

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

AUG 4 2009

Missouri Public
Service Commission

Name: ISAAC L COUVENS
Complainant

vs.

Case No.

Company Name: KCP&L
Respondent

COMPLAINT

Complainant resides at 5015 Olive
(address of complainant)
K.C. MO. 64130

1. Respondent, K.C. Pandl
(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:

I have been staying at 5015 Olive since February 2002 paying all bills that KCP&L sent. KCP&L claims that they repaired a meter on November 8, 2008. No one came to my address, or called my house. I did not find out that I had a problem with the meter until May 21, 2009. KCP&L wants back pay from three years ago. I have been making all the payments since moving in. On June 10, 2009 KCP&L called to notify that someone was coming over to check the meter. That morning the technician showed up and checked the meter. My father asked the technician if there was proof that the meter was repaired on November 8, 2008 and the technician said that there was no proof that the meter had ever been repaired. KCP&L wants me to make arrangement on this bill which is not my fault.

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

From:	ISAAC L. COVENS
	5015 Olive St
	KC, MO 641130

TO:	Secretary of the Missouri Public Service Commission ATTN — Data Center P.O. Box 360, Jefferson City, MO 65102-0360
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Handle with Care

