

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

In the Matter of	)	
Veolia Energy Kansas City, Inc. for Authority to	)	<b><u>File No. HR-2011-0241</u></b>
File Tariffs to Increase Rates.	)	

**SECOND COMPLAINT REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (Staff), by and through the undersigned counsel, and in response to the Commission's *Order Setting Procedural Schedule, Notice of Hearing and Order Directing Notice (Order)*, files the Staff's *Second Complaint Report* respectfully stating the following:

1. On May 2, 2011, the Commission issued its *Order* directing the Staff to file a second complaint report by September 16, 2011. The Commission directed that within the report the Staff identify and describe all complaints, formal or informal, filed against Veolia Energy Kansas City, Inc. (Veolia), for the period between the filing of this current rate case, April 22, 2011, through the date of the second complaint report, September 16, 2011.

2. The Staff's Consumer Services Department Manager, Carol Gay Fred, completed a search within the Commission's Electronic Filing and Information System for the period directed by the Commission and found no formal or informal complaints against Veolia.

**WHEREFORE**, the Staff submits its *Second Complaint Report* to the Commission.

Respectfully submitted,

**/s/ Jennifer Hernandez**

Jennifer Hernandez

Associate Staff Counsel

Missouri Bar No. 59814

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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed or hand-delivered, transmitted by facsimile or by electronic mail to all counsel of record on this 16<sup>th</sup> day of September 2011.

**/s/ Jennifer Hernandez**