

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

Name: Robert Burdette Corp. )  
Complainant )  
vs ) Case No.  
Company Name: Aquila )  
Respondent )

**COMPLAINT**

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

1. Respondent, Aquila of Liberty Missouri, is a public utility under the jurisdiction of the  
(company name) (location of company)  
Public Service Commission of the State of Missouri.

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

Robert Burdette Corp. consists of a manufacturing plant making interlocking concrete blocks at our location 17815 Foster Rd., 120 Liberty Missouri.

In June of 2006 we had our two employees on site at a project outside of the plant setting up a sign. Due to this fact, we were out of the plant from the 10<sup>th</sup> of June till the end of the month. Because we were shut down inside the plant we were looking for our bill to be drastically reduced. The bill we received on the 16<sup>th</sup> of July which represented the reading from June 9<sup>th</sup> to July 12<sup>th</sup> was only approximately \$150 less than the month before even though we were not in the plant for half of the billing period. The previous month we used 13179 kWh and were charged \$1233.24 and the next month with being shut down for two of the four billing weeks, our bill only dropped to \$1085.53 and still showed we used 10955 kWh.

This was the first opportunity that I had any reason to question that we were being overcharged as I had nothing to compare it prior to that time. I made a call to Aquila to complain that this couldn't possibly be correct due to the fact we weren't even in the plant two of the 4 weeks billed. Aquila's response was that the higher summer charges came into effect during this billing period which is why we didn't see much of a drop in the amount we were to pay. They also looked back historically and stated our usage was similar so there was nothing they could do.

During the month of July and August once again we were to be out of the plant 10 working days of the billing period for trade shows. Since Aquila was totally uncooperative in responding to the significant billing challenge considering our absence from the plant in June, we decided to be more deliberate in our actions to insure that during our two week absence that nothing would be engaged at the plant. We made sure that lights, chargers, water heaters and anything that was plugged in was disconnected. We were confident that given that everything was disconnected, our bill would be somewhere around \$250 dollars. When we received the bill it was \$25 less than the month before. For the billing period of July 12, 2006 thru August 9, 2006 it showed we used 11209 kWh and we were again billed \$1053.83

After repeated phone calls discussing with Aquila that this was not possible and that we were demanding that someone come and check the meter. They sent someone out the following day of which when I met him at the plant he read the meter and said that was all he was supposed to do and had no tools with him to do otherwise. I called again and complained to numerous individuals asking for supervisors to come out and do a thorough check of the meter as it was not

possible for us to use this kind of kWh and be gone two weeks of the billing period. We also had an independent electrician come out and meter all of our equipment. According to Aquila we must have shorts that we were unaware of so the electrician made sure that this was not the case. Our equipment checked out fine and after the review of the metering it was the electrician's deduction that even if we had every piece of equipment running that we had 24 hours a day/ 7days a week we couldn't use that amount of kWh or the demand charge that registered each month.

Once again I made a demand for someone to come out and check the equipment of which they put a monitoring device and once again they said no problems. After numerous heated discussions they agreed to change out the meter of which they did on August 17, 2006.

Prior to changing out the meter which is represented by the 12 months that included the entire time we had been in business at this location, our average demand was 55.68 and kWh usage was 13,971.66. After the meter was changed out, the next 12 months showed a demand average of 24.61 and monthly 2415 kWh usage.

It should be noted that after Aquila changed the meter, and there was such a dramatic drop in usage their first response was that we'd forgotten and removed equipment from our plant after they changed it out. They then came back to us and said we needed to establish a pattern and when the bills and usage remained low they told us their testing back in their shop showed no problem with their equipment. I can only say that we can verify that not only have we not removed any equipment but have added additional pieces of equipment during this past year. At one point the supervisor did ask me if we had a multiplier on the meter. When I questioned him regarding what that was and what that meant his comment was we couldn't have had one on your meter, I just misspoke.

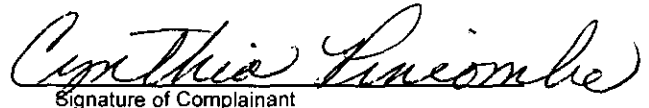
3. Complainant has taken the following steps to present this complaint to the Respondent: Aquila was contacted in June of 2006 and a complaint was made regarding the over charge of usage. This complaint was based upon the fact that we had the plant shut down for two of the four weeks of the billing period. They stated the bill was consistent with a year ago so there was nothing they could do. When I received the July billing I contacted them again as we had taken great length to unplug anything that was connect to an outlet as we were out of the plant for trade shows 3 weeks of the next billing. The bill only went down approximately \$50. I contacted Aquila again and after repeated conversations and coming out a couple of times they agreed to change the meter out on August 17<sup>th</sup> 2006. I've had repeated conversations with them since August of 2006 with no resolution and I'm now making a demand for mediation regarding this matter.


WHEREFORE, Complainant now requests the following relief:

We've had the new meter for 1 year now. We're asking that this monthly usage for the past year (August 2006-August 2007) be compared to the 12 months in question (July 2005-August 17<sup>th</sup> 2006) and a credit be paid to the Robert Burdette Corporation for the difference that was charged during the first year we were in business at this location. By their own standards they compare one year's month to that same month in another year to determine its accuracy. We would like that same consideration when it is their own meter that replaced their meter that we had complained emphatically could not be accurate.

September 4, 2007

Date

  
Signature of Complainant

 MOBAC#40835  
Signature of Attorney