

**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) File No. ER-2014-0370
A General Rate Increase for Electric Service)

**KANSAS CITY POWER & LIGHT COMPANY'S RESPONSE TO AGENDA
DISCUSSION OF AUGUST 12, 2015**

COMES NOW Kansas City Power & Light Company and hereby submits to the Missouri Public Service Commission ("Commission") its Response to Agenda Discussion of August 12, 2015.

1. On August 12, 2015, the Commission discussed this case during its duly noticed public agenda session at its Jefferson City offices. During the discussion, a Commissioner made a number of broad comments expressing a negative impression of KCP&L's management ability, customer service quality, and overall corporate culture. These comments are not reflective of KCP&L's culture or its hard working employees. Therefore, KCP&L respectfully disagrees and files this pleading in response to those comments.

2. During the course of five public hearings, less than 20 of KCP&L's approximately 270,000 Missouri customers raised service-related issues, but in KCP&L's experience, neither the number nor character of the issues were abnormal for this kind of proceeding. Moreover the record shows that KCP&L promptly took steps to address these issues. See Ex. 121, Ives Surrebuttal at 64-67. There is no fair or reasonable basis to infer from these isolated instances that KCP&L's management ability, customer service quality or corporate culture are sub-par. In fact, the record evidence demonstrates KCP&L's longstanding commitment to efficient and effective operations, high quality customer service and a corporate culture striving for enterprise-wide continuous improvement. See Ex. 114, Heidtbrink Direct at

4-14; Ex. 120, Ives Rebuttal at 3-7; Ex. 149; Ex. 168; and Tr. 1299-1305, 1311-13-18.

WHEREFORE, KCP&L respectfully submits this Response to Agenda Discussion on August 12, 2015.

Respectfully submitted,

/s/ Robert J. Hack

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CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been hand-delivered, emailed or mailed, postage prepaid, this 14th day of August, 2015, to all parties of record.

/s/ Robert J. Hack

Robert J. Hack