

FILED
October 9, 2007
Data Center
Missouri Public
Service Commission

October 4, 2007

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Article #

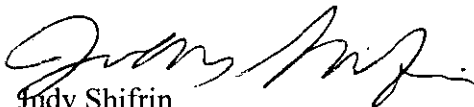
7006 0810 0004 8500 1334

To Whom It May Concern:

Per instructions from Ms. Cecilia Barr in her letter of 9/27/07, attached please find a duplicate original and eight copies of a formal complaint I wish to file. Please let me know if you need any additional information.

I look forward to hearing from you.

Sincerely,



Judy Shifrin
1306 Manheim Road
Kansas City MO 64109

August 21, 2007

Kansas City Power & Light Article # 7004 1350 0005 0806 6489
P.O. Box 418679
Kansas City, MO 64141-9679

To Whom It May Concern:

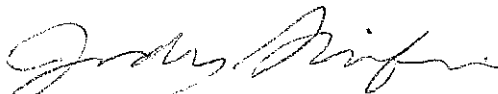
My account number is 9038-84-0014, representing service for my residence at 1306 Manheim Road, KCMO 64109. I opened this account in 1978. Yesterday, 8/20/07, it came to my attention that I have been charged a Business Rate from the first day of service at this address to the present. I discovered this when I called your Billing Info Line as a result of receiving a mailing that began with "I wanted to take a moment to thank each of our business customers for...". I inquired as to why I would receive such a mailing, and was told that KCP&L has been charging me the higher business rate for electricity instead of the appropriate residential rate for nearly 30 years. The person I talked with provided me data on the business rate vs. residential, and I discovered that my current bill of \$296 would be approximately \$218 at the correct rate. You might imagine that I was shocked and dismayed to learn that I have wrongfully been so grossly overcharged for such a long time. I would never have set up my private residence as a business account and had no way of knowing that in fact, I was being charged at this inaccurate rate for so many years. A close examination of the bill lists my service as "Small General Service", which would not indicate to the average customer that this is a business account.

Your representative told me that I would have to "prove" that this is a residence, which is interesting since there could not have been proof required that it was a business when that rate was wrongfully imposed. However, I am enclosing my current Property Assessment Notice - what she indicated would serve as proof. Note that my address is a residence.

I am writing to tell you that first, I want this corrected immediately so that all electrical service for my residence is charged at the proper residential rate that it should have been all along. Second, I request a refund of the overpayment that is due to me for the fraudulent charges that I have dutifully paid every month to KCP&L since 1978. From my own calculations, this is a substantial amount of money.

I would like to give you this opportunity to correct the decades-long error on your part without having to pursue legal action. However, I have consulted with an attorney and am willing to pursue litigation if necessary. Please respond to me with your intentions/actions by September 7, 2007.

Sincerely,


Judy Shifrin

THIS IS NOT A TAX BILL

REASSESSMENT NOTICE

ASSESSMENT DEPARTMENT

Jackson County Courthouse
415 E. 12th Street, Suite 100M
Kansas City, MO 64106-2752

36664

PARCEL: 30-120-25-04-00-0-00-000

SHIFREN JUDITH
1306 MANHEIM ROAD
KANSAS CITY, MO 64109

PROPERTY CLASS: 1010 TCA CODE: 001
SITUS: 1306 MANHEIM RD
NBHD: 2110
PROPERTY DESCRIPTION:
SQUIER MANOR
BEG AT A PT ON W LI OF LOT 6 2.5 FT N OF S LI TH NELY
ON ELY LI OF MANHEIM RD 113FT TO A PT 24.5 FT S OF



By state law, Jackson County reassessed all real property in the County as of January 1, 1985 and has been required to do so again every two years.

The values below show any change in Assessed Value, as well as the estimated Market Value of your property as of January 1, 2007. Assessed Value will be used to calculate your annual property tax bill in November.



	PRIOR YEAR		CURRENT 2007 YEAR	
	2006 Assessed Value by Classification	2007 Assessed Value by Classification	2007 Assessed Value by Classification	2007 Market Value by Classification
Agriculture/Horticulture	\$0	\$0	\$0	\$0
Residential	\$20,379	\$23,028	\$121,201	
Commercial	\$0	\$0	\$0	

If you have questions or do not agree with the market value and wish to request an Assessor hearing, you may call 816-881-4601 before May 4, 2007.

A change will be made only if you can demonstrate that the 2007 estimated market value does not reflect your property's true value in money. An appeal can result in an increase, decrease or no change in assessed valuation. During your Assessor hearing, appraisers will only discuss market value, classification and/or use (or in the case of agricultural land - the appropriate value of that land according to the grades published by the Missouri State Tax Commission).

If you are not satisfied with the valuation of your property, you may appeal to the Jackson County Board of Equalization. A Board appeal must be filed on or before the third Monday in June, (June 18, 2007) as stated in Sec. 137.875 R.S.Mo. An appeal to the Board may result in an increase, decrease or no change in valuation.

Your tax bill will be calculated based on the following general formula:

Market Value		Classification Percent	Assessed Value		Levy-based on "Per Hundred" of Assessed Value	Tax Bill
\$ Value	X	12% Agric. & Hortic.	= \$ Value	X	\$ Levy =	\$ Taxes
\$ Value	X	19% Residential	= \$ Value	X	\$ Levy =	\$ Taxes
\$ Value	X	32% Commercial	= \$ Value	X	\$ Levy =	\$ Taxes

For your information, the market value of property subject to tax abatement in Jackson County is:
Chapter 137, R.S.Mo. = \$ 0 Chapter 99, R.S.Mo. = \$ 972,452,756 Chapter 353, R.S.Mo. = \$ 1,182,449,052
Lists of specific abated properties are available at the Kansas City and Independence Courthouses.

September 10, 2007

Kansas City Power & Light Article # 7006 0810 0004 8500 6001
P.O. Box 418679
Kansas City, MO 64141-9679

To Whom It May Concern:

My account number is 9038-84-0014, representing service for my residence at 1306 Manheim Road, KCMO 64109. I mailed a certified letter to you on August 21, 2007 which outlined how and when I found out that KCP&L has been fraudulently charging me the commercial (business) rate for electrical service at my residence for nearly 30 years. I have a signed receipt indicating that this letter was received on 8/22/07. I contacted the customer call center on 9/7/07 to inquire about what actions KCP&L had taken or intended to take regarding the situation. I was told that nothing had been done; as of September 7, 2007, I was still being charged the commercial rate. I talked with Stacy M. who identified herself as a Supervisor in the Call Center. She told me that while she had the letter, the attachment which identified my address as a residence was not found and 'may have been lost in the mail room.' I am resending the entire letter of 8/21/07 with its attachment. Again, I note that it is interesting that I have been requested to prove that my address is a residence since there could not have been proof required that it was a business when that rate was wrongfully imposed.

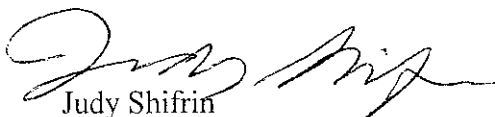
I am requesting the following:

1. Immediate correction to the residential rate so that all electrical service at my address is charged at the proper rate that it should have been all along.
2. A refund, to include appropriate inflationary adjustment and applicable interest, of the overpayment that is due to me for the fraudulent charges that I have dutifully paid every month to KCP&L since 1978.
3. The name, title, address and phone number of a point of contact at KCP&L for future correspondence on this issue.

I am providing you an opportunity to correct the decades-long error on your part without having to pursue legal action. However, I have consulted with an attorney and am willing to pursue litigation.

Please respond to me with your intentions/actions by September 24, 2007.

Sincerely,


Judy Shifrin

August 21, 2007

Kansas City Power & Light Article # 7004 1350 0005 0806 6489
P.O. Box 418679
Kansas City, MO 64141-9679

To Whom It May Concern:

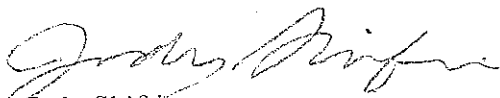
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Your representative told me that I would have to "prove" that this is a residence, which is interesting since there could not have been proof required that it was a business when that rate was wrongfully imposed. However, I am enclosing my current Property Assessment Notice - what she indicated would serve as proof. Note that my address is a residence.

I am writing to tell you that first, I want this corrected immediately so that all electrical service for my residence is charged at the proper residential rate that it should have been all along. Second, I request a refund of the overpayment that is due to me for the fraudulent charges that I have dutifully paid every month to KCP&L since 1978. From my own calculations, this is a substantial amount of money.

I would like to give you this opportunity to correct the decades-long error on your part without having to pursue legal action. However, I have consulted with an attorney and am willing to pursue litigation if necessary. Please respond to me with your intentions/actions by September 7, 2007.

Sincerely,


Judy Shifrin

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REASSESSMENT NOTICE

ASSESSMENT DEPARTMENT

Jackson County Courthouse
415 E. 12th Street, Suite 100M
Kansas City, MO 64106-2752

136664


PARCEL: 30-120-25-04-00-0-00-000

SHIFREN JUDITH
1306 MANHEIM ROAD
KANSAS CITY, MO 64109



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Lists of specific abated properties are available at the Kansas City and Independence Courthouses.

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. <input checked="" type="checkbox"/> Print your name and address on the reverse so that we can return the card to you. <input checked="" type="checkbox"/> Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Signature <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes if YES, enter delivery address below: <input type="checkbox"/> No</p>
<p>1. Article Addressed to:</p> <p style="font-size: 1.2em; margin-left: 20px;">KCP+L PO Box 418679 KCMO 64141-9679</p>	<p>3. Service Type</p> <p><input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
<p>2. Article Number (Transfer from service label) <u>7004 1350 0005 0806 6489</u></p>	
<p>PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-P-4081</p>	

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
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<p>1. Article Addressed to:</p> <p style="font-size: 1.2em; margin-left: 20px;">KCP+L P.O. Box 418679 KCMO 64141-9679</p>	<p>3. Service Type</p> <p><input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
<p>2. Article Number (Transfer from service label) <u>7006 0810 0004 8500 6001</u></p>	
<p>PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-P-4081</p>	

September 19, 2007

Judy Shifrin
1306 Manheim Rd
Kansas City, MO 64109-2714

Dear Judy Shifrin:

Kansas City Power & Light recently determined that the electric service at the address above is currently being billed on the General Service Commercial Rate of 1SGSE. This rate is only available for commercial premises with electric service measured by one meter.

The above address is being served through a single meter; however, the correct rate for the type of service at this location is the Residential Service Rate of 1RS1A. Therefore, the rate has been changed to reflect the correct rate and the enclosed bills have been reissued using that rate for the period from September 6, 2002 to September 6, 2007.

If you have any questions, please contact the Customer Care Center at 816-471-KCPL, (816-471-5275). Our Customer Care Representatives are available 7:00 a.m. to 7:00 p.m., Monday through Friday, excluding holidays. Thank you.

Kansas City Power & Light Company
Billing Services Department

Account Number: 9038-84-0014

Prepared By: ewb

enclosure

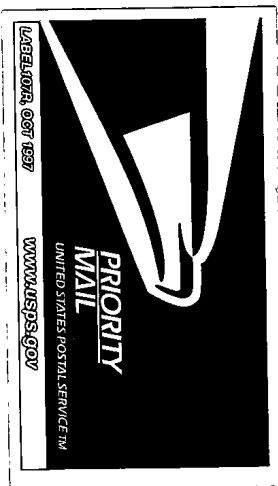
Judy Shifrin
1306 Marhewin Rd
KC, MO 64109

CERTIFIED MAIL™

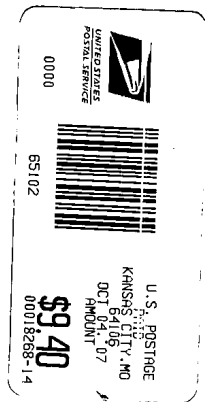
7006 0810 0004 6500 1334



RETURN RECEIPT
REQUESTED



Secretary of the MO Public Service Commission
Attn: Data Center
P.O. Box 360
Jefferson City, MO
65102-0360



65102

\$9.40