

FILED  
August 9, 2007  
Missouri Public  
Service Commission

VS.

Case No.

Company Name: Aquila Respondent

Complainant resides at 841 W. 71<sup>st</sup> Terrace  
(address of complainant)  
Kansas City, Mo. 64114

1. Respondent, 4, "Aguila" \_\_\_\_\_  
(company name)  
of Liberty \_\_\_\_\_, 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:

Please see attached copy.

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

Aquila was contacted in July of 2006 and a complaint was made regarding the over charge of usage due to the fact of the number of days we were out of the plant. They stated the bill was consistent with a year ago that time so there was nothing they could do. When I received the July billing I contacted them again as we had taken great lengths to unplug anything that was connected to an outlet as we were out of the plant 3 wks. of the next billing. The bill only went down \$20. I contacted Aquila again and after repeated conversations and coming out they finally agreed to change the meter out on Aug 17<sup>th</sup> 2006. I've had repeated conversations with them following this time with no resolution.

WHEREFORE, Complainant now requests the following relief:

We've had the new meter for almost 1 year. We're asking that this monthly usage be compared as they do to show the discrepancy in the billing and the difference be credited or paid back to the Robert Burdette Corporation for the months of July 2005 to Aug. 2006 when compared to Aug. 2006 - Aug. 2007.

8-2-07

Date

Cynthia Rucombe

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.

We are filing a formal complaint due to the overage we've paid since June of 2005 when we took up residence at 17815 Foster Rd, 120. While our electric bill seemed extremely excessive given that we have only one large piece of equipment a press that manufactures our interlocking block that we moved to the plant in June of 2005. We had no reason to question it wasn't correct as we had nothing to compare it with as we'd never had a plant in Missouri prior to that time. It should be noted our only other equipment in the plant was as follows: a couple of air compressors, saw, chargers for forklift, two water heaters, furnace that is used on production days and misc. hand tools.

The last 7 business days of June 2006 we had been out of the plant with our two employees for a building project. This left us with no one working in the plant during that time. We also had given our two employees the following week which was the 4<sup>th</sup> of July off as vacation time so the plant was closed at that time. When I received the bill I was expecting for it to be at least 1/2 of what it had been running and instead it was only about \$150 less than when we were in full production the month before. I contacted Aquila and made a formal complaint disputing the bill that it wasn't possible as we weren't even in the plant 15 of the billings days. The Aquila employee that I spoke with by phone looked up our usage for a year ago and stated that the usage was very similar to one year ago so there was nothing they could do about it, as that is what they use to confirm billing accuracy.

The following month was our trade show month. We were out of the plant for three weeks for state fairs and trade shows. Because of the situation that had just happened we decided during this absence to turn off even the night lighting, unplug the chargers, water heaters and anything else that would plug into an outlet while out of the plant for this period of time. When we received the bill for that pay period it was only \$20 less than the month before. I once again called Aquila and heatedly complained that this was not possible and they agreed to send someone out. When they arrived the gentleman was only prepared to he read the meter and report back the usage. I called in again as I wasn't disputing that they could read a meter and the numbers that were displayed I was disputing that something was drastically wrong with the meter itself. I continued to call and they came out checked things over and agreed to switch out the meter, of which they did on Aug. 17<sup>th</sup>, 2006. We also had an independent electrician come out during this time and put a meter on all of our equipment and he stated that even if we ran everything we had 24 hrs. a day and 7 days a week it wouldn't come up to the usage we were being charged.

The average monthly usage from July 2005 to Aug. 12<sup>th</sup> 2006 was approximately 12,830 and the demand average was 47.8. After they changed the meter on Aug. 17, 2006 to the last billing which was 7/13/07 the average monthly usage is approximately 2,712 and the demand average is 22.61.

Aquila has responded that their equipment is not at fault and the reason that there has been such a discrepancy since they changed the meter on the 17<sup>th</sup> of August, is that we have removed equipment after they changed the meter and that is why it is so much less. It should be noted that we have only ever had one press, and the equipment that has already been listed above. If nothing else we added equipment during that first year and a half but to remove anything that we started with would mean that we no longer have a business at 17815 Foster Rd, 120 of which I can assure you we do and our business has doubled in volume since the prior year.