

SAMPLE COMPLAINT FORM

Attach extra pages as necessary.

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

Metro KC Emergency Communication Services, Inc.)
(Your name here))

Complainant,)

v.)

Kansas City Power and Light)

Great Plains Energy)

(Utility's name here))

Respondent,)

File No.

(PSC fills this in)

COMPLAINT

1. Complainant resides at:

2364 Jackson Street

(Address of complainant)

Stoughton

(City)

Wisconsin

(State)

53589

(Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

4863 NW Homestead Terrace

(Address where service is provided, if different from Complainant's address)

Riverside

(City)

MO

(State)

64150

(Zip Code)

3. Respondent's address is:

1200 Main Street
(Address of complainant)

Kansas City Missouri 64105
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ \$769.56
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Since we were forced to pay the disputed amount listed above, we request it refunded plus interest and letter of apology.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

Bill of \$789.50 was place on our account without our knowledge. The bill was in the name of our "Agent of Record" Robert Nitsch. He has the authority to sign leases and set up contracts for our buildings and equipment. At no time was he authorized to stay at any places or did he have authorization to charge anything to us the bill that was presented to us was never s it was just attached to our bill . It was put on our bill as miscellaneous fees. I tried several times with KCP and L to work this out including setting up a payment arrangement for the thousand dollars and they were supposed to contact Mr. Nitsch in reference to the payment of the \$1000 we owed, but they were to contact Mr Nitsch for the payment of \$764.80

8. The Complainant has taken the following steps to present this matter to the Respondent:

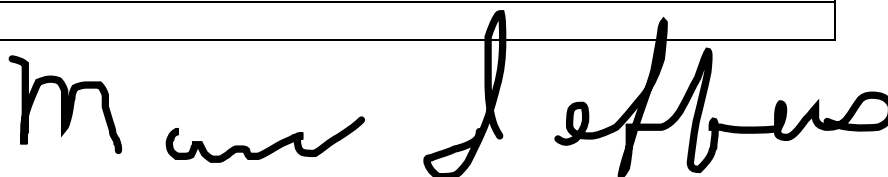
(Please describe in detail what steps you have already taken to resolve this complaint.)

Made Several phone calls trying to reach the credit and billing department in reference to the Bill to get a copy of the said Bill without any response back.
Made a payment of \$1000 to our bank account with Aspiration otherwise known as coastal Bank they say (KCPL) that the payment was returned for nonsufficient fun's. We obtained a letter from the bank stating that there was no presentation per payment from KC P&L at any time during the month of February or March.
I even spoke with a supervisor by the name of Gwynn who also told me that the payment came back but when I asked for proof of that I was told "unfortunately we can't send you a copy of that"
I did advise Gwynn that if we are required to make a cash payment of \$1000, I would send them a bill for the airfare for me to travel from Madison to Kansas City and back.
I also called KCP and L about the bill coming and personal name instead of the company name when they presented it for payment I had to explain it to them twice they told me twice that it would be corrected it never was until the last bill we got

April 11, 2019
Date

608-480-0378
Complainant's Phone Number

816-996-0550 ext 4903
Alternate Contact Number



Signature of Complainant

Marc Jeffers
Complainant's Printed Full Name
Metrokcecs1@icloud.com

Complainant's E-mail Address

Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not** send **originals** of any supporting documentation.