

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

FEB 26 2010

Name: REBECCA J. SCHMIDT
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: KCP&L Co.
Respondent

COMPLAINT

Complainant resides at 1209 N. LYNE
(address of complainant)

RAYMORE MO. 64083

1. Respondent, Kansas City Power & Light Co
(company name) KCMO 64141
of ONE Kansas City Place, 1200 Main is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

ON JAN 21 2010
shut us off anyway
I have witnessed
That when the man came and shut my electricity off, I told him I had no car to leave, to go somewhere it was warm and that I had an 11 yr old child in the home and also that I had no phone to even call someone to come and get us. It was very cold and snow on the ground and we stayed for 3 days my son and I in the cold & dark. The owner of the house which is my child's dad, Michael Smith turned the meter back on. I told him not to. I payed the cold weather amount to get on payment plan and when they came to turn back on they just retagged the meter but didn't turn it back on. I am responsible for ~~the~~ the actual metered bill, Not

3. The Complainant has taken the following steps to present this complaint to the Respondent:

tampering

I EVEN CHANGED MY NAME, Michael had me AS REBECCA Smith NOT SCHMIDT to SPEAK ON BEHALF OF THE BILL. SO IN ORDER TO GET HELP FROM WEST CENTRAL COMMUNITY ACTION CENTER, I had to change my NAME ON THE ACCOUNT. NOW THEY ARE MAKING ME RESPONSIBLE FOR THE 1500.00 TAMPERING FEE, THAT WAS 1200.00 THEY RAISED IT TO 1500.00. SINCE THEN MY WATER PIPES HAVE BROKE, MY ~~WATER~~ WATER HEATER IS FROZEN AND SOME OF MY PERSONAL BELONGINGS HAVE BEEN DESTROYED, AND MY WASHING MACHINE BROKE BECAUSE OF THE WATER PIPES BREAKING, BECAUSE OF THE ELECTRICITY BEING OFF. ALSO ON 1-28-2010 MICHAEL SMITH TRIED TO COMMIT SUICIDE IN MY BACK YARD AND I CURRENTLY AM TRYING TO GET A RESTRAINING ORDER ON HIM, SO HE DOESN'T CAUSE ME MORE GRIEF.

WHEREFORE, Complainant now requests the following relief:

THAT MICHAEL ALLEN SMITH BE HELD RELIABLE FOR TAMPERING FEES NOT ME. MY ELECTRICITY BE RESTORED, I'VE ALREADY PAID 700.00 TOWARD COLD WEATHER PLAN. AND THE DAMAGES TO MY HOME IE: BROKEN WATER PIPES, AND FROZEN HOT WATER HEATER DUE TO ELECTRICITY BEING SHUT OFF IN THE FREEZING COLD. THE ORIGINAL BILL WAS 1700.00 I PAID 700.00 THE SAY IT STILL 1500.00 NOT COUNTING TAMPERING FEES

2-18-2010

Date

Rebecca J. Schmidt

Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.