

August 10, 2007

I am writing this letter in response to the order of response dated July 25th, 2007 regarding case# EC-2007-0383. I have included several items of documentation dating back to my initial dispute with Aquila. My initial dispute was over a twenty dollar insufficient funds charge. Per my call to Aquila June 16th 2006 there were no insufficient funds on the date in May I paid the charge. Aquila never presented the check to my account with US bank. My account was never put into dispute on the 16th of June per my request. I ~~was~~ then charged A three hundred dollar deposit when I had a change of address although there was a dispute with the account.

Aquila then failed to disconnect service at the previous address 917 north 24th Street St. Joseph Missouri as was the request when I called in a for a change of service. Aquila continued to charge me for both address through August 8th 2006. The initial letter sent stating the amount of the deposit and the pay arrangements was sent to my previous address and never forwarded Us postal system has documented they did not get the change of address.

When receiving the August bill I called. Again in September and I disputed the bill for the ISE funds charge, the deposit, and the extra days of service charged at my previous address. I have included letters I received from Aquila in response to my numerous phone calls. I was quite aware how to dispute a bill but in none of the letters did Aquila acknowledge the disputes. In fact the deposit was over three times the allowed amount per Missouri Commission regulations. I was refused my repeated requests to speak to a supervisor. I did receive on one occasion a call back from an escalation desk employee. She did not know the Public Utility Commission Rules either.

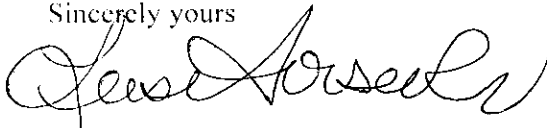
I made payments in October and November well exceeding the amount of bill in dispute. I attempted many, many times to try to resolve this manner. Aquila refused to acknowledge the disputes. They charge me three times the amount allowed for a deposit. They put my payments towards the deposit rather than the utility charges. They refused to send the actual copies of the bill but instead sent spread sheet forms with incomplete information then argued when I called with questions.

Then December 11th 2006 I saw an Aquila employee in my yard as he was leaving. He had turned off my service without a knock at the door or a notice of any kind. I went out and asked what he was doing. He stated he was turning off service. I told him the bill was in dispute. He replied, "I have never heard of that." He did call his supervisor at my request but I was still forced to pay the entire balance again the dispute was denied me. I immediately called the Public Utility Commission. I have included the letters I received from the commission in December.

I was never contacted by Ms Blockage prior to her rendering her letter. She stated she did not read the email complaints that I had filed when I phoned her upon receipt of her letter... This failure to gather my documentation has caused the case to much further drawn out than necessary.

My concerns remain with the failure of Aquila to acknowledge the disputes, continue to charge late fees, and fail to properly notify customers of deposits and shut offs in the case of an ongoing dispute. Aquila did not respond until the Commission was involved. I have also tried to work with Aquila since January. I can not even speak with anyone but my assigned person even when I have a question about recent bills.

Sincerely yours

A handwritten signature in cursive script, appearing to read "Leesa L. Forsee".

Leesa L. Forsee RN