

Craig Birmingham Jr
406 Hawthorne Dr
Belton MO 64012

Dear Sir:

My name is Craig Birmingham. I am Missouri Public Service Commission
with four children. I work for the
Post office for almost 11 years. I
work hard every day to take care of
my family. My family is a one income
family, my wife does not work. I am
filing this Complaint for unfair practice
by KCP + L Electric Company. I purchased
my house in July of 2010, I had a
Zero balance when my level pay plan was
set up. I was told that I would have
to pay \$99.00 per month. I stick to
the plan for a year. Then in November of
2011 I get a bill that the payment due
was \$379.00. I am not an expert on
how to read the KCP + L bill statement,
all I did was pay the due payment which
was \$199.00 every month. All of a sudden
out of the clear blue sky, I've got to
start paying almost 400.00 per month!

How can I keep up payment on my Mortgage?
How can I keep up payment on my water bill?
How can I keep up payment on my Gas Bill?
How can I keep up payment on my Car payment?
This \$379.00 per month electric payment
has totally unsettled my whole household!

This is unfair practice, I was never sent
a warning during the summer, I never was
contacted! I was never made aware that
my payment would be quadrupled! It is
unfair practice during these bad times
of our economy to do something like this!
Even at the post office, all our overtime hours
have been taken away. My house payment
has increased, and now KCP + L has
quadruple my level payment plan! I have
owned homes in the past and I have never,
never, had my level payment plan quadruple!
I am filing this Complaint because of unfair
practice, KCP + L is more like the
Mafia, or the Gestapo in Germany, I
threatening to cut our service off unless
we pay. I would love to pay \$379.00
a month to keep our lights on, but we don't
have ~~the~~ enough money to pay the electric
bill and our other payments. I am trying
to find a part time job but right now
it is hard to get hired for a part time
job! I could understand if my level pay
plan was doubled but quadrupled, it is not
right! This type of KCP + L policy need to
change so that future customers will

not have to go through what me and my
family is going through!

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: Craig Birmingham Sr
Complainant

vs.

Company Name: KCP & L
Respondent

Case No.

COMPLAINT

Complainant resides at 406 Hawthorne Dr
(address of complainant)
Belton MO 64012

1. Respondent, KCP & L
(company name)

of _____,
(location of company), is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

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

Unfair practice and unreasonable rate increase of my level pay plan for \$199.00 to \$379.00 per month. Without clear notice of rate change. Clearly can not afford such a drastic change to my level pay plan payments. I know that KCP & L has the power to do what they want, but it is totally outrageous how KCP & L threatens, pressure and squeeze their Customers to pay only amount they wish on their Customers! It is unfair and it cause financial hardship on my family and my family! If I had \$379.00 per month I would gladly pay, but at this present moment I don't even know how to pay the high monthly level payment plan without losing my car, home, other utilities, it has really disrupt my home hold!

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

Called KC P + L Twice to discuss this outlandish quadruple of my devt pay plan from \$99.00 to \$379.00 and both times I was told to pay or suffer the consequences. ~~They had~~ The representatives were void of compassion or understanding. Times are hard! The economy has been pretty hard on my family!

WHEREFORE, Complainant now requests the following relief:

Requesting for level pay plan to be lowered at a reasonable cost. Would \$200. per month be too low? This would give me and my family a fighting chance to survive.

12-29-11
Date

216-716-4881
Complainant's Phone Number

Cheryl Birmingham Sr
Signature of Complainant
BirminghamCheryl@yahoo.com
Complainant's E-mail Address

Attach additional pages, as necessary.
Attach copies of any supporting documentation.