

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Veolia Energy Kansas City,)
Inc. for authority to File Tariffs to Increase)
Rates.)

File No. HR-2011-0241

STAFF’S FIRST COMPLAINT REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through Staff Counsel’s Office, and for in response to the Commission’s *Order Setting Procedural Schedule, Notice of Hearing and Order Directing Notice*, files its *First Complaint Report* respectfully states as follows:

1. On May 2, 2011, the Commission issued its *Order* directing Staff to file a *First Complaint Report* identifying and describing all complaints, formal or informal, filed against the utility from the period between the approval of the Veolia Energy Kansas City, Inc. (Veolia, f/k/a Trigen Kansas City Energy Corporation) last rate increase through the filing of this report.

2. Staff’s Consumer Service Department Manager, Carol Gay Fred, did an EFIS search from January 1, 2008 through the current date. (See Attached Affidavit of Gay Fred). Veolia did not have any formal or informal complaints filed with the Commission.

WHEREFORE, Staff submits its First Complaint Report to the Commission.

Respectfully submitted,

/s/ Jaime N. Ott

Jaime N. Ott

Assistant Staff Counsel

Missouri Bar No. 60949

Attorney for the Staff of the
Missouri Public Service Commission

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 10th day of May, 2011.

/s/ Jaime N. Ott

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AFFIDAVIT OF CAROL GAY FRED

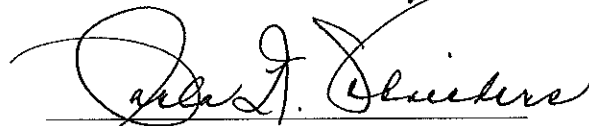
STATE OF MISSOURI)
)
COUNTY OF COLE) ss.

Carol Gay Fred of lawful age, on her oath states: that she has reviewed File No. HR-2011-0241 and found no complaints, formal or informal, filed against Veolia Energy Kansas City, Inc. for the years of 2008–2011, and that she has knowledge of the matters set forth in such answers; and that such matters are true and correct to the best of her knowledge and belief.



Carol Gay Fred

Subscribed and sworn to before me this 10th day of May, 2011.



Notary Public

CARLA K. SCHNIEDERS
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: August 25, 2012
Commission Number: 08533187