

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

APR 24 2006

Name: Vandora R. Henry
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: KCP&L & Missouri Gas
Respondent

COMPLAINT

Complainant resides at 3811 E. 71st, Kansas City, MO. 64132
(address of complainant)

1. Respondent, KCP&L and Missouri Gas
(company name)
of Kansas City, Missouri
(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:

Initially my eighteen year daughter moved to the location of 3811 E. 71st. She is a full time student at State Fair Community College in Sedalia, MO. She contacted the KCP&L & Missouri Gas, no problem by telephone. However, K&L Water - required for someone to appear in person between 9-4:00, being a student this was not possible. She asked her cousin LaShonda Johnson to go and have it turned on & pay the deposit, until she could return to KC. My Complaint is KCP&L & Missouri Gas received information that the water was left in LaShonda Johnson name and disconnect the electric & power. I, Vandora Henry spoke with KCP&L & Missouri Gas, informed them that I would be moving into the house and taking over responsibility of the leased and all utility bills. Informed that and made arrangement to pay all my children bills, Tatria Henry who is now disabled and Genar Henry - who was incarcerated bills. KCP&L - refused after re-connection & my paying \$470.00 to transfer

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

The bills from N'kira Henry name; which initially that turned
out because she lived on Sedalia for school. Additionally, I
informed them that La Shonda Johnson did not live and have
not lived at the address of "3811 E. 71st" with my daughter
nor I during this entire time. Yet they refused to remove
Ms Johnson billing information and amounts from all the
utilities bills - KCP&L and Missouri Gas. I informed them
of Ms. Johnson Texas telephone number. I don't feel
that I should be held responsible for any bills of
Ms. Johnson, when we never shared a household or
address.

Sincerely,

Vandara L. Henry

3811 E. 71st Street

Kansas City, MO 64132

Daytime 816-435-4715

Evening 816-214-6552