



August 14, 2015

Daniel Y. Hall, Chairman
Stephen M. Stoll, Commissioner
William P. Kenney, Commissioner
Scott T. Rupp, Commissioner
Maida J. Coleman, Commissioner
Missouri Public Service Commission
200 Madison Street, P.O. Box 360
Jefferson City, MO 65102-0360

Honorable Chairman and Members of the Public Service Commission:

During the Commission's discussion of KCP&L's pending rate case conducted at its public agenda session held on August 12, 2015 concerns were expressed that KCP&L is not communicating sufficiently with the Commission outside of docketed cases.

The purpose of this letter is to express our personal commitment that KCP&L will address those concerns at an appropriate time following the conclusion of this contested case. In that regard, we would greatly appreciate the opportunity to schedule a time and place for our senior management to address such concerns.

KCP&L acknowledges that it has not communicated with the Commissioners on a regular basis outside of docketed proceedings. We can assure you that this cautious approach was not out of disrespect for the Commission or any of the Commissioners. Rather, KCP&L has followed this approach out of respect for the regulatory process and the desire to avoid *ex parte* allegations that have been made in past cases.¹ Regardless, it is clear that KCP&L has not communicated sufficiently to meet your needs and that will change going forward.

Comments were also made expressing a negative impression of KCP&L's management ability, customer service quality and overall corporate culture. We take these comments very seriously. Comments such as these not only have the potential to damage KCP&L's reputation and financial interests, but they are in stark contrast to our culture, the performance of our employees, our long history of providing high quality customer service and our extensive community involvement.

¹ See Case No. ER-2009-0089, Motion to Recuse, filed February 13, 2009; and Notice of Non-Participation filed March 19, 2009. See also Case No. EM-2007-0374, Notice of Recusal, filed December 6, 2007; and Motion to Dismiss, filed December 13, 2007. See also Case No. ER-2007-0291, Motion for Recusal of Commissioner Appling, filed October 5, 2007; and Response to Requests for Recusal, filed October 9, 2007.

As a result, in addition to this letter, today KCP&L is also filing a response to the August 12, 2015 open agenda discussion. We stand ready to address your expressed concerns and to demonstrate our current and long-standing history of high quality customer service and extensive community involvement. Representatives of KCP&L management will also be in attendance at your next open agenda meeting and we look forward to meeting with you after the conclusion of the pending rate case.

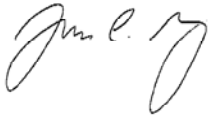
Sincerely,



Terry D. Bassham



Scott H. Heidtbrink



James C. Shay



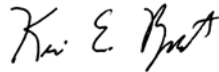
Charles L. King



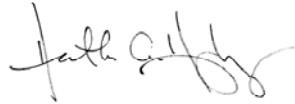
Michael L. Deggendorf



Ellen E. Fairchild



Kevin E. Bryant



Heather A. Humphrey



Charles A. Caisley



Darrin R. Ives



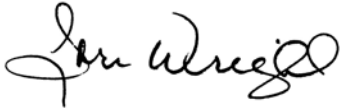
Duane D. Anstaett



Kevin T. Noblet

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Lori A. Wright



Steven P. Busser



Marvin L. Rollison



Maria R. Jenks

CC:

Parties of record to list of KCP&L and GMO cases.