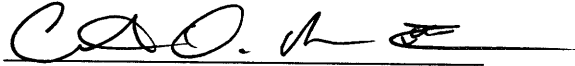
IV. CONCLUSION

27. For the foregoing reasons, KCPL respectfully requests that the Commission dispose of the Complaint based on the pleadings in this case and deny Mr. Walker's prayers

¹⁴ See Attachment 7.

for relief. The Complainant has not met his burden of demonstrating by a preponderance of the credible evidence that KCPL violated either its tariffs, or other applicable Missouri law, or that KCPL's actions were otherwise not just and reasonable.

Respectfully submitted.

A handwritten signature in black ink, appearing to read 'C.D. Blanc', followed by a horizontal line.

Curtis D. Blanc (Mo. Bar No. 58052)

1201 Walnut, 20th Floor

Kansas City, MO 64106-2124

Telephone: (816) 556-2483

Facsimile: (816) 556-2787

E-Mail: Curtis.Blanc@kcpl.com

**Counsel for Kansas City Power & Light
Company**

Dated: June 30, 2006

Attachment 1:

**KCPL Monthly Bills for Electric Service to
Mr. Walker at 1434 East 49th Terrace, Kansas City, Missouri**

(October 11, 2005 through June 9, 2006)

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 49.70**

Page 1 of 2
Billing Date: 10/11/2005

Message Board

Eliminate billing ups and downs. With Average Pay, you pay the same amount every month, year 'round. By averaging your last 12 bills, we've set one amount for the year ahead. It's easier to pay and a cinch to budget. To enroll, pay your Average Pay amount shown on this bill.

More energy for less. While annual household electric usage has gone **up** nearly 22% since 1988, your KCP&L electric rates have gone **down** nearly 14%. So although you're using more energy to power things like home entertainment, appliances and computers, you're actually paying less to enjoy them. For more information, visit kcpl.com and click on "rate information."

Ready for some great defense? Sign up for KCP&L's Meter-based Surge Protection before November 15, 2005, and you could win 4 tickets to watch the Chiefs tame the Bengals at Arrowhead on January 1. For complete details, call **(816) 472-0432** or visit kcpl.com.

Winter saving tip. A system "tune up" before winter arrives will lower your heating costs regardless of your fuel source. If you have a heat pump, ask your dealer to lower your balance point to 30 degrees - you'll cut the time your furnace operates to save even more.

Account Summary

for service from 09/13/2005 to 10/05/2005

Previously Billed	\$ 0.00
Current Charges <i>(details on back)</i>	
1434 E 49TH TER FL 2	49.70
Due upon receipt	\$ 49.70
Late charge if received after November 1, 2005	0.92
Amount due with late charge	\$ 50.62

To join KCP&L's Average Pay plan, pay \$66.00 before 11/01/2005.

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 10/11/2005

Due upon receipt : **\$ 49.70**
Payment must be received by : **November 1, 2005**

Amount Enclosed : \$ _____

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534BA111#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000004970000009211010508

00469 INN56

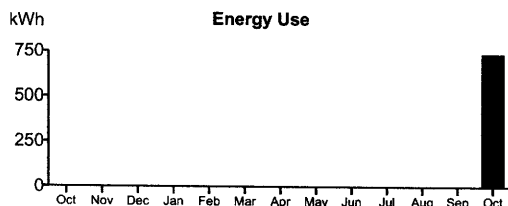
Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 10/11/2005

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A

Billing Details - service from 09/13/2005 to 10/05/2005



Energy Charge	\$ 42.24
Customer Charge	4.48
subtotal :	\$ 46.72
Kansas City franchise fee :	2.98
Current Charges :	\$ 49.70

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	9/13	10/5	22	19400		18665		735		1		735

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 924-2501

Change to: () - _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 94.19**

Page 1 of 2
Billing Date: 11/08/2005

Message Board

Energy Advice for the Winter Months

The months ahead will be challenging for everyone. Higher natural gas costs are raising heating bills to all-time highs. Add to that higher costs for nearly everything and it's sure to strain household budgets.

Although KCP&L prices are not increasing, we're dedicating this space to tips to help you save energy and budget your payments. Look for monthly tips throughout the winter season.

Things you can do. A little preparation along with good habits can save a lot.

- Turn down your thermostat. Lower it even more at night and when you're away.
- Wear extra clothing to stay more comfortable.
- Close vents and doors in unused, unoccupied rooms.
- Check and seal cracks around doors and windows.
- Have your furnace and/or heat pump cleaned and inspected. Change filters monthly.

Where you can turn. The State of Missouri offers online advice and assistance. Visit www.missouri.gov and click on "Winter Heating Costs." You'll also find more efficiency tips and programs at www.kcpl.com.

How you can help. KCP&L now matches every dollar donated to **Dollar-Aide** with \$1 energy credits. Funds are administered by the Mid America Assistance Coalition and help local residents regardless of fuel source. For information, visit www.kcpl.com and search for **Dollar-Aide**.

Budget your KCP&L payments with **Average Pay**. Call (816) 471-5275 or visit www.kcpl.com.

Account Summary

for service from 10/05/2005 to 11/03/2005

Previously Billed	\$ 49.70
Late Payment Charge - 11/03/2005	0.92
Current Charges <i>(details on back)</i>	
1434 E 49TH TER FL 2	43.34
Adjustments <i>(details on back)</i>	0.23
Due upon receipt	\$ 94.19
Late charge if received after November 29, 2005	0.93
Amount due with late charge	\$ 95.12

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 11/08/2005

Due upon receipt : **\$ 94.19**

Payment must be received by : **November 29, 2005**

Amount Enclosed : \$ _____



CHECK HERE
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534BB085#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000009419000009311290501

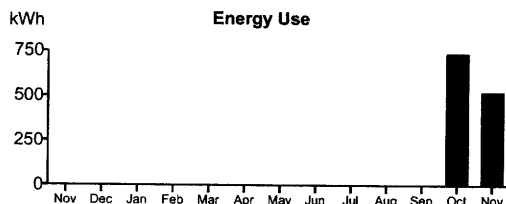
00474 INN46

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 11/08/2005

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A



Comparative Usage Information				
Period	kWh	Days	kWh / day	Total \$ / day
Current	520	29	17.9	\$ 1.49
Previous	735	22	33.4	\$ 2.25

Billing Details - service from 10/05/2005 to 11/03/2005

Energy Charge	\$ 34.63
Customer Charge	6.11
subtotal :	\$ 40.74
Kansas City franchise fee :	2.60
Current Charges :	\$ 43.34

Adjustments

10/27/2005 - Transferred	
3517 E 51ST ST APT 7	\$ 595.23
11/07/2005 - Transferred	
3517 E 51ST ST APT 7	- 595.00

Adjustments : \$ 0.23

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	10/5	11/3	29	19920		19400		520		1		520

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 924-2501

Change to: () —

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 150.44**

Page 1 of 2
Billing Date: 12/12/2005

Message Board

Winter heating costs are higher than ever, due primarily to high natural gas prices. While KCP&L's prices are not increasing, we've dedicated this space to tips, programs and services to help you manage your energy use and to save on winter heating costs.

Energy-saving tips. The single best way to lower winter heating costs is to dial back your thermostat, set from 65-70 degrees. Each degree you dial back saves from 2-3%. For more energy saving tips, visit www.kcpl.com. The State of Missouri also offers advice at www.missouri.gov.

Savings with a twist. Save on compact fluorescent bulbs with instant \$2 rebates at participating Ace Hardware and Home Depot locations. Replace your standard bulbs in high traffic areas and use up to 75% less energy. It's KCP&L's **Change a Light** program and you'll find complete details along with participating locations at www.kcpl.com.

Optimize your energy use. Get a free \$300 programmable thermostat just for partnering with KCP&L to reduce summer peak electrical demands. Depending on how you use it, our **Energy Optimizer** could help you save from 10% to 20% on annual energy costs. For more information, call 1-866-882-4429.

The gift of energy. This winter, KCP&L is matching **Dollar-Aide** donations with energy credits. The Mid America Assistance Coalition administers the fund that helps local residents. For information, visit www.kcpl.com.

Budget your KCP&L payments with **Average Pay**. Call (816) 471-5275 or visit www.kcpl.com.

Account Summary

for service from 11/03/2005 to 12/07/2005

Previously Billed	\$ 94.19
Late Payment Charge - 12/01/2005	0.93
Current Charges (<i>details on back</i>)	
1434 E 49TH TER FL 2	55.32
Due upon receipt	\$ 150.44
Late charge if received after January 3, 2006	1.12
Amount due with late charge	\$ 151.56

*** DISCONNECT NOTICE ***

Your account is **\$94.19 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 **12/22/2005**.

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.

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 12/12/2005

Due upon receipt : **\$ 150.44**

Payment must be received by : **January 3, 2006**

Amount Enclosed : \$ _____

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534BC125#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000015044000011201030600

00462 INN136

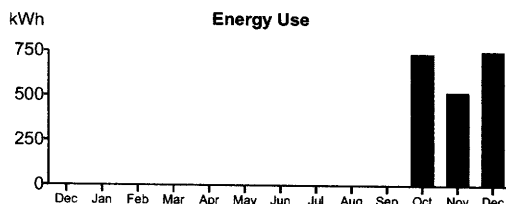
Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 12/12/2005

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A

Billing Details - service from 11/03/2005 to 12/07/2005



Energy Charge	\$ 45.89
Customer Charge	6.11
subtotal :	\$ 52.00
Kansas City franchise fee :	3.32
Current Charges :	\$ 55.32

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	749	34	22.0	\$ 1.62
Previous	520	29	17.9	\$ 1.49

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	11/3	12/7	34	20669		19920		749		1		749

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 924-2501

Change to: () — _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 215.26**

Page 1 of 2
Billing Date: 01/12/2006

Message Board

Winter heating costs are higher than ever, due primarily to high natural gas prices. While KCP&L's prices are not increasing, we've dedicated this space to tips, programs and services to help you manage your energy use and to save on winter heating costs.

Energy-saving tips. The best way to lower winter heating costs is to dial back your thermostat. Set it between 65 and 70 degrees. Each degree you dial back saves 2-3 percent. For more energy saving tips, visit www.kcpl.com. The State of Missouri also offers online advice and assistance at www.missouri.gov.

Home energy analysis. Now you get personalized energy-saving advice and state-of-the-art energy analysis at www.kcpl.com. Compare efficiency improvements to get the best payback before you invest. You can even analyze specific appliances using the online calculator. Just click on our **Energy Analyzer**. It's absolutely free.

Optimize your energy use. Get a free \$300 programmable thermostat when you partner with KCP&L to reduce summer peak electrical demands. Our **Energy Optimizer** could help you save from 10 to 20 percent on annual energy costs. For more information, call **1-866-882-4429**.

The gift of energy. This winter, KCP&L is matching **Dollar-Aide** donations with energy credits--dollar for dollar. The Mid America Assistance Coalition administers the fund that helps local residents regardless of fuel source. For information, visit www.kcpl.com.

Budget your KCP&L payments with **Average Pay**. Call **(816) 471-5275** or visit www.kcpl.com.

Account Summary

for service from 12/07/2005 to 01/09/2006

Previously Billed	\$ 150.44
Late Payment Charge - 01/05/2006	1.12
Current Charges (details on back)	
1434 E 49TH TER FL 2	63.70
Due upon receipt	\$ 215.26
Late charge if received after February 2, 2006	1.22
Amount due with late charge	\$ 216.48

*** DISCONNECT NOTICE ***

Your account is **\$150.44 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 **01/23/2006**.

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.

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 01/12/2006

Due upon receipt : **\$ 215.26**
Payment must be received by : **February 2, 2006**

Amount Enclosed : \$ _____

☐ CHECK HERE
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534B1129#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000021526000012202020607

00452 INN1346

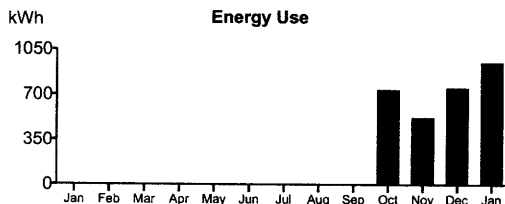
Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 01/12/2006

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A

Billing Details - service from 12/07/2005 to 01/09/2006



Energy Charge	\$ 53.77
Customer Charge	6.11
subtotal :	\$ 59.88
Kansas City franchise fee :	3.82
Current Charges :	\$ 63.70

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	947	33	28.6	\$ 1.93
Previous	749	34	22.0	\$ 1.62

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	12/7	1/9	33	21616		20669		947		1		947

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 924-2501

Change to: () —

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 269.00**

Page 1 of 2
Billing Date: 02/10/2006

Message Board

The simple facts about KCP&L's first rate request in 20 years.

Kansas City Power & Light has filed requests with the Missouri Public Service Commission and the Kansas Corporation Commission to increase our rates for electric service. It's our first request since 1985.

The request is the first step in implementing the Comprehensive Energy Plan we introduced last year, and that regulators in Missouri and Kansas approved. The plan includes substantial investments in new energy resources, including a wind-powered facility in Kansas and an efficient new coal-fired plant near Weston, Missouri. In addition, the plan includes significant environmental upgrades to existing plants.

But, that's not all. To keep electricity affordable, we're introducing numerous energy efficiency and affordability programs to help customers manage their energy usage and costs.

These are not just steps we're taking to become a better company. They're things we must do to meet the future energy demands of the Kansas City area while protecting the environment for future generations.

To learn more, go to **www.kcpl.com** and click on "**About The Rate Request**".

Account Summary

for service from 01/09/2006 to 02/07/2006

Previously Billed	\$ 215.26
Late Payment Charge - 02/06/2006	1.22
Current Charges (details on back)	
1434 E 49TH TER FL 2	52.52
Due upon receipt	\$ 269.00
Late charge if received after March 3, 2006	1.10
Amount due with late charge	\$ 270.10

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 02/10/2006

Due upon receipt : **\$ 269.00**

Payment must be received by : **March 3, 2006**

Amount Enclosed : \$ _____

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534B2101#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000026900000011003030603

00477 INN46

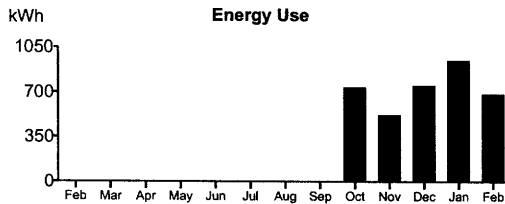
Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 02/10/2006

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A

Billing Details - service from 01/09/2006 to 02/07/2006



Energy Charge	\$ 43.26
Customer Charge	6.11
subtotal :	\$ 49.37
Kansas City franchise fee :	3.15
Current Charges :	\$ 52.52

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	683	29	23.5	\$ 1.81
Previous	947	33	28.6	\$ 1.93

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	1/9	2/7	29	22299		21616		683		1		683

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 924-2501

Change to: () _____ - _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 120.68**

Page 1 of 2
Billing Date: 03/14/2006

Message Board

Bad news for stamps. With **Web Pay**, you can receive and pay your KCP&L bills online. And, because it's **FREE**, you'll eliminate the stamps, letter openers, check writing and any worries you might have about paying your bill on time. Just go to **kcpl.com** and click on **AccountLink®**.

Medical Customer Program. If you're unable to leave home or rely on electrical medical- or life-support equipment which is unsupported by back-up power supplies, KCP&L's Medical Customer Program can ensure that you receive advance notice before planned service interruptions. For more information or to see if you qualify, call **816-471-5275** or visit **kcpl.com**.

We can show you how to save. For exciting new ways to save energy and money, visit our booth #7092 at the Greater Kansas City Home Show, March 23 - 26 at Bartle Hall. While you're there, take a chance to win a big-screen TV.

Cool savings. Just like your car, your home's heating and cooling equipment require regular maintenance to run at peak efficiency. Experts recommend check-ups every spring and fall. Call your dealer to schedule a spring "tune up" before spring arrives.

Account Summary

for service from 02/07/2006 to 03/09/2006

Previously Billed	\$ 269.00
Payment Received 02/21/2006 - Thank you	- 200.00
Current Charges (details on back)	
1434 E 49TH TER FL 2	51.68
Due upon receipt	\$ 120.68
Late charge if received after April 4, 2006	1.09
Amount due with late charge	\$ 121.77

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 03/14/2006

Due upon receipt : **\$ 120.68**
Payment must be received by : **April 4, 2006**

Amount Enclosed : \$ _____

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534B3141#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000012068000010904040604

00491 INN2346

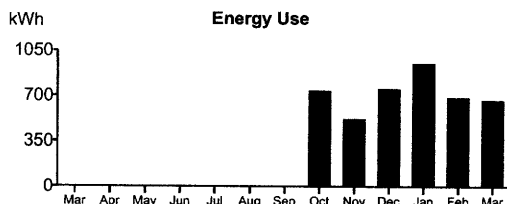
Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 03/14/2006

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A

Billing Details - service from 02/07/2006 to 03/09/2006



Energy Charge	\$ 42.47
Customer Charge	6.11
subtotal :	\$ 48.58
Kansas City franchise fee :	3.10
Current Charges :	\$ 51.68

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	663	30	22.1	\$ 1.72
Previous	683	29	23.5	\$ 1.81

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	2/7	3/9	30	22962		22299		663		1		663

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 924-2501

Change to: () -

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 441.72**

Page 1 of 2
Billing Date: 04/11/2006

Message Board

Summer rates begin May 16. Electricity costs a bit more during the four-month summer season ahead. It's not a rate increase. It's a seasonal adjustment authorized by regulators to cover the higher costs of meeting summer air conditioning demand. In fact, KCP&L hasn't increased its rates since 1987. Lower winter rates return September 16.

Storm shelter. Protect valuable appliances, PCs and home entertainment against electrical surge damage from spring electrical storms. KCP&L's Meter-based Surge Protection is backed by generous repair and replacement guarantees and it's surprisingly affordable. For information, call **(816) 472-0432** or visit **kcpl.com**.

Is your electricity a bargain? On average, KCP&L customers pay about 6% less than customers of other regional utilities, and more than 20% less than the national average. When you consider all that electricity makes possible around the house, we think that's quite a bargain. And we're working hard to keep it that way.

Cool savings. Just like your car, your home's heating and cooling equipment require regular maintenance to run at peak efficiency. Experts recommend check-ups every spring and fall. Call your dealer and ask for a spring "tune up."

Account Summary

for service from 03/09/2006 to 04/06/2006

Previously Billed	\$ 320.68
Late Payment Charge - 04/06/2006	1.09
Current Charges (details on back)	
1434 E 49TH TER FL 2	47.95
Miscellaneous Charges (details on back)	62.00
Adjustments (details on back)	10.00
Due upon receipt	\$ 441.72
Late charge if received after May 2, 2006	1.02
Amount due with late charge	\$ 442.74

*** DISCONNECT NOTICE ***

Your account is **\$320.68 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 **04/21/2006**.

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.

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 04/11/2006

Due upon receipt : **\$ 441.72**
Payment must be received by : **May 2, 2006**

Amount Enclosed : \$ _____

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534B4115#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000044172000010205020601

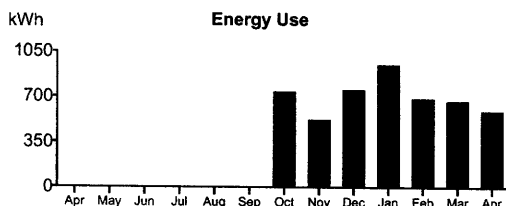
00482 INN2346

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 04/11/2006

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A



Comparative Usage Information				
Period	kWh	Days	kWh / day	Total \$ / day
Current	585	28	20.8	\$ 1.71
Previous	663	30	22.1	\$ 1.72

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	3/9	4/6	28	23547		22962		585		1		585

Billing Details - service from 03/09/2006 to 04/06/2006

Energy Charge	\$ 38.96
Customer Charge	6.11
subtotal :	\$ 45.07
Kansas City franchise fee :	2.88
Current Charges :	\$ 47.95

Adjustments

03/15/2006 - Returned Check Charge	\$ 10.00
Adjustments :	\$ 10.00

Miscellaneous

Billing Details

04/10/2006 - This is the 1st Deposit Installment of 4	
1434 E 49TH TER FL 2	\$ 62.00
Miscellaneous Charges :	\$ 62.00

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 923-2977

Change to: () — _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 858.98**

Page 1 of 2
Billing Date: 05/10/2006

Message Board

Personalized money and energy saving tips? With our online **Energy Analyzer**, you can profile your home's usage and learn how to manage energy use and costs. It's free and simple at **kcpl.com**.

Life-saving tips. Never touch an overhead line. Keep objects at least 15' away. Use waterproof covers and ground fault current interrupters (GFCIs) for outdoor outlets. Never use corded electrical tools during storms or in wet/damp conditions. For more safety tips, visit **kcpl.com**.

Tune up for savings. Your home's cooling equipment needs regular maintenance to run at peak efficiency. Call your dealer and ask for a spring "tune up."

Watch for rainbows. Visit KCP&L's Rainbow Lorikeet exhibit at the Kansas City Zoo - now through fall. Experience these dazzling, multi-colored birds up close and personal. See this month's Wire for free child admissions.

Account Summary

for service from 04/06/2006 to 05/05/2006

Previously Billed	\$ 441.72
Late Payment Charge - 05/04/2006	1.02
Current Charges (details on back)	
1434 E 49TH TER FL 2	39.24
Miscellaneous Charges (details on back)	62.00
Adjustments (details on back)	315.00
Due upon receipt	\$ 858.98
Late charge if received after May 31, 2006	0.83
Amount due with late charge	\$ 859.81

*** DISCONNECT NOTICE ***

Your account is **\$441.72 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 **05/22/2006**.

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.

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 05/10/2006

Due upon receipt : **\$ 858.98**
Payment must be received by : **May 31, 2006**

Amount Enclosed : \$ _____

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534B5104#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

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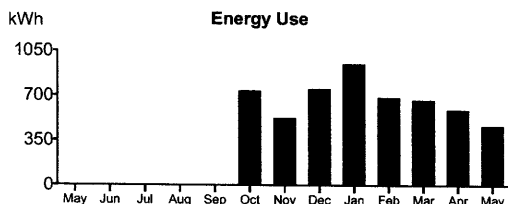
00493 INN46

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 05/10/2006

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A



Comparative Usage Information				
Period	kWh	Days	kWh / day	Total \$ / day
Current	462	29	15.9	\$ 1.35
Previous	585	28	20.8	\$ 1.71

Billing Details - service from 04/06/2006 to 05/05/2006

Energy Charge	\$ 30.77
Customer Charge	6.11
subtotal :	\$ 36.88
Kansas City franchise fee :	2.36
Current Charges :	\$ 39.24

Adjustments

04/20/2006 - Meter Damage	\$ 15.00
04/20/2006 - Tampering Charge	150.00
05/08/2006 - Tampering Charge	150.00

Adjustments : \$ 315.00

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	4/6	5/5	29	24009		23547		462		1		462

Miscellaneous

Billing Details

05/09/2006 - This is the 2nd Deposit Installment of 4	
1434 E 49TH TER FL 2	\$ 62.00
Miscellaneous Charges :	\$ 62.00

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 921-2226

Change to: () — —

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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 : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Due upon receipt : **\$ 1,000.30**

Page 1 of 2
Billing Date: 06/09/2006

Message Board

Energize your career. If you're looking for a career with a company that values its employees and rewards them with competitive pay and opportunity to grow professionally, KCP&L is hiring. We have positions in a variety of fields. For information or to apply, visit **kcpl.com** and click on **Employment**.

Optimize your energy savings. Get a free \$300 value programmable **Energy Optimizer** thermostat when you partner with KCP&L to control your peak summer energy usage. With it, you can program your cooling and heating to save up to 20% on household energy usage. For information or to sign up, visit **kcpl.com**.

Call before you dig. Before you begin any landscaping or fencing project, look up. If you don't see overhead lines, your service is underground. Call your statewide location service at **1-800-DIG-RITE** to have all your utilities located. It can save more than inconvenience. It can save your life.

Prune for efficiency. Keeping foliage, grass clippings or other debris away from your outdoor air conditioning or heat pump unit saves summer cooling dollars. Be sure to clean the conditioner's coils according to the manufacturer's instructions.

Account Summary

for service from 05/05/2006 to 06/06/2006

Previously Billed	\$ 858.98
Current Charges (details on back)	
1434 E 49TH TER FL 2	44.32
Miscellaneous Charges (details on back)	62.00
Adjustments (details on back)	35.00
Due upon receipt	\$ 1,000.30
Late charge if received after June 30, 2006	0.95
Amount due with late charge	\$ 1,001.25

*** DISCONNECT NOTICE ***

Your account is **\$441.72 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 **06/19/2006**.

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.

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**
Billing Date : 06/09/2006

Due upon receipt : **\$ 1,000.30**
Payment must be received by : **June 30, 2006**

Amount Enclosed : \$ _____

CASH OR MONEY
ORDER ONLY

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#02274330534B6094#
ANTHONY WALKER
1434 E 49TH TER, FL 2
KANSAS CITY MO 64110-2302

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0000324904362000100030000009506300600

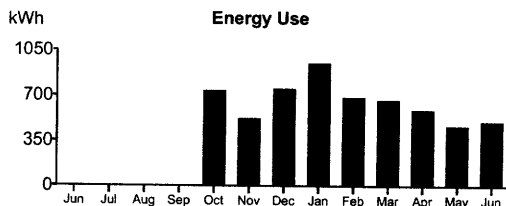
00495 INN46

Customer Name : **ANTHONY WALKER**
Service Address : **1434 E 49TH TER FL 2**
Account Number : **0324-90-4362**

Page 2 of 2
Billing Date: 06/09/2006

1434 E 49TH TER FL 2

Residential Standard Service - 1RS1A



Comparative Usage Information				
Period	kWh	Days	kWh / day	Total \$ / day
Current	496	32	15.5	\$ 1.38
Previous	462	29	15.9	\$ 1.35

Billing Details - service from 05/05/2006 to 06/06/2006

Energy Charge	\$ 35.55
Customer Charge	6.11
subtotal :	\$ 41.66
Kansas City franchise fee :	2.66
Current Charges :	\$ 44.32

Adjustments

05/27/2006 - Reconnect Charge	\$ 25.00
06/05/2006 - Returned Check Charge	10.00

Total Adjustments : \$ 35.00

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
88709775	5/5	5/11	6	24085		24009		76		1		76
43666211	5/11	6/6	26	00420		00000		420		1		420

Note: Meter was **exchanged**.

Miscellaneous

Billing Details

06/08/2006 - This is the 3rd Deposit Installment of 4	
1434 E 49TH TER FL 2	\$ 62.00
Miscellaneous Charges :	\$ 62.00

Contact Information Change Form

Account Number: 0324-90-4362

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 921-2226

Change to: () — — —

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

Attachment 2:

Mr. Walker's Final Bill for Electric Service at 3517 East 51st Street

(dated September 20, 2005)

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 Names : **TONY C WALKER; DAMON WALKER**
Service Address : **3517 E 51ST ST APT 7**
Account Number : **6811-96-9381**

Due upon receipt : **\$ 895.23**

Page 1 of 2
Billing Date: 09/20/2005

Message Board

Providing for future generations. KCP&L has begun implementing a long-term energy plan approved recently by regulators in Kansas and Missouri. The plan includes addition of renewable wind energy, environmental upgrades to protect air quality, new low-cost coal-fired generation, and a host of affordability and efficiency programs for customers. Our goal is to ensure clean, abundant and affordable energy to support our communities and future economic growth. For details, visit kcpl.com.

Put safety first. When carrying a ladder or other tall object, always look up to make sure you don't contact an overhead power line.

Energy tip. Check your furnace filter on the first day of every month. If you can't see light through the filter, it's time for a change. You'll improve your heating and cooling system's performance and extend it's service life.

Account Summary

for service from 09/08/2005 to 09/16/2005

Previously Billed	\$ 879.22
Current Charges <i>(details on back)</i>	
3517 E 51ST ST APT 7	16.01
Due upon receipt	\$ 895.23
Late charge if received after October 11, 2005	0.32
Amount due with late charge	\$ 895.55

FINAL BILL

DUPLICATE

Please return this portion with your payment. Thank you.

Customer Names : **TONY C WALKER; DAMON WALKER**
Service Address : **3517 E 51ST ST APT 7**
Account Number : **6811-96-9381**
Billing Date : 09/20/2005

Due upon receipt : **\$ 895.23**
Payment must be received by : **October 11, 2005**

Amount Enclosed : \$ _____

**CASH OR MONEY
ORDER ONLY**

☐ **CHECK HERE**
to indicate address or phone
changes on back of stub

#BWNJWPF
#47683785667F9208#
TONY C WALKER
500 N SLOAN
CARROLLTON MO 64633-2333

Please return payment to:
KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

0006811969381000089523000003210110507

19986 INN16

Customer Names : **TONY C WALKER; DAMON WALKER**

Service Address : **3517 E 51ST ST APT 7**

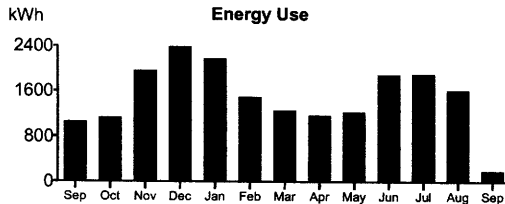
Account Number : **6811-96-9381**

Page 2 of 2
Billing Date: 09/20/2005

3517 E 51ST ST APT 7

Residential w/ Separate Ht Mtr - 1RS3A

Billing Details - service from 09/08/2005 to 09/16/2005



Energy Charge	\$ 12.78
Heat Energy Charge	0.25
Customer Charge	2.02
subtotal :	\$ 15.05
Kansas City franchise fee :	0.96
Current Charges :	\$ 16.01

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	182	8	22.7	\$ 2.00
Previous	1,604	30	53.4	\$ 4.47
Last year	1,047	29	36.1	\$ 2.36

Meter		Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
77924361	Heat	9/8	9/16	8	39831		39768		63		1		63
72108723	General	9/8	9/16	8	22139		22020		119		1		119

Note: **Final Read** for this service.

Contact Information Change Form

Account Number: 6811-96-9381

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

** No phone on file

Change to: () — _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-877-260-7785.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

Attachment 3:

**USCAA Administration Notice
of Payment of \$300**

(dated September 13, 2005)

USCAA Administration
6323 Manchester Ave
Kansas City, MO 64133
(816) 358-6868

Date: September 13, 2005

Tony Walker
3517 E 51st St
Apt 7
Kansas City, MO 64130

A payment for emergency utility assistance has been made on your behalf to the vendor
and in the amount as indicated below.

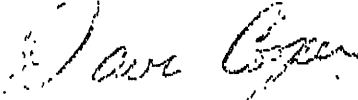
Program: Summer ECIP

Vendor: Kansas City Power & Lights Amount: \$300 Check#: 5359

All questions regarding this payment should be addressed to Dave Cooper, Fiscal Director
at: (816) 358-6868

If you do not agree with the reason(s) for the amount set forth above, you may submit
additional or corrective information which you believe will warrant a favorable determination
of eligibility within 10 days. With or without additional information, you have the opportunity to
appeal the amount of assistance with this office.

Sincerely,



Dave Cooper
Fiscal Director

Attachment 4:

**USCAA Administration Notice
of Payment of \$252**

(dated November 14, 2005)

USCAA
P.O. BOX 16586
KANSAS,

MO 64133



STATE OF MISSOURI
DEPARTMENT OF SOCIAL SERVICES
FAMILY SUPPORT DIVISION



WALKER TONY C
1434 E 49TH TER # 2
KANSAS CITY MO 64110

ID #: 048-492-68-2606

ENERGY ASSISTANCE PAYMENT NOTICE		Mail Date 11/14/2005
Supplier Number 15204-3-000	Supplier Name KANSAS CITY POWER &	
Supplier Address LIGHT COMPANY P-O BOX 418679		
Supplier City, State, Zip KANSAS CITY MO 64141		
<p>On NOV 14, 2005 a payment of \$252.00 was issued to the above listed home energy supplier on your behalf. This payment represents the total amount of benefits you were approved to receive under Missouri's Low Income Home Energy Assistance Program.</p>		

EA7 (05-04)

Attachment 5:

**Summary of Account Activity for Mr. Walker
at 1434 East 49th Terrace**

(prepared June 23, 2006)

Account Activity for Tony Walker at 1434 E. 49th Terrace, KCMO (9/13/05 - 6/23/06)

Year	Month	Day	Payments	Billed	Balance Due	Explanation	Documentation
2005	September	19		\$ 895.23	\$	Debt transferred from Mr. Walker's previous account at 3517 E 51st Street	
	October	22	\$ 300.00		\$	Payment on customer's behalf from the USCAA Administration	Notice from the USCAA dated 9/13/05
	November	7		\$ 49.70	\$	Monthly usage	Bill dated 10/11/05
		3		\$ 0.92	\$	Late payment charge	Bill dated 11/8/05
		7		\$ 43.34	\$	Monthly usage	Bill dated 11/8/05
	December	21	\$ 252.00		\$	Payment on customer's behalf from the USCAA Administration	Notice from the MDSS dated 11/14/05
		1		\$ 0.93	\$	Late payment charge	Bill dated 12/12/05
		9		\$ 55.32	\$	Monthly usage	Bill dated 12/12/05
	January	23	\$ 343.00		\$	Payment on customer's behalf from the USCAA Administration	Confirmed via telephone call to USCAA
2006	January	5		\$ 1.12	\$	Late payment charge	Bill dated 1/12/06
		11		\$ 63.70	\$	Monthly usage	Bill dated 1/12/06
	February	6		\$ 1.22	\$	Late payment charge	Bill dated 2/10/06
		9		\$ 52.52	\$	Monthly usage	Bill dated 2/10/06
		21	\$ 200.00		\$	Payment from customer (returned for insufficient funds)	Bill dated 3/14/06
	March	13		\$ 51.68	\$	Monthly usage	Bill dated 3/14/06
		14		\$ 200.00	\$	Correction: Customer's 2/21/06 payment check returned for insufficient funds	Bill dated 4/11/06
		15		\$ 10.00	\$	Returned check charge	Bill dated 4/11/06
	April	6		\$ 1.09	\$	Late payment charge	Bill dated 4/11/06
		10		\$ 47.95	\$	Monthly usage	Bill dated 4/11/06
		10		\$ 62.00	\$	First of Four Deposit Installments	Bill dated 4/11/06
		20		\$ 150.00	\$	Tampering charge (disconnected on 4-10-06, KCPL discovered on 4-20-06 that service was reconnected; re-disconnected)	Bill dated 5/10/06; CellNet Maintenance records and photographs of the meter
	May	20		\$ 15.00	\$	Charge for lock on meter	Bill dated 5/10/06
		4		\$ 1.02	\$	Late payment charge	Bill dated 5/10/06
		8		\$ 150.00	\$	Second tampering charge (KCPL discovered on 5-8-06 that service was reconnected; re-disconnected)	Bill dated 5/10/06; CellNet Maintenance records and photographs of the meter
		9		\$ 39.24	\$	Monthly usage	Bill dated 5/10/06
		9		\$ 62.00	\$	Second of Four Deposit Installments	Bill dated 5/10/06
		27		\$ 25.00	\$	Reconnection Charge	Bill dated 6/9/06
	June	30	\$ 627.72		\$	Payment from customer (returned for insufficient funds)	
		30	\$ 627.72		\$	Payment from customer (returned for insufficient funds)	
		5		\$ 627.72	\$	Correction: Customer's first 5/30/06 payment check returned for insufficient funds	
		5		\$ 627.72	\$	Correction: Customer's second 5/30/06 payment check returned for insufficient funds	
		5		\$ 10.00	\$	Returned check charge	Bill dated 6/9/06
		8		\$ 44.32	\$	Monthly usage	Bill dated 6/9/06
		8		\$ 62.00	\$	Third of Four Deposit Installments	Bill dated 6/9/06

Attachment 6:

**Account History of Mr. Walker's Account
at 1434 East 49th Terrace**

Launch

Name... Walker, Anthony

Address... 1434 E 49th Ter, Fl 2/Komo, Mo

64110-2302 - Dodson

Account: 324904362

Alerts

Account C&C History: Walker, Anthony

Search Criteria

Account... 324904362

Name: Walker, Anthony

Start Date:

Apply Criteria

Date	Type	Description	Debt Type	Status	Cut For Amount	Due/Disc	Comments
06/05/2006	SO/R1	Still Off/Reconnect Self	E	Pending	320.68		
05/16/2006	MRNPH	No Phone Inote Mo Res	E	Active	379.72	05/23/2006	
05/16/2006	DNOPH	No Phone Inote (Deposit)	-	Active	62.00		
05/10/2006	DNOTE	Inote For Mo & Ks (Deposit)	-	Authorized	62.00		
05/10/2006	MRNOT	Innote Leading To Cutoff Mo Res	E	Authorized	379.72		
05/08/2006	SO/R1	Still Off/Reconnect Self	E	Canceled	320.68		
05/08/2006	RSFMO	Reconnect Self Mo - Recut	E	Authorized	0.00		dropped load:2400
05/08/2006	SO/ST	Still Off/Still There	E	Canceled	269.00		
04/20/2006	SO/ST	Still Off/Still There	E	Canceled	320.68		
04/20/2006	RSFMO	Reconnect Self Mo - Recut	E	Authorized	0.00		seal cut, pried off lc
04/18/2006	MRNPH	No Phone Inote Mo Res	E	Authorized	320.68	04/24/2006	
04/11/2006	MRNOT	Innote Leading To Cutoff Mo Res	E	Authorized	320.68	04/10/2006	
04/10/2006	CUTMF	Cut Off In The Field - Mo Res	E	Authorized	269.00	04/10/2006	269.00 Gsm 23618
03/23/2006	MRNPH	No Phone Inote Mo Res	E	Authorized	269.00	04/10/2006	
03/16/2006	MRRIN	Return Check Innote Mo Res	E	Authorized	269.00	04/10/2006	
03/13/2006	MRNOT	Innote Leading To Cutoff Mo Res	E	Canceled	215.26	04/10/2006	Evnt canceled due
03/13/2006	MRNOT	Innote Leading To Cutoff Mo Res	E	Canceled	215.26	04/10/2006	Evnt canceled due
02/09/2006	CUT	Cut Off In The Field	E	Canceled	150.44	04/10/2006	Automatic cancella
01/19/2006	MNOPH	No Phone Inote (Mo)	E	Authorized	150.44	04/10/2006	
01/12/2006	MNOTE	Innote Leading To Cutoff (Mo)	E	Authorized	150.44	04/10/2006	
12/23/2005	CUT	Cut Off In The Field	E	Canceled	94.19	04/10/2006	
12/19/2005	MNOPH	No Phone Inote (Mo)	E	Authorized	94.19	04/10/2006	
12/12/2005	MNOTE	Innote Leading To Cutoff (Mo)	E	Authorized	94.19	04/10/2006	
11/07/2005	RMIND	Reminder Notice	E	Canceled	0.00	04/10/2006	31+ Arrears reduce

C&C Event...

23 record(s) found.

Bill cycle

05

Open...

Open Defaults...

Store Customer Contact...

Change Preferences...

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Page 1 Sec 1 1/2 At 8.1" Ln 30 Col 63

REC

TRK

EXT

OVR

Start



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Inbo...

Sys...

CISP...

Wal...

Lori's...

KCP...

Ac...

12:58 PM

Launch

Name... Walker, Tanyaneeka ✓

Address... 1434 E 49th Ter, Fl 2/Kcmo, Mo ✓

64110-2302 - Dodson

Account: 9057434843 ✓

Alerts

Cw Budget

Contacts for Account: Walker, Tanyaneeka

Account: 9057434843

Walker, Tanyaneeka

☐ Transaction History☒ Full Comments

Date	Type	Comment	Person	Fd
05/09/2006	INVS	Maint - de-energize mtr can - L.D. installed - #4 seal per collections dept. Maint done by 4137 on 5/5/06 Meter 4-2248-88709775	Walker, Anthony	
05/08/2006	INVS	05.05.06 rp4 received call from mtrshop that mtr can has been deenergised:24004 parts at CNDC charging customer 150.00 rsfmo	Walker, Anthony	
04/20/2006	INVS	rec slf recut seal cut, pried off lid to get lid of f 23776 9:20 charge ld	Walker, Anthony	
01/30/2006	1REF	SA 3835249486 / Agency DNB Added for Account 9057434843	Walker, Tanyaneeka	
08/01/2005	1REF	SA 3835249486 / Agency PC Added for Account 9057434843	Walker, Tanyaneeka	
07/21/2005	PLET	Letter CR/LTR-3 : job submitted successfully	Walker, Tanyaneeka	
06/23/2005	PLET	Letter CR/LTR-2 : job submitted successfully	Walker, Tanyaneeka	
05/26/2005	PLET	Letter CR/LTR-1 : job submitted successfully	Walker, Tanyaneeka	
05/18/2005	MEMO	TERRANCE LOVE ACCT# 1771611483 TO FAX IN COPY OF	Walker, Tanyaneeka	

Change Customer Contact...

Launch Related Transaction...

Open...

Open Defaults...

Store Customer Contact...

Change Preferences...

Draw ▾

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Page 1

Sec 1

1/1

At 6.6"

Ln 22 Col 57

REC

TRK

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Start

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Walke...

Lori's ...

Cont...

12:24 PM

Attachment 7:

**Commission Staff's Letter to Mr. Walker
Concerning the Investigation of His Informal Complaint
(dated May 15, 2006)**

Shaffer Lori

From: Leonberger, Tracy [tracy.leonberger@psc.mo.gov]
Sent: Tuesday, May 16, 2006 1:53 PM
To: lori.Shaffer@kcpl.com
Subject: Walker Tony formal letter

<<Walker Tony FORMAL.doc>>

Mailed formal paperwork to him today. Attached is my first letter to him explaining that he is responsible for the bill.

<<Walker Tony my letter of 5-11.doc>> *

Tracy Leonberger

Consumer Services Specialist II
Missouri Public Service Commission
P.O. Box 360, 200 Madison Street
Jefferson City, MO. 65102
Consumer Hotline (800) 392-4211
Fax (573) 526-1500
E-mail: tracy.leonberger@psc.mo.gov

5/17/2006

5/15/06

Mr. Tony Walker
1434 E. 49th Terrace, 2nd Floor
Kansas City, MO 64110

Dear Mr. Walker:

This letter is in response to the complaint filed against Kansas City Power & Light (Company). You asked that the Missouri Public Service intercede on your behalf.

I contacted the Company on your behalf and reviewed the Company's response concerning your account. Company records indicate that service has been in Anthony Walker's name since September 2005. There has not been a transfer of any debt to your account. In October 2005 a debt of 595.23 was transferred to this new service, from 3517 E 51 that was in your name, but was transferred back to the original account because you received agency assistance totaling 895.23 (total balance), of which the payments were posted to the original account. All subsequent financial activity has been related to only this account and location.

The Company reported that they have not received a payment on since it began in September 2005. Only activity regarding payment was a \$200.00 check in February 2006 that was returned insufficient in March 2006. Service disconnected for non-payment on 04-10-06 for \$269.00. The Company found self reconnection/tampering of meter, seal cut and locking device pried off on 04-20-06 – Recut service Found reconnect self, on 05-08-06 – Recut Service. Charges of \$150.00 + 150.00 + 15.00 for tampering twice and locking device.

The Company will accept \$819.74 in CASH for reconnect: (Past due 479.74 + Diversion charges of 300.00 + Meter damage 15.00 + Reconnect charges 25.00 + Billed deposit over last 2 months 124.00).

Mr. Tony Walker
May 15, 2006
Page 2 of 2

Diversion of utility service and tampering with the property of a utility is illegal in the State of Missouri and is an extremely dangerous practice to yourself and your neighbors. Therefore, the Commission does not actually have jurisdiction in this situation, as this is a legal matter. I have enclosed a copy of RSMo Section 569.090 for your convenience.

Based on the information I have been provided, I can find no evidence that the company violated its tariffs or Commission rules and regulations. I am unable to assist you further with this matter.

Sincerely,

Tracy Leonberger
Consumer Services Specialist II

/tfl

Enclosure

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing response was served via e-mail or first class mail, postage pre-paid, on this 30th day of June 2006, upon:

Tony Walker
1434 East 49th Terrace
Kansas City, Missouri 64110

Colleen M. Dale
Secretary and Chief Regulatory Law Judge
Missouri Public Service Commission
200 Madison Street, Suite 100
P.O. Box 360
Jefferson City, Missouri 65102

Dana K. Joyce
Missouri Public Service Commission
P.O. Box 360
200 Madison St., Suite 800
Jefferson City, Missouri 65102

Lewis Mills
Office of Public Counsel
P.O. Box 7800
200 Madison St., Suite 640
Jefferson City, Missouri 65102



Curtis D. Blanc