

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

In the Matter of Kansas City Power & Light Company's)
Request for Authority to Implement A General) Case No. ER-2016-0285
Rate Increase for Electric Service)

**KANSAS CITY POWER & LIGHT COMPANY'S NOTICE OF TERMINATION OF
TRANSFERRING MISSOURI CUSTOMER CALLS TO ALLCONNECT**

COMES NOW Kanas City Power & Light Company ("KCP&L" or "Company") and for its *Notice of Termination of Transferring Missouri Customer Calls to AllConnect* ("Notice of Termination"), states as follows:

1. The Company has decided to stop transferring calls from its Missouri customers (including calls from customers of KCP&L Greater Missouri Operations Company) to AllConnect effective January 1, 2017. This decision has not been made lightly and is driven by the Commission Staff's continued opposition to the program which, in the opinion of KCP&L management, is not likely to abate soon. The Staff's continued opposition to this program has been manifested most recently in their insistence that compliance with the order in Case No. EC-2015-0309 requires 100% adherence by KCP&L customer service representatives to the script approved by the Commission in that case. The Company does not view this Staff position as reasonable or attainable and has told Staff so, but to no avail. As the Company has seen through the course of Case No. EC-2015-0309, the Staff has strong negative feelings about this program and the Company is concerned that continued transfer of calls from Missouri customers to AllConnect will result in the Staff filing a complaint alleging non-compliance. This would be damaging to important regulatory relationships and, consequently, the Company has made the difficult decision to stop transferring calls to Missouri customers effective January 1, 2017. The

Company values its relationship with AllConnect and will continue transferring calls from its Kansas customers.

WHEREFORE, KCP&L respectfully submits this Notice of Termination to the Commission.

Respectfully submitted,

/s/ Robert J. Hack

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all parties of record on this 9th day of December, 2016.

/s/ Robert J. Hack

Robert J. Hack