

**FISCHER & DORITY**  
PROFESSIONAL CORPORATION

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June 21, 2000

FILED<sup>3</sup>  
PD  
JUN 2 2000

Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102

Missouri Public  
Service Commission

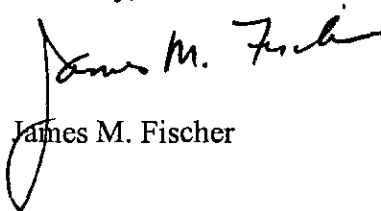
RE: *Florence Butler v. Kansas City Power & Light Company*  
Case No. EC-2000-750

Dear Mr. Roberts:

Enclosed for filing in the above-referenced matter are the original and eight (8) copies of Kansas City Power & Light Company's Notice of Satisfaction. A copy of the foregoing Notice has been hand-delivered or mailed this date to parties of record.

Thank you for your attention to this matter.

Sincerely,

  
James M. Fischer

/jr  
Enclosure(s)

cc: Florence Butler  
Office of the Public Counsel  
General Counsel

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

FILED<sup>3</sup>  
JUN 21 2000

Missouri Public  
Service Commission

Florence Butler,

Complainant,

v.

Kansas City Power & Light Company,

Respondent.

Case No. EC-2000-750

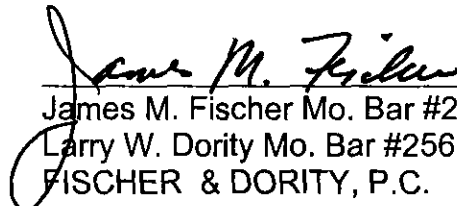
**NOTICE OF SATISFACTION**

COMES NOW Respondent, Kansas City Power & Light Company ("KCPL"), and hereby respectfully files this notice to inform the Missouri Public Service Commission ("Commission") that the Complainant has agreed to withdraw this complaint case, and ask that the Commission to issue an Order closing this case. In support of its Notice, KCPL states the following:

1. On May 12, 2000, Florence Butler ("Ms. Butler") filed a complaint against KCPL.
2. By Notice of Complaint dated May 17, 2000, the Commission informed KCPL of Ms. Butler's formal complaint.
3. On June 6, 2000, Ms. Butler signed an agreement to withdraw this case ("Agreement"). A copy of the Agreement is attached hereto as Exhibit A. Although a copy of the Agreement is in the Commission's files, KCPL is filing this Notice to bring Ms. Butler's withdrawal of the case to the Commission's attention.

WHEREFORE, KCPL respectfully requests that the Commission issue an Order closing this case.

Respectfully submitted,

  
James M. Fischer Mo. Bar #27543  
Larry W. Dority Mo. Bar #25617  
FISCHER & DORITY, P.C.  
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Jefferson City, Missouri 65101  
(573) 636-6758  
(573) 636-0383 (Facsimile)

Attorneys for Kansas City Power & Light Company

## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing response was served via first class mail, postage prepaid, on this 21<sup>th</sup> day of June, 2000, upon:

Office of the Public Counsel  
P. O. Box 7800  
Jefferson City, MO 65102

General Counsel  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102

Florence Butler  
300 Myrtle  
Kansas City, MO 64124

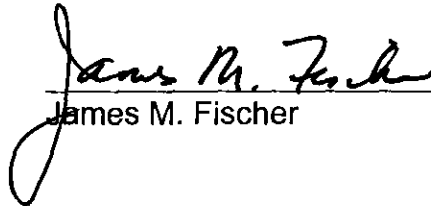
  
James M. Fischer



EXHIBIT A

May 31, 2000

Mrs. Florence Butler  
300 Myrtle  
Kansas City, Missouri 64124

Dear Mrs. Butler:

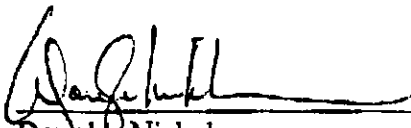
Good day. It is my understanding that your complaint before the Missouri Public Service Commission (EC-2000-750) will be withdrawn for these considerations:

- A) An apology from Kansas City Power & Light Company;
- B) Promise to remove the \$10 Reconnect Fee; and
- C) KCPL's promise to insist on positive identification for anyone calling in claiming to be Florence Butler.


On behalf of KCPL, I extend this apology for the unfortunate fact that your case has gone to such extreme to find resolution. I do appreciate your taking the time to allow the Missouri Public Service Commission's Anne Ross to speak with you and facilitate a closure to this complaint. Again, please accept my apology.

With respect to item B), the reconnection charge will be removed from your account. With respect to item C), it is my promise to you that a comment will be added to your account in our Customer Information System requiring any representative from the Customer Call Center to insist on positive identification, by means of a social security number, before any action can be taken on your behalf.

If you are satisfied that your needs have been met to bring closure to MPSC Complaint Case EC-2000-750, please sign this letter in the space provided and return one original to me in the enclosed postage-paid envelope. I have included an additional letter for your files. Additionally, your signature will confirm to KCPL that the Social Security number we have on file is correct. Our records indicate your SSN is 156-32-0719.

  
\_\_\_\_\_  
Douglas Nickelson  
Regulatory Analyst

Date: May 31, 2000

  
\_\_\_\_\_  
Florence Butler  
300 Myrtle  
Kansas City, Missouri 64124

Date: June 6, 2000

KANSAS CITY POWER &amp; LIGHT COMPANY

1201 WALNUT • P.O. BOX 418679 • KANSAS CITY, MO 64141-9679 • 816-556-2200 • WWW.KCPL.COM