

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

In the Matter of the Application of KCP&L Greater)
Missouri Operations Company for Approval to) **Case No. ER-2009-0090**
Make Certain Changes in its Charges for Electric) **Tariff No. JE-2009-0193**
Service)

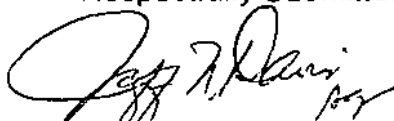
In the Matter of the Application of KCP&L Greater)
Missouri Operations Company for Approval to) **Case No. HR-2009-0092**
Make Certain Changes in its Charges for Steam) **Tariff No. YH-2009-0195**
Heating Service)

NOTICE REGARDING EXTERNAL COMMUNICATIONS

Issue Date: April 9, 2008

On April 9, 2009 I received the attached electronic mail message from Melissa Earl
as follow-up regarding an ADA non-compliance issue with KCP&L Greater Missouri
Operations Company.

Respectfully Submitted,



Jeff Davis
Commissioner

Dated at Jefferson City, Missouri,
on this 9th day of April, 2009.

Gregory, Sheryl

From: mjearll@tmail.com
Sent: Thursday, April 09, 2009 9:06 AM
To: jamie.mcginns@kcpl.com; katie.mcdonald@kcpl.com; chuck.caisley@kcpl.com; Mills, Lewis; bill.downey@kcpl.com; jim.alberts@kcpl.com
Cc: Clayton, Robert; Murray, Connie; Davis, Jeff; Gunn, Kevin; chuck.tickles@kcpl.com
Subject: ADA non-compliance issue follow-up

Please be informed that I have attached a response that I received from Jamie McGinn of KCP&L yesterday. My own reply follows thereafter.

On Wed, 8 Apr 2009 4:21 pm, McGinn Jamie wrote:

> Dear Ms. Earll,
> I have copied a message below that I sent to you on March 12, 2009 in
> response to the concerns you raised at the public hearing. After
> learning of your concerns we immediately updated the KCP&L website
> with the TTY phone number and manually registered you for AccountLink.
> The username and password in the message below should enable you to
> access AccountLink.
>
> We are currently working on a project that will eliminate the need for
> a customer to have a phone number in order to register for AccountLink.
> However, as of today, a phone number is required. If the project and
> testing go as planned, we will be able to eliminate the need for a
> phone number next month. Again, thank you for bringing that concern to
> our attention.
>
> Please reply to this message to confirm you have received it and feel
> free to contact me directly via email or phone (816-737-7483) if you
> have additional questions or concerns. I will be in the office until
> 4:30 today. I will be in the office from 8-4:30 tomorrow; please call
> anytime. Or, if you would prefer to schedule a specific time for a
> call I would be happy to do that as well.
>
> Thank you,
> Jamie McGinn
> Customer Relations
> KCP&L
> 816-737-7483
>
> Message sent 3/12/09; 4:56pm is below.
> Ms. Earll,
> We met at the Missouri Public Service Commission hearing last night. I
> want to thank you again for attending the hearing and bringing your
> concerns forward.
>
> In response to your concerns we have updated our website to include
> TDD/TTY information. Please visit
> <http://www.kcpl.com/reports/contacts.html> to see the updates.
>
> We sympathize with your frustration with the online account
> registration process. We are looking into the issue and thank you for
> bringing it to our attention. For your convenience, we took the
> liberty of manually registering you in the system. You may now access
> your account information using the following login and password:
>
> Username: (reacted)
> Password: (reacted)
>
> Please note that your email address was not included in the manual
> registration. To update your email address simply log in and visit the
> "update profile" link. You can change your password by clicking on the

> "change password" link.
>
> Again, thank you for sharing your comments at the hearing and please
> feel free to contact me with any other questions or concerns.
>
> Thank you,
> Jamie McGinn
> Customer Relations Advisor
> KCP&L

April 9th, 2009
Nevada, MO

Sir/Madam:

I am writing to inform you that I am in receipt of your email sent on April 8th, 2009, and to inform you that your attached email reportedly sent on March 12th, however, was not. I thank you for the courtesy of enclosing it in your correspondence.

While I appreciate the personal attention I've received as a result of addressing my complaints at the March rate hike hearing, I remain concerned for every other deaf and/or hearing-impaired KCP&L ratepayer who, to date, have not received the same personal attention and for whom their own needs remain unfulfilled at this point in time.

Quite frankly, I'm aghast that you and your firm fail to grasp the significance of this issue, i.e., the "big picture" as they say. It is simply unfathomable to me, in the 19 years since the Americans with Disabilities Act was passed by the U.S. Congress, that your firm would assume that every ratepayer has a phone number, much less incorporate said phone number into a required, actionable data field on your firm's website in order for online services to be accessed. While I'm not certain any of you will fully understand, your firm's expectation in this regard is comparable to my having been denied employment opportunities in the past because I did not have a phone number by which I might be contacted, or to verify I maintain a stable place of residence.

Furthermore, the "script" provided to Maria, the KCP&L representative with whom I spoke via deaf relay on March 11th following the public hearing in Nevada, MO -- at the request and in full view of KCP&L's own Mr. Chuck Caisley -- provided me with false and erroneous information.

May I remind all of you that in the deaf relay dialogue which I had enclosed for your review, she informs me that all I need to do is insert the phone number for KCP&L in the pertinent data field and that I'd then be able to finish setting up my KCP&L online account.

Not only was this entirely inaccurate (!!), but had I not been present at the March 11th public hearing to make the acquaintance of KCP&L representatives -- representatives who provided me with assurances that they would personally see that I receive the necessary assistance -- establishing an online account on the KCP&L website would remain an unresolved, albeit frustrating issue for me today (!!).

All of which leads me to ask, what about all the other deaf and/or hearing-impaired KCP&L ratepayers who have been adversely impacted by this telephone issue in the past but for whom speaking out and complaining about these barriers are uncomfortable tasks?

This is besides the fact that KCP&L has only just now incorporated a TTY telephone number on their website so that deaf and/or hearing impaired ratepayers have access to customer service representatives. What options did they have before my concerns and complaints warranted this action? Were they relying on hearing friends or family to call on their behalf? Were they unable to call at all? Were they excluded from the same level of customer service as non-disabled ratepayers?

More importantly, how have the deaf and/or hearing impaired ratepayers of KCP&L been serviced and informed of these current, and pending, changes? Has the KCP&L customer relations team sent out a direct mailing to these ratepayers that makes notes of these changes? Or, worse yet, has no additional thought been given of the necessity in doing so?

While I am indeed grateful that I have the means now to have a KCP&L online account, I remain unsatisfied until every deaf and/or hard of hearing ratepayer has received the same

level of attention and whose own personal needs fulfillment remains inequitable to those of non-disabled ratepayers.

I would be most obliged if each and every single person to whom this email is addressed would extend the courtesy of acknowledging receipt of this email and verify their understanding of the significance of my concerns and complaints. It is incredibly disheartening to me that, given the fact that the ADA is a federal law, only Jamie McGinn of KCP&L provided a timely response .

Regards,
Melissa Earll
Nevada, MO

"Courage in women is often mistaken for insanity." -- anonymous quotation