

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUL 20 2012

Missouri Public
Service Commission

Name: Emma J. McFarlin
Complainant

el. Rebecca J. Shepherd
vs.

Company Name: KCPL
Respondent

Case No. C201300099

COMPLAINT

Complainant resides at 3637 Agnes Avenue
(address of complainant)

Kansas City, Missouri 64128

1. Respondent, Kansas City Power & Light
(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:

On July 10, 2012 KCPL disconnected Services at 3637 Agnes. While alleging Non-Payment as the reason. Upon attempt to pay bill and get assistance we [Emma & Rebecca] were informed that our Bill was assessed \$3,954 which included Tampering & Deposit charges. In effect making it impossible to pay the Bill or receive assistance. We believe "Tampering" was the reason for "Disconnect" and Non-Notification. The amount from KCPL change 6x5L times \$3,654 → \$2,089.25, \$1,589.85, \$1,289.02, 2,478.92 and then \$2,089.25 within one week. We Dispute these Amounts.

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

We attempted to pay \$1,290
We paid \$500 on 7-11-2012
\$300 on 7-13-2012 and \$200 on 7/18/12
from Disability Income.
We attempted to secure
funding but the changing
balance hindered and deferred
our efforts. ~~As~~ KCPL used
subversive and prejudicial
information to block resolution
and filed reports that were
full of errors from the
Commission → ie date KCPL
bill was placed in Emma McFarlin
Commission reported 8/12/1959
Complainant did not marry Eugene McFarlin
til 1979.

WHEREFORE, Complainant now requests the following relief:

Reduction of balance. Proper
documentation of tampering
charge. Complete restoration
of services to 3637 Agnes
with reasonable payout plan.
Letter of Apology from KCPL
and Missouri Public Service Commission

7/18/2012
Date

x Emma x McFarlin
Signature of Complainant
x Rebecca x Shepherd

816-861-0614(hm)
Complainant's Phone Number

msluciousb@yahoo.com
Complainant's E-mail Address

or 816-923-2307 (temporary residence)

Attach additional pages, as necessary.

Attach copies of any supporting documentation.