

**From:** Rebecca Shepherd [<mailto:mssluciousb@yahoo.com>]

**Sent:** Tuesday, June 04, 2013 4:27 PM

**To:** EFIS Messenger; Thompson, Kevin; [lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com); [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov); [roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com); GCO/Chief Staff Counsel - Service; Voss, Cheryl\*; Jordan, Daniel; Steck, Deborah; Vaught, Dianna; Fred, Gay; Dodson, Jan\*; Wheeler, Janet; Luebbert, Jessica; Borgmeyer, John; Harden, Joshua; Finnell, Kay\*; Happy, Kim\*; Myers, Leslie; Hughes, Mark\*; Anderson, Melissa; Woodruff, Morris; Williams, Nathan; Lewis, Rachel; Wiles, Sharon; [nicole.wehry@kcpl.com](mailto:nicole.wehry@kcpl.com); [tracy.fuson@kcpl.com](mailto:tracy.fuson@kcpl.com); [call4ACTION@kshb.com](mailto:call4ACTION@kshb.com); [msboss lady2@gmail.com](mailto:msboss lady2@gmail.com); m bonny

**Subject:** Re: Notification For Case: EC-2013-0024

Attached you will find evidence of disparaging KCPL balance reports. And a letter denying assistance!

As I stated prior to this email I feel seriously that we are in a position of EXTREME'S....KCPL is hindering resolution of the current DISCONNECTION by changing the balance from \$891.00 on May 21st to now in excess of \$2,000 . This limits any possibility of assistance that WE would qualify with a HOUSEHOLD monthly income of \$1,826 both from DISABILITY and Social Security. We state that the strategic placement of the incorrect amount on the ACCOUNT one if not two agencies have already refused to help. It is our concern that UCCA is now inadvertently participating in RETALIATION . When the balance given on the 21st was 891.90 we had some chance of assisting , now with the added expense of being outside of the HOME and the current bills we are being FORCIBLY HINDERED into submission. We will not be deterred. We maintain that something is WRONG very wrong with BILLING and the way we are being handled in this dispute. We agree that PROTESTING BY NOT PAYING A BILL may not be the SMARTEST strategy it was all I HAD...I stand by that decision to never walk away when INJUSTICE is apparent to me! I remain undeterred and ask that all RETALIATION cease and we approach a compromise that is reasonable and just. ANSWERS to Questions about BILLING in the 3rd District in general and QUESTIONS about DISCONNECTION Policies that are slanted to work for some but not for African Americans that are POOR and DISABLED. We intend to honor the \$300 payment plan from here on ....we do not expect to be PUNISHED like a disobedient child who go the

best of the BIG GUYS and refused to back down. A compromise would be most affiable at this time! We seek that in the way of a reasonable amount to reconnect .....NOT with standing the judgement of pending court proceedings.

Rebecca J. Shepherd

MsBee in KC

BLESSINGS ON YOUR HOUSE!

**From:** Rebecca Shepherd <[mssluciousb@yahoo.com](mailto:mssluciousb@yahoo.com)>

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**Sent:** Wednesday, May 22, 2013 12:02 PM

**Subject:** Re: Notification For Case: EC-2013-0024

I have received verbal that no such compromise is being offered doesn't seem fair or humane but OK...so Now I see my balance has increased yet again.....by tomorrow AM my payment should appear. If I am hindered from receiving assistance because the balance is not reflecting payment or the amount gets higher and higher making it impossible for us to Secure other housing or to pay out this ENORMOUS balance. We "Perceive" this as RETALIATION for Filing a complaint in the first place...DISCRIMINATION and COERCION as we are in the RED LINE district of KCMO billing status , for the consistent and systematic PROFILING of Minorities and Impoverished customers....and will be filing in FEDERAL court on

Friday AM . We are aware that we may not be reflective of A1 credit we are POOR and DISABLED and IN a blighted neighborhood. Sad that KCPL can be so hated by its customers and remains impervious to any of its POOR CUSTOMER SERVICE procedures and Collection practices that resemble MAFIA tactics. Let it be so noted that we perceive any other action taken on our part to be totally ADVERSARIAL and all means and methods to GIVE AWARENESS to the COMMUNITY both PUBLICLY and in Private to PROTEST, REPORT and EXPOSE KCPL practices will resume.

Respectfully,  
Rebecca Shepherd  
MsBee in KC

**BLESSINGS ON YOUR HOUSE!**

**From:** Rebecca Shepherd <[mssluciousb@yahoo.com](mailto:mssluciousb@yahoo.com)>

**To:** "[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)" <[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)>; "[kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov)" <[kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov)>; "[lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com)" <[lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com)>; "[opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov)" <[opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov)>; "[roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com)" <[roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com)>; "[staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov)" <[staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov)>; "[cherlyn.voss@psc.mo.gov](mailto:cherlyn.voss@psc.mo.gov)" <[cherlyn.voss@psc.mo.gov](mailto:cherlyn.voss@psc.mo.gov)>; "[daniel.jordan@psc.mo.gov](mailto:daniel.jordan@psc.mo.gov)" <[daniel.jordan@psc.mo.gov](mailto:daniel.jordan@psc.mo.gov)>; "[deborah.steck@psc.mo.gov](mailto:deborah.steck@psc.mo.gov)" <[deborah.steck@psc.mo.gov](mailto:deborah.steck@psc.mo.gov)>; "[dianna.vaught@psc.mo.gov](mailto:dianna.vaught@psc.mo.gov)" <[dianna.vaught@psc.mo.gov](mailto:dianna.vaught@psc.mo.gov)>; "[gay.fred@psc.mo.gov](mailto:gay.fred@psc.mo.gov)" <[gay.fred@psc.mo.gov](mailto:gay.fred@psc.mo.gov)>; "[jan.dodson@psc.mo.gov](mailto:jan.dodson@psc.mo.gov)" <[jan.dodson@psc.mo.gov](mailto:jan.dodson@psc.mo.gov)>; "[janet.wheeler@psc.mo.gov](mailto:janet.wheeler@psc.mo.gov)" <[janet.wheeler@psc.mo.gov](mailto:janet.wheeler@psc.mo.gov)>; "[jessica.luebbert@psc.mo.gov](mailto:jessica.luebbert@psc.mo.gov)" <[jessica.luebbert@psc.mo.gov](mailto:jessica.luebbert@psc.mo.gov)>; "[john.borgmeyer@psc.mo.gov](mailto:john.borgmeyer@psc.mo.gov)" <[john.borgmeyer@psc.mo.gov](mailto:john.borgmeyer@psc.mo.gov)>; "[joshua.harden@psc.mo.gov](mailto:joshua.harden@psc.mo.gov)" <[joshua.harden@psc.mo.gov](mailto:joshua.harden@psc.mo.gov)>; "[kay.finnell@psc.mo.gov](mailto:kay.finnell@psc.mo.gov)" <[kay.finnell@psc.mo.gov](mailto:kay.finnell@psc.mo.gov)>; "[kim.happy@psc.mo.gov](mailto:kim.happy@psc.mo.gov)" <[kim.happy@psc.mo.gov](mailto:kim.happy@psc.mo.gov)>; "[leslie.myers@psc.mo.gov](mailto:leslie.myers@psc.mo.gov)" <[leslie.myers@psc.mo.gov](mailto:leslie.myers@psc.mo.gov)>; "[mark.hughes@psc.mo.gov](mailto:mark.hughes@psc.mo.gov)" <[mark.hughes@psc.mo.gov](mailto:mark.hughes@psc.mo.gov)>; "[melissa.anderson@psc.mo.gov](mailto:melissa.anderson@psc.mo.gov)" <[melissa.anderson@psc.mo.gov](mailto:melissa.anderson@psc.mo.gov)>; "[morris.woodruff@psc.mo.gov](mailto:morris.woodruff@psc.mo.gov)" <[morris.woodruff@psc.mo.gov](mailto:morris.woodruff@psc.mo.gov)>; "[nathan.williams@psc.mo.gov](mailto:nathan.williams@psc.mo.gov)" <[nathan.williams@psc.mo.gov](mailto:nathan.williams@psc.mo.gov)>; "[rachel.lewis@psc.mo.gov](mailto:rachel.lewis@psc.mo.gov)" <[rachel.lewis@psc.mo.gov](mailto:rachel.lewis@psc.mo.gov)>; "[sharon.wiles@psc.mo.gov](mailto:sharon.wiles@psc.mo.gov)" <[sharon.wiles@psc.mo.gov](mailto:sharon.wiles@psc.mo.gov)>; "[nicole.wehry@kcpl.com](mailto:nicole.wehry@kcpl.com)" <[nicole.wehry@kcpl.com](mailto:nicole.wehry@kcpl.com)>; "[tracy.fuson@kcpl.com](mailto:tracy.fuson@kcpl.com)" <[tracy.fuson@kcpl.com](mailto:tracy.fuson@kcpl.com)>

**Sent:** Wednesday, May 22, 2013 11:18 AM

**Subject:** Re: Notification For Case: EC-2013-0024

I recently made a payment in the amount of \$1000 more than half of the balance due...leaves me with \$273.00 to live off of after other expenses of this case. I am currently in Contact with USCAA and Metropolitan Lutheran Ministry and Salvation Army with regards to energy assistance under LIHEAP . We would ask for a stay and remand for the 891.80 pending Energy Assistance and suspend SHUT OFF for May 24th in good faith of the dispensation of this case not withstanding. Until at least til June

3rd when another payment will not place the household in further distress.

Respectfull,

Rebecca Shepherd & Emma Mc Farlin

MsBee in KC

**BLESSINGS ON YOUR HOUSE!**

**From:** "[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)" <[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)>

**To:** [kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov); [lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com); [mssluciousb@yahoo.com](mailto:mssluciousb@yahoo.com); [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov); [roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com); [staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov); [cherlyn.voss@psc.mo.gov](mailto:cherlyn.voss@psc.mo.gov); [daniel.jordan@psc.mo.gov](mailto:daniel.jordan@psc.mo.gov); [deborah.steck@psc.mo.gov](mailto:deborah.steck@psc.mo.gov); [dianna.vaught@psc.mo.gov](mailto:dianna.vaught@psc.mo.gov); [gay.fred@psc.mo.gov](mailto:gay.fred@psc.mo.gov); [jan.dodson@psc.mo.gov](mailto:jan.dodson@psc.mo.gov); [janet.wheeler@psc.mo.gov](mailto:janet.wheeler@psc.mo.gov); [jessica.luebbert@psc.mo.gov](mailto:jessica.luebbert@psc.mo.gov); [john.borgmeyer@psc.mo.gov](mailto:john.borgmeyer@psc.mo.gov); [joshua.harden@psc.mo.gov](mailto:joshua.harden@psc.mo.gov); [kay.finnell@psc.mo.gov](mailto:kay.finnell@psc.mo.gov); [kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov); [kim.happy@psc.mo.gov](mailto:kim.happy@psc.mo.gov); [leslie.myers@psc.mo.gov](mailto:leslie.myers@psc.mo.gov); [mark.hughes@psc.mo.gov](mailto:mark.hughes@psc.mo.gov); [melissa.anderson@psc.mo.gov](mailto:melissa.anderson@psc.mo.gov); [morris.woodruff@psc.mo.gov](mailto:morris.woodruff@psc.mo.gov); [nathan.williams@psc.mo.gov](mailto:nathan.williams@psc.mo.gov); [rachel.lewis@psc.mo.gov](mailto:rachel.lewis@psc.mo.gov); [sharon.wiles@psc.mo.gov](mailto:sharon.wiles@psc.mo.gov); [mssluciousb@yahoo.com](mailto:mssluciousb@yahoo.com); [nicole.wehry@kcpl.com](mailto:nicole.wehry@kcpl.com); [tracy.fuson@kcpl.com](mailto:tracy.fuson@kcpl.com)

**Sent:** Tuesday, May 21, 2013 10:38 AM

**Subject:** Notification For Case: EC-2013-0024

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**Notice a submission in EC-2013-0024**

**Title of Submission:** Email Regarding Payment - Redacted

**Style of Case:** Emma J. McFarlin and Rebecca Shepherd, Complainants v. Kansas City Power & Light Company, Respondent

**Company Name(s):** Rebecca Shepherd-(All)

**Type of Filing:** Other

**Date Filed:** 5/21/2013 **Time:** 10:37:59 AM

**Please be advised that the Commission reserves the right to refuse or reject filings that contain deficiencies.**