

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of Kansas City Power & Light )  
Company's Request for Authority to ) **File No. ER-2018-0145**  
Implement a General Rate Increase for )  
Electric Service )

In the Matter of KCP&L Greater Missouri )  
Operations Company's Request for Authority ) **File No. ER-2018-0146**  
To Implement a General Rate Increase for )  
Electric Service )

**NOTICE OF EXTRA RECORD COMMUNICATION**

Issue Date: September 13, 2018

On September 12, 2018, the judge issuing this notice received an email with an attachment concerning this file. The email's content was a message from a KCP&L customer, Chris Case, regarding KCP&L's automated e-mail regarding summer billing payment options.

The attachment, a "Need help with summer bills?" automated e-mail directed to KCP&L customers, outlined payment options available to customers regarding summer billing and disconnection changes in the month of September.

To the extent that the email and e-mail attachment is an extra record

communication regarding a pending case, as defined by Commission Rule 4 CSR 240-4.015(7), this notice is given pursuant to Commission Rule 4 CSR 240-4.030(2).

A handwritten signature in blue ink that reads "Michael Bushmann". The signature is written in a cursive style.

Michael Bushmann  
Senior Regulatory Law Judge

Dated at Jefferson City, Missouri,  
on this 13<sup>th</sup> day of September, 2018.

**From:** [Bushman, Michael](#)  
**To:** [Koenigsfeld, Christine](#)  
**Subject:** FW: "Need help with summer bills" email fail.  
**Date:** Thursday, September 13, 2018 9:21:21 AM  
**Attachments:** [Need help with summer bills.msg](#)

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**From:** Case, Christopher [mailto:Christopher.Case@Haldex.com]  
**Sent:** Wednesday, September 12, 2018 2:22 PM  
**To:** custserv@kcpl.com  
**Cc:** basshamzu@aol.com; terry.bassham@kcpl.com; heather.humphrey@kcpl.com; lori.wright@kcpl.com; Mark.Ruelle@kcpl.com; mollie.carter@kcpl.com; Charles.Chandler@kcpl.com; gary.forsee@kcpl.com; scott.grimes@kcpl.com; Richard.Hawley@kcpl.com; Thomas.Hyde@kcpl.com; Anthony.Isaac@kcpl.com; Sandra.Lawrence@kcpl.com; Ann.Murtlow@kcpl.com; john.sherman@kcpl.com; Sandra.Price@kcpl.com; Carl.Soderstrom@kcpl.com; PSC Info (Public Info Email Address) - PSC; Hall, Daniel; Kenney, Bill; Rupp, Scott; Coleman, Maida; Silvey, Ryan; Voss, Cheryl; King, Contessa; Kliethermes, Robin; Dietrich, Natelle; Brueggemann, Shelley; Wilson, Loyd; public.affairs@kcc.ks.gov; fcip@kcc.ks.gov; Bushmann, Michael  
**Subject:** 'Need help with summer bills' email fail.

Dear KCP&L Board Members,

I'm sure the Board Members of KCP&L/Evergy/Westar Monopoly have held many meetings recently on how to respond to the recent backlash and petition from customers on the exponentially higher bills. So, after all those meetings, your response is sending out an email insulting your customers intelligence, by just 'explaining' why the bills are so much higher. You gave no sacrifice, and gave no ground! Instead, you blame Mother Nature and the payment plan?! Really?! If weather was the issue, then why haven't I seen such a drop or rise in charges in milder or hotter summers? How is a 4 month payment plan going to help, if after those 4 months, we then will have to figure out a way to pay the last 4 months, with even more increases coming?!

If you want to show you care, or at least act like you do, then announce a 'pull back' of the even more increases you're about to impose on customers, or do what used to happen and announce a decrease! Or, some of you could not take such high, ridiculous bonuses... (but, we know that is never an option,) since every decision you guys make revolves around how it will affect your bonuses. I won't even get into lobbying and the commission members.

Your excuse for the recent increase is BS, as your company has more than enough capital to cover the investments without up charging consumers to cover it.

Why is it between the years of 2007-2016, only 10 years, there has been **59.8%** worth of rate INCREASES... But the previous 16 years had a combined 10.3% in rate DECREASES?

Friendly advice... next time you have meetings about what, and how to communicate to blue collar citizens that can't afford to pay their bill, don't have a group of out of touch millionaires come up with the game plan.

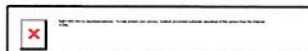
Sincerely,

Chris Case  
KCP&L Customer (not by choice)  
816-785-3528  
[Christopher.Case@haldex.com](mailto:Christopher.Case@haldex.com)

Haldex AB - The information contained in this communication may be confidential, is intended only for the use of the recipient named above or if improperly named, the intended recipient, and may be legally privileged. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender and delete the original message and any copy of it from your computer system

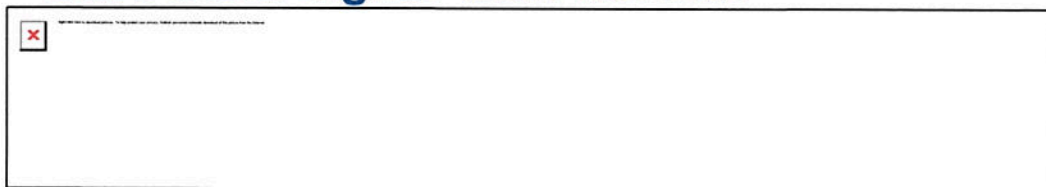
**From:** KCP&L <information@info.kcpl.com>  
**Sent:** Tuesday, September 11, 2018 8:29 PM  
**To:** Case, Christopher  
**Subject:** Need help with summer bills?

[View this email online](#)



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## Some customers recently asked us why bills have been higher than normal.



### We're here to help.

We understand that high bills can be frustrating. **That's why during the month of September, we won't disconnect any residential customers.** However, disconnect letters and phone calls will continue as usual. That way, impacted customers remain aware of balances and can work toward paying them off to avoid disconnection after Sept. 30.

**We're also offering a four-month period to pay your balances.** To participate, please call our Customer Contact Center at **(816) 471-5275** or **(888) 471-5275**. We're available 24/7. However, wait times may be longer than normal, so we ask for your patience as we work to help you as quickly as possible.

### Why are some bills higher than usual?

In the heat of summer, air conditioners work hard to keep homes comfortable. **This year, our region experienced one of its hottest summers in decades,** with more than 50 days of 90+ degree heat. That's more than double the number from this time in 2017! This means electricity usage was up, and that leads to higher bills.

Additionally, some customers who are enrolled in Budget Billing recently received a "true up" to reflect the difference between their monthly Budget Billing amount and the amount due based on actual usage and past due



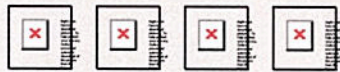
balance from the previous year. This adjustment, coupled with the heat, resulted in higher than normal bills for some of you.

See [kcpl.com/summerheat](http://kcpl.com/summerheat) for more info. You're also welcome to contact us anytime at [custserv@kcpl.com](mailto:custserv@kcpl.com), or visit [kcpl.com/connections](http://kcpl.com/connections) to see what other assistance may be available. Please note that we aren't able to offer extended payment options through these contact methods. If you're interested in a payment option, you may call (816) 471-5275 or (888) 471-5275, and a representative will be glad to assist you.

*Thank you for your patience and understanding as we work together to weather this challenging summer season.*

[LEARN MORE >](#)

6000\_0003



You are subscribed as christopher.case@haldex.com

[Unsubscribe](#) | [Privacy Policy](#)

Email sent by KCP&L

1200 Main St, Kansas City, MO 64105

If you have any questions or need help with this email, please [Contact Us](#).

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**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

**WITNESS** my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 13<sup>th</sup> day of September 2018.



  
Morris L. Woodruff  
Secretary

**MISSOURI PUBLIC SERVICE COMMISSION**

**September 13, 2018**

**File/Case No. ER-2018-0145 and ER-2018-0146**

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***Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).***

*Sincerely,*



**Morris L. Woodruff**  
**Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.