

FILED
April 14, 2008
Data Center
Missouri Public
Service Commission

To: Missouri Public Service
Commission

Fax 314.573-522-6176

From: Patricia A. x1...

4120 NW 79th St, # 16

KCMO 64151

Phones: 816-456-5593
816-505-0740

Date: April 13, 2008

Re: Formal Complaint against
Kansas City Power and Light

Last month (March 2008)
I called Kansas City Power
and Light (KCP&L) twice
because someone at the leasing
office made a mistake and thought
I owed money to the apartment
complex on a KCP&L bill. Both
times I was given an
indication everything was OK
with my account.

Some months prior, I was
put on a payment plan of \$120.00
per month. I was not told
exactly how this \$120.00 was
broken down.

Last week (on or about
Tuesday, April 8th) I called
KCP&L to make a payment.
The person I spoke with said
there is a \$481.17 cutoff fee (or
charge) which had to be paid, or
my electricity would be cut off.
I then spoke with a supervisor
who said the same thing.

I was not told this was
the amount owed on my account.
A cutoff fee (or charge) is not

the same thing. The supervisor said something to the effect that an initiation fee for the \$126.00/month plan was never paid.

That was the first time I heard of such a fee. To date, I still have no idea of the amount of the fee.

I never received my bill for March 2008, and just this weekend received the "IMPORTANT NOTICE" bill. It was only then that I saw the Past Due Amount: \$481.17 notice, and realized the \$481.17 was for amount KCP&L is saying I owe, and not an amount to cutoff my electricity.

I am a senior citizen, working two jobs. This matter with KCP&L has caused me to have considerable distress. I have lost sleep over this, and have had heart palpitations (I have a heart condition).

I have done my best to create a proper Formal Complaint. Please

advise me if anything is lacking.

Respectfully submitted,

Patricia A. Noonan

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Dated: April 13, 2008