

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Tonia B. Holmes,)
)
Complainant,)
)
v.)
)
KANSAS CITY POWER)
& LIGHT COMPANY)
1200 Main Street)
Kansas City, MO 64105)
CERTIFIED MAIL)
)
Respondent.)

File No. EC-2010-0184

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILINGS

Issue Date: December 16, 2009

Effective Date: December 16, 2009

The Commission is giving notice of a complaint and contested case, and directing the parties to make certain filings.

On December 16, 2009, Tonia B. Holmes filed a complaint. The complaint alleges that Kansas City Power & Light Company billed her improperly. The filing of a complaint requires the Commission to set a hearing.¹ The requirement of a hearing on such issues signifies a contested case.² A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities and a decision without a hearing,³ including by stipulation and agreement.⁴

¹ Section 386.390.5, RSMo 2000.

² Section 536.010(4), RSMo Supp. 2008.

³ Section 536.060, RSMo 2000.

⁴ 4 CSR 240-2.115.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a request for mediation, the Commission may suspend the schedule set forth in this order.

THE COMMISSION ORDERS THAT:

1. Kansas City Power & Light Company shall file an answer to the complaint no later than January 15, 2010.
2. The Commission's Staff ("Staff") shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than February 5, 2010.
3. This order is effective immediately upon issuance.

BY THE COMMISSION



**Steven C. Reed
Secretary**

(S E A L)

Daniel Jordan, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 16th day of December 2009.