

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

ROY SMITH,

Complainant,

and

MISSOURI GAS ENERGY,

Respondent.

ORIGINAL

Case No.

GC-2004-0281

DEPOSITION OF ROBIN MILLER, produced, sworn and
examined on Monday, the 21st day of June, 2004, between
the hours of 8 a.m. and 6 p.m. of said day at the
offices of Kansas City Power & Light, 1201 Walnut, 20th
floor, Kansas City, Jackson County, Missouri, before:

DEANNA KERR

Certified Court Reporter No. 820(G)

for the State of Missouri, in a certain cause now
pending before the Public Service Commission of the
State of Missouri, wherein ROY SMITH is Complainant and
MISSOURI GAS ENERGY is Respondent.

Taken on behalf of the Respondent.

APPEARANCES

For the Respondent:

Mr. Herman A. Loepp
Missouri Gas Energy
3420 Broadway
Kansas City, Missouri 64111

For the Witness:

Mr. Robert P. Gingrich
Kansas City Power & Light
1201 Walnut, 20th floor
Kansas City, Missouri 64106

FILED
JUL 8 7 2004

Missouri Public
Service Commission

Exhibit No. 5

Case No(s) GC-2004-0281

Date 7-19-04 Rptr RF

STIPULATIONS

It is hereby stipulated and agreed by and between counsel for the respective parties and the witness that signature of this deposition by this witness is hereby waived, and that said deposition may be used in the same force and effect as if signed.

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Examination by Mr. Loepp. Page 3

DEPOSITION EXHIBITS

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(The original exhibits are hereby attached.)

1 (Whereupon the deposition began at
2 2:05 p.m.)

3 (Whereupon Deposition Exhibit Nos. 1
4 through 7 were marked for identification.)

5 ROBIN MILLER,
6 of lawful age, being produced, sworn, testified as
7 follows:

8 EXAMINATION BY MR. LOEPP:

9 Q. Would you state your name, please.

10 A. Robin Miller.

11 Q. Would you spell your last name, please.

12 A. M. I. L. L. E. R.

13 Q. Ms. Miller, my name is Herman Loepp. People call me
14 Woody. I'm an in-house attorney with Missouri Gas
15 Energy here in Kansas City. Do you understand that?

16 A. Yes, I do.

17 Q. You understand that you have an attorney here, Bob
18 Gingrich?

19 A. Yes, I do.

20 Q. Have you ever had your deposition taken before?

21 A. Yes. On this case?

22 Q. Not on this case. In any case ever?

23 A. Yes.

24 Q. So you're a little bit familiar with some of the
25 rules of deposition?

1 A. Yes.

2 Q. So if I ask you a question you don't understand,
3 please ask me to repeat the question and I'll do a
4 better job of rephrasing it.

5 A. Okay.

6 Q. You understand that you have to say yes or no or
7 okay because if you shake your head or uh-huh or
8 huh-uh, it doesn't come through to the transcript?

9 A. Yes.

10 Q. You understand that you've been sworn and the
11 testimony you are about to give here today will most
12 likely be used in a hearing complaint in front of
13 the Missouri Public Service Commission?

14 A. Yes.

15 Q. Would you tell us who your employer is?

16 A. Kansas City Power & Light.

17 Q. What's the business address for KCP&L?

18 A. 1201 Walnut.

19 Q. What is your work experience with KCP&L?

20 A. Four years in account investigation and the last six
21 months has been with credit and collections.

22 Q. Would you give a little bit of your experience when
23 you were in the investigation phase, please?

24 A. My job was to determine at any point who the persons
25 were using our service, to handle illegal service

1 connections. If we had cut a property for
2 nonpayment and a new party called in within 24
3 hours, we had to determine whether or not that
4 person had been in the property at the time of the
5 disconnect. Made those determinations and decided
6 who was going to be responsible for the billing. If
7 a new party had been there then the new party would
8 be responsible. Identity theft. That about covers
9 it.

10 Q. Is the address 5823 East 16th Street in Kansas City,
11 Missouri, is that in KCP&L's territory?

12 A. Yes, it is.

13 Q. Did you bring some records in response to a subpoena
14 duces tecum for your deposition today?

15 A. Yes, I did.

16 Q. Are these records kept in the ordinary course of
17 business with KCP&L?

18 A. Yes, they are.

19 Q. And they're true and accurate copies of the records
20 of KCP&L?

21 A. Yes, they are.

22 Q. In front of you are Exhibits 1 through 6, each being
23 one page in length. Would you just review those
24 records and tell us what basically they are?

25 A. Page 1 is the initial request for service on

1 November 21st of '02. The service was requested to
2 be put in Jeffrey Elders' name. That connect was
3 taken at 12:39 on the 21st. At that time we
4 determined it had been in there since November 15,
5 and we did a date-back connect for Mr. Elders at
6 that time.

7 Q. So Mr. Elders was your customer effective
8 November 15, 2002, 5823 East 16th Street?

9 A. Correct.

10 Q. I guess I should tell you that -- you're familiar
11 this is a case Roy Smith versus Missouri Gas Energy
12 in front of the Public Service Commission?

13 A. Yes, I do.

14 Q. Before we go back exhibit by exhibit in your records
15 does it ever appear that Roy Smith was a customer of
16 KCP&L at 5823 East 16th Street?

17 A. Yes, he was.

18 Q. You have identified Exhibit No. 1. Could you
19 identify Exhibit No. 2, please?

20 A. It's a disconnect order Mr. Elders called in on
21 March 17th, 2004, requesting that service be
22 removed out of his name at 1:41 in the afternoon.

23 Q. And can you maybe put a mark by that to show where
24 the service went off his name at 1:41, and put your
25 initials by that, would you please?

1 A. (Witness complied.)

2 Q. What we've circled then on Exhibit 2 is the time of
3 1341 on March 17, 2004?

4 A. Correct.

5 Q. Now, would you identify Exhibit 3, please.

6 A. This is a connect order called in by Roy Smith on
7 March 17, 2004, at the time of 1:43 p.m. in the
8 afternoon requesting service to be put into his
9 name.

10 Q. Again the 5823 East 16th address?

11 A. Correct.

12 Q. Would you circle the time?

13 A. (Witness complied.)

14 Q. So by looking at Exhibits 2 and 3, what we see is on
15 March 17, 2004, within one minute of each other
16 Jeffrey Elders called to have service taken out of
17 his name and a minute later Roy Smith called to have
18 service put in his name?

19 A. Correct.

20 Q. In front of you is Exhibit No. 4. Would you
21 identify that record, please, or that exhibit?

22 A. This is the financial account statement under
23 Jeffrey Elders' account showing payments and bills
24 and also shows a transfer of his balance on his
25 account. Shows payments made and the dates of the

1 payments.

2 Q. When you're saying his account, are you talking
3 about payments made on the account of Jeffrey
4 Elders?

5 A. Correct.

6 Q. By reviewing those records contained in Exhibit 4
7 are you able to tell whether or not Roy Smith made a
8 payment on behalf of the account of Jeffrey Elders?

9 A. I show a payment of 134.90 which per the memos on
10 the account is a payment that Mr. Smith made under
11 Jeffrey Elders' account number.

12 Q. Okay. I think what we probably need to do then is
13 look at Exhibit No. 7 as you refer to memos on the
14 account. Exhibit 7 is a four-page exhibit, and
15 would you look at that record?

16 A. These are memos placed on accounts when a customer
17 calls in in reference to the property. On March 16,
18 2004, our credit collections department disconnected
19 the service at 5823 East 16th Street for nonpayment
20 of the bill under Jeffrey Elders' name. At that
21 time Roy Smith called us that day very upset about
22 the disconnect but hung up on the call center prior
23 to any questions we could ask him.

24 Later on that afternoon, and I'm sorry I don't
25 have the names in front of me on this, Mr. Smith

1 called and said he would pay the disconnect amount
2 and call back for the reconnect order, advised us
3 that he had stayed here and said that once he
4 brought the account current he would then call back
5 and have the service put in his name.

6 Q. Is it his name or his name only?

7 A. It says his name only.

8 Q. Ms. Miller, I'm looking at the first page of Exhibit
9 No. 7 and there's notes starting with November 21st,
10 2003, December 2nd, 2003, up to May 24th of 2004.

11 A. On the first page, yes. The original dates of the
12 calls start on the first page at November 21st of
13 '03 and go through May 24th of '04.

14 Q. I see that there's three entries on March 16, 2004?

15 A. Correct.

16 Q. Would it be safe to assume that the lower, the first
17 3/16 entry, the one closest to the bottom of the
18 page, would be the earlier call?

19 A. Yes.

20 Q. And then the one above it happened after. And then
21 there's a third entry on 3/16. Could you explain
22 that entry for us?

23 A. The third entry on 3/16 is Mr. Smith calling us back
24 with the receipt number for the payment he made at a
25 pay station for the amount of 134.90, and at that

1 time we received that payment we issued a reconnect
2 on the property under Jeffrey Elders' account
3 number.

4 Q. Would you look at the entry on your records of
5 April 29, 2004?

6 A. On April 29 Roy Smith called, and at that time he
7 was the customer of record because he had connected
8 on 3/17 after he paid the bill under Mr. Elders'
9 name. The note states we had advised the customer
10 that we would send him a duplicate bill because he
11 had realized he had not received a bill yet. And at
12 that time we accepted the transfer of the \$52
13 remaining balance under Jeff Elders' account because
14 he had been paying the bills through Jeff Elders.

15 Roy requested to us to transfer the amount to
16 him to the new open account number which is what we
17 did.

18 Q. Looking at page 2 and also -- actually looking at
19 pages 1 and 2 of Exhibit No. 7, I see some other
20 entries that go back to November of 2003 regarding
21 conversations KCP&L employees had with Roy Smith.
22 Can you briefly describe those?

23 A. Actually we received a call on November 19th from a
24 male caller claiming he was calling for his friend.
25 We advised him that we needed a receipt number for

1 the \$80 payment. On the 20th we note the account
2 that Jeff paid and advised him that the check posted
3 on 11/19, and he advised that he would pay the rest
4 of the balance when he received the new bill.

5 I'm going back a few dates. On November 17th a
6 friend of Jeffrey's called and wanted to make
7 arrangements on the account and we advised him we
8 could not make arrangements with him, that he would
9 have to have Jeffrey call us. I'm sorry I got a
10 little out of order.

11 Q. That's okay. So basically starting on November 17,
12 2003, an unidentified friend of Jeffrey's called and
13 tried to make arrangements on the outstanding
14 account he had with KCP&L -- when I say "he,"
15 Jeffrey Elders had with KCP&L, for service at 5823
16 East 16th Street?

17 A. Correct.

18 Q. Would you identify Exhibit 5, please.

19 A. Exhibit 5 is the account financial statement of Roy
20 Smith. His account opened on 3/17. The official,
21 first official transfer, was \$84.68 which came from
22 an old address that Mr. Smith had with us. Then on
23 4/29 we transferred the balance of Mr. Elders'
24 account for 52.01 to Mr. Smith's account.

25 When he originally called us for a duplicate

1 bill at the time of his connect order on the 17th --
2 the bill cycles sometimes don't run exactly 30 days
3 on a new account. It will sometimes range between
4 30 to 45 days, so that's why Mr. Smith had
5 originally not got a bill when he had called us. On
6 4/19 a bill was issued to him for the usage from
7 3/17 through 4/28.

8 Q. That's -- is that information also from Exhibit
9 No. 6, or what's Exhibit No. 6 showing?

10 A. Exhibit No. 6 is what we call a service order query
11 on the property. In other words it lists every
12 single action the company has taken on that property
13 as far as turnons, meter exchanges, disconnects for
14 nonpayment. This shows that on November 15 KCP&L
15 turned on the service at the meter for Jeffrey
16 Elders. It shows on March 16 of 2004 we
17 disconnected Jeffrey Elders' account at the property
18 for nonpayment.

19 It shows March 17th that we did a turnoff read
20 at meter because the meter was already disconnected
21 for nonpayment. We just went out and took a read to
22 close it out for Mr. Elders. It also shows that on
23 March 17, 2004, we went out and did a turnon at
24 meter to turn the service back on for Mr. Smith.

25 Q. You referred to turning Jeffrey Elders on

1 November 15th. I might have missed the year. Was
2 that 2002?

3 A. Yes, it was.

4 Q. I want to go back to Exhibit No. 7 for a moment, and
5 I want to make sure it's clear on the record that
6 you guys, KCP&L, received a phone call from a person
7 naming himself as Roy Smith, said he would pay
8 134.90 on the account that actually belonged to
9 Jeffrey Elders; is that correct?

10 A. Yes, he did.

11 Q. And that Mr. Smith says that he has stayed at this
12 address every now and then; is that correct?

13 A. Yes.

14 Q. Now, all the records that we have introduced here or
15 marked here as Exhibits 1 through 7, these are
16 records that are kept in the normal course of
17 business?

18 A. Yes, they are.

19 Q. And they are true and accurate copies of records at
20 KCP&L?

21 A. Yes, they are.

22 Q. And in your position with KCP&L would you be
23 considered custodian of these records or have access
24 to these records?

25 A. Yes, I would.

1 Q. I have nothing further at this time. Do you have
2 anything else you want to add?

3 A. No.

4 (Whereupon the deposition ended at
5 2:20 p.m.)

6 * * * * *

7 I hereby certify that pursuant to the foregoing
8 stipulation, the signature of the witness was waived.
9 Witness my hand and seal this 23rd day of
June, 2004.

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DEANNA KERR

Certified Court Reporter

220(G)

IN RE: SMITH VS. MISSOURI GAS ENERGY

C E R T I F I C A T E

STATE OF MISSOURI)
) SS.
COUNTY OF JACKSON)

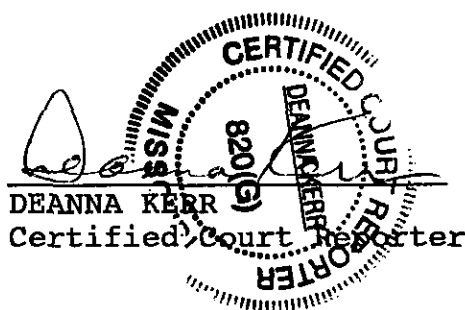
I, DEANNA KERR, Certified Court Reporter within and for the State of Missouri, do hereby certify that there came before me:

ROBIN MILLER,

at the time and place set forth in the caption thereof, who was by me first duly sworn to testify the whole truth of her knowledge concerning this matter in controversy aforesaid; that she was examined and her examination then and there written in Stenograph by me and afterwards typed, being correctly and accurately set forth in the 14 foregoing pages; and that said deposition is now herewith returned.

I further certify that I am not counsel, attorney or relative of either party, or clerk or stenographer of either party or of the attorney of either party, or otherwise interested in the event of this suit.

IN WITNESS WHEREOF I have hereunto set my hand and affixed my seal at my office in Shawnee, Kansas, this June 23, 2004.



BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

ROY SMITH,

Complainant,

and

MISSOURI GAS ENERGY,

Respondent.

Case No.

GC-2004-0281

REPORTER'S CERTIFICATE

I hereby certify that the original deposition transcript of ROBIN MILLER, taken on behalf of the Respondent on Monday, the 21st day of June, 2004, is in the custody of:

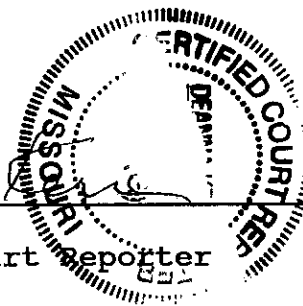
Mr. Herman A. Loepp
Missouri Gas Energy
3420 Broadway
Kansas city, Missouri 64111

The taxed costs are as follows:

Respondent:

\$
MISSOURI GAS ENERGY

Deanna Kerr
Deanna Kerr
Certified Court Reporter



System Customer/Inf

Service Order

Search Criteria

By Date

By Street/City

For Premise

For Account

Date

03/17/2004

03/17/2004

03/16/2004

11/15/2002

06/18/2002

06/06/2002

12/29/2000

12/29/2000

Service Order Detail

10 record(s) found.

Network Neighbor

Expert Register

S.O. Maintenance: E-RS Turn off (Read)

Action

Service Order...

7495238586

Initiated on 03/17/2004 by Hamilton, Allison

Status:

Complete on 03/17/2004 13:41 by Hamilton, Allison

Flid Order (1) 4435744805 Completed

Service Point:

6013779876 Corn Dr E-RS, TRS 1A, 62903862T, DE, PH1

RSSM/Alt...

Acct/Premise:

8208789386 Elders, Jeffrey R / 5823 E 16th St/Mono.Mo

Meter Info:

2224862903862T, OUT EAST LDE

MC Info...

Order Type:

Turn Off

Order Date:

03/17/2004

Order Subtype:

Turn off (Read)

Effective Date/Time:

03/17/2004 13:41

Origin:

T - Telephone

Work Done Date:

03/17/2004

Ordered by:

Jeffrey Elders

Service Person:

Urgency:

C - Company's Convenience

Block User:

☒

Blocked Date:

Instructions:

Comments:

Turn Off Info:

Mailing Address:

Change Address...

Initiation Confirmation Window Attributes...

SIO Reason

UX

Start

Pri...

In...

Sy...

Cl...

ro...

Micro...

Hi...

ro...

S...

Je...

Je...

S...

1:29

EXHIBIT

u 2 6/21/04

System Customer Info

Launch

Name... Elders, Jeffrey R ✓

Address... ✓

Account: 8208799386 ✓

Phone: ✓

Alerts

★ Last Contact 04/13/2004
Adjustment on next Bill

Advanced Search...

Open JetSons

★ Account Financial History: Elders, Jeffrey R

Account Financial History: Elders, Jeffrey R

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Dep +/-
04/29/2004	XFER	U	-52.01	0.00	-52.01	0.00	0.00
04/14/2004	PENMO	U	0.40	52.01	0.40	52.01	0.00
03/19/2004	BILL	U	18.94	51.61	18.94	51.61	0.00
03/18/2004	RECMMO	U	25.00	32.67	25.00	32.67	0.00
03/17/2004	PAY	U	-134.90	7.67	-134.90	7.67	0.00
02/27/2004	BILL	U	31.80	142.57	31.80	142.57	0.00
02/24/2004	PENMO	U	0.87	110.77	0.87	110.77	0.00
02/23/2004	PAY	U	-50.25	109.90	-50.25	109.90	0.00
01/28/2004	BILL	U	40.36	160.15	40.36	160.15	0.00
01/22/2004	PENMO	U	1.13	119.79	1.13	119.79	0.00

Financial Details...

EXHIBIT

4

4/21/04

System Customer Info Financial ServiceOrder Meter C&C JetSearch Window Help

Launch

Name... Smith, Roy D ✓

Address... 5823 E 16th St/Kcmo,Mo ✓ 64126-2453 - Manchester

Account: 5848721470 ✓

Phone: (816) 210-3162 ✓

Advanced Search...

Open JetSons

Account Financial History: Smith, Roy D

Alerts

- ★ Payment arrangement
- ★ Last Contact 06/02/2004
- ★ Person is main customer on 2 accounts
- ★ 1 USA for account
- Third Party Arrangement

Account Financial History: Smith, Roy D

Account: 5848721470

Name: Smith, Roy D

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Dep +/-
06/03/2004	PAY	U	-40.00	152.47	-40.00	152.47	0.00
05/26/2004	BILL	U	25.52	192.47	25.52	192.47	0.00
05/24/2004	PENMO	U	0.63	166.95	0.63	166.95	0.00
04/29/2004	BILL	U	29.63	166.32	29.63	166.32	0.00
04/23/2004	XFER	U	52.01	136.69	52.01	136.69	0.00
04/05/2004	XFER	U	84.68	84.68	84.68	84.68	0.00

Financial Details...

Start Print Utility Inbox - Mi... SysQL Co... CISPlus+ ... robin's Jet... Microsoft Outl...

Account...

1:28

EXHIBIT

5 6-21-04

System Customer Info Financial ServiceOrder Meter C&C JetSearch Window Help

Launch

Name... Smith, Roy D ✓

Address... 5823 E 16th St/Kcmo,Mo ✓ 64126-2453 - Manchester

Account: 5848721470 ✓

Phone: (816) 210-3162 ✓

Advanced Search...

Alerts

- ★ Payment arrangement
- ★ Last Contact 06/02/2004
- ★ Person is main customer on 2 accounts

Service Order Query

Search Criteria

Service Order Status: A - All Area:

☐ By Date Date:

☐ By Street/City,State:

☒ For Premise Premise... 5823 E 16th St/Kcmo,Mo ✓ 3374929042

☐ For Account Account... ✓

Apply Criteria

Date	Address	Name	Phone	SP	Subtype	SIO Reason
03/17/2004	5823 E 16th St/Kcmo,Mo	Smith, Roy D	(816) 210-3162	E-RS	Turn on (On At	
03/17/2004	5823 E 16th St/Kcmo,Mo	Elders, Jeffrey R		E-RS	Turn off (Read)	
03/16/2004	5823 E 16th St/Kcmo,Mo	Elders, Jeffrey R		E-RS	SIO (Off(non pa	
11/15/2002	5823 E 16th St/Kcmo,Mo	Elders, Jeffrey R		E-RS	Turn on (On At	
06/18/2002	5823 E 16th St/Kcmo,Mo	Miller, Teresa E	(816) 861-0003	E-RS	Turn off (Read)	
06/06/2002	5823 E 16th St/Kcmo,Mo	Miller, Teresa E	(816) 861-0003	E-RS	Exchange	UX
12/29/2000	5823 E 16th St/Kcmo,Mo	Aranda, Victor A	(913) 248-0312	E-RS	Turn off (Read)	
12/29/2000	5823 E 16th St/Kcmo,Mo	Miller, Teresa E	(816) 861-0003	E-RS	Turn on (Read)	

Service Order Detail:

EXHIBIT

6 6-21-04

Premise: 5823 E 16th St/Kcmo,Mo

☐ Transaction History

☒ Full Comments

Date	Type	Comment	Person	Follow Up
05/24/2004	1MSC	spoke with woody lepp at mge about this cust and the roy taking respon for the bill under the previous customer name/advised him that if he needed any further info would need to contact our legal department/gave him the #/c46	Smith, Roy D	
04/29/2004	MEMO	adv cust that I would have dup bill sent out-but realized that he had not recvd bill yet at all-xfer 52 over from jeff elders account because roy was paying through him and roy requested us to xfer that amt for him , to the open account	Smith, Roy D	
04/13/2004	PLET	Letter CR/LTR-1 : job submitted successfully	Elders, Jeffrey R	
03/16/2004	MEMO	mr roy smith cbwr# 8076160064..... \$ 134.90... will issue reconn w/in 24 hrs..7585	Elders, Jeffrey R	
03/16/2004	MEMO	ROY SMITH SAYS WILL PAY \$134.90 AND CALL BACK FOR RECONN-- SAYS STAYED HERE NOW AND THEN.. SAYS ONCE HE BRINGS ACCT CURRENT HE WILL THEN CALL BACK TO HAVE SVC RESTORED AND PUT IN HIS NAME ONLY../0161	Elders, Jeffrey R	
03/16/2004	1MSC	Roy Smith old abt disc- very upset- read notes on acct- hung up before I cld ask any questions or say anything/ 7117	Elders, Jeffrey R	
03/06/2004	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
02/27/2004	1MSC	s/w mge wanted to verify if roy smith had service at 5823 e 16 st ..7015	Elders, Jeffrey R	
02/05/2004	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
01/07/2004	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
12/02/2003	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
11/21/2003	1MSC	Per MGE, Roy Smith # 507-96-8090 has been calling since Nov 10, 2003 to get service at 5823 E 16th St. Mr. Smith may be our 'friend' that is calling on this account. Mr. Smith has a UWO with us from	Elders, Jeffrey R	

Change Customer Contact...

Launch Related Transaction...

EXHIBIT

7 6-21-04

Premise... 5823 E 16th St/Kcmo,Mo

☐ Transaction History

☒ Full Comments

Date	Type	Comment	Person	Follow Up
11/21/2003	1MSC	Per MGE, Roy Smith # 507-96-8090 has been calling since Nov 10, 2003 to get service at 5823 E 16th St. Mr. Smith may be our 'friend' that is calling on this account. Mr. Smith has a UWO with us from account 3276-74-4778. Mr. Elders has a \$500.00 UWO with MGE. Will give to acct investigations. Don't think LL will be much help. LL is listed as our customer's boss, and LL is listed as emergency contact on app. w/MGE.	Elders, Jeffrey R	
11/20/2003	1C&C	Jeff pd \$80-advised him ck posted on 11/19-he will pay rest of bal when he receives new bill. 7595	Elders, Jeffrey R	
11/19/2003	MEMO	male caller calling for friend// advsd need recpt number for 80.00 payment	Elders, Jeffrey R	
11/17/2003	1MSC	advised friend of Jeffrey I could not make arr with him, he will have to have him call.	Elders, Jeffrey R	
10/31/2003	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
07/03/2003	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
04/03/2003	MEMO	angela w/ nieghborhood alliance called to see if srvc on or off	Elders, Jeffrey R	
03/06/2003	PLET	Letter CR/MO-NOPHONE : job submitted successfully	Elders, Jeffrey R	
11/21/2002	1MSC	Only 30.00 worth of use at this add between tenants (6/18 to 11/15 375 KWHs). Will not go after LL. 7027	Elders, Jeffrey R	
11/21/2002	1MSC	Rec lease and sent to file. 7027	Elders, Jeffrey R	
11/21/2002	1MSC	Jeff Elders works for owner John P Murphy per owner. Jeff is in hospital today for infected teeth. 7027	Elders, Jeffrey R	
11/21/2002	1MSC	Let print to mtr service to turn on at mtr and then back date conn to 11/15 (date on lease) at mtr read 568. 7027	Elders, Jeffrey R	11/22/2002
11/21/2002	1MSC	john murphy (porperty owner) old to say lease faxed advs recieved ok dated 11/15/02 move in date . advs to have richard modonald cl	Miller, Teresa E	

Change Customer Contact...

Launch Related Transaction...

Launch

Microsoft
Outlook

Name... Smith, Roy D

Address... 5823 E 16th St/Komo, Mo

64126-2453 - Manchester

Account: 5848721470

Phone: (816) 210-3162

Advanced Search...

Alerts

- ★ Last Contact 05/24/2004
- ★ Person is main customer on 2 accounts
- ★ 1 USA for account

04/13/2004
t Bill

Trans Date

04/29/2004	XI
04/14/2004	PI
03/19/2004	BI

Open JetSons

- ★ History of Premise's Accounts
- ★ Contacts for Account: Smith, Roy D
- ★ Account Financial History: Smith, Roy D

Account Financial History: Smith, Roy D

Account: 5848721470

Name: Smith, Roy D

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Dep +/-
04/29/2004	BILL	U	29.63	166.32	29.63	166.32	0.00
04/29/2004	XFER	U	52.01	136.69	52.01	136.69	0.00
04/05/2004	XFER	U	84.68	84.68	84.68	84.68	0.00

Financial Details...

Action

Adjustment... 82087989621 Frozen

Status Date By

Account: 8208799386 Name: Elders, Jeffrey R

Created 04/29/2004 Kratzer, Kristi
Frozen 04/29/2004 Kratzer, Kristi

Adjustment Code... XFER ☒ Transfer Adjustment ☐ Memo Adjustment

Adjustment Amount: 52.01 Revenue Month: 4/2004

From

Account... 8208799386 ☒ Elders, Jeffrey R

Type

☒ SA SA... 7901828157 ER-RS, Closed

☐ Deposit Deposit SA...

Begin +Adj =Final ☒ Appear on Next Bill

Total Amt Due -52.01

Current Amt Due -52.01

Write Off Amt 0.00

Description:

Transferred

To

Account... 5848721470 ☒ Smith, Roy D

Type

☒ SA SA... 7057368664 ER-RS, Active

☐ Deposit Deposit SA...

Begin +Adj =Final ☒ Appear on Next Bill

Total Amt Due 52.01

Current Amt Due 52.01

Write Off Amt 0.00

Description:

Transferred

Main

Fin Details (From)

Fin Details (To)

GL Acctng (From)

GL Acctng (To)

Misc