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FACSIMILE TRANSMITTAL SHEET

TO: *Secretary of Commission* FROM: *Cheryl L. Taber*
COMPANY: DATE: *10/27/06*
FAX NUMBER: TOTAL NO. OF PAGES INCLUDING COVER: *3*
PHONE NUMBER: SENDER'S REFERENCE NUMBER:
RE: YOUR REFERENCE NUMBER:

☒ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

*Please Confirm
Voice Mail
816-303-7791
Thank
You
Cheryl L. Taber*

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Oct. 25, 2006
Cheryl L Fabulae
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KCP&L Acct. # 0545-52-3885
Formal Complaint Mo. Commission Case # EC-2007-0146

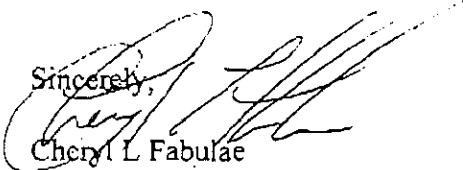
Oct. 23, 2006, we relieved a bill from KCP&L for the amount of \$3,558.33. Charges are stated as \$130.16 actual ESTIMATED charge from 9-12-06 to 10-12-06. Our power was DCd on Oct. 6 yet they bill us until the 12th when I worked in the Medical Field If you billed for services not rendered that was called FRAUD. In addition They have \$25 reconnect fee (this is when they illegally DCd our service on Oct. 2 after filing the informal complaint with the commission and so were instructed by Gaye Fred of the Mo. Public Service Commission to turn it back on 2 hours later!) then \$3,058.17 which is involved in the Formal complaint as being in Dispute and finally \$345.00 for additional Deposit (they already have \$564.00 of Deposit!)

Today, Oct. 25, 2006 at 10:00AM I received a call at my home from "Jerry Reynolds" from KCP&L and in addition a "Lori" & "Vicki" were also on the line via Conference call. Mr. Reynolds was calling in an attempt to "Narrow down what exactly was the \$ amt. in dispute due to Friday was his deadline to file his response" I stated aprox. \$3,000 Mr. Reynolds then stated "Was part of this amt. the charges transferred after the Bankruptcy?" I informed Mr. Reynolds I did not have my documentation available as it was at my place of employment therefore I was not going to quote any numbers or inform him of what I believe we were disputing with no access to those documents. I also informed Mr. Reynolds and "Vicki" & "Lori" at this time as I had previously mentioned I do not understand how they are able to pick and choose which statutes best suits them to justify their actions and use them against me however the other statues such as 4 CSR 240-13.035 4 CSR 240-13.045, 4 CSR-13.050 and several others which clearly define that the Utility CANNOT DISRUPT SERVICES are ignored or twisted to sway on the side of the Utility! Even the Commission during the informal complaint process is not being held accountable for violating my civil rights under the Federal Trade Commission laws Section 1287 by breaching my confidentiality to my employer! Mr. Reynolds then stated that if we pay 50% of the disputed charge (aprox \$1,500) and although he did not say this but I know from previous dealings with this corrupt company as soon as I pay that they would continue to deny me service until I paid the additional \$345.00 as well) they would restore my services it is my belief that by rendering the payment of \$1,370.00 on July 27 to once again get my service reinstated I had already been forced to pay on the disputed amount. I informed Mr. Reynolds and the other parties on the line that we had paid them over \$2,000 in the last 90 days and our normal bill is only aprox. \$250 per month and we have no more funds to draw on! I have cancer and have not been on my medication or received chemo due to inability to pay for them and my husband is sleeping on the floor in front of the fireplace to keep it going to provide heat and we have paid over \$700 just to keep warm and buy food as again the house is ENTIRELY ELECTRIC and we have NOONE this makes 21 DAYS WITHOUT POWER these expenses should also be allowed for reimbursement!!! Mr. Reynolds did not offer any

resolution except the above fore mentioned and did not ask me to contact him at a later time after I was able to review my documents in regard to the disputed amount. I also believe by wanting an addition deposit which with what they already have would be a total of \$909.00 which is equal to almost 4 months of payments of my usual charges it is obvious to everyone that we are being harassed, punished, and discriminated upon as retaliation for filing the complaint! This too is in direct violation of 4 CSR 240-13.010 but WHO CARES RIGHT?! If KCP&Ls Legal Rep Mr. Reynolds is having difficulty sorting this out how do you suppose I feel! The disputed amount is difficult to determine because this situation has been going on for such a long period of time and my bills constantly reflect different amounts which they refuse to explain at how they were arrived again in violation of 4 CSR 240-13.020 in fact we have played in excess of the total amounts of our actual bill just in the past year yet our bill NEVER goes down on the contrary it steadily increases! I believe in addition to the initial presentation of the bill of over \$2,000 we were presented with following the fire at my home all charges accrued as a direct result of KCP&L's failure to bill from the second meter and then causing us to have disconnect/reconnect fees and penalties and due to their failure to inform us of the commission's role so unknowing any recourse was available to dispute we were forced to submit under direct duress these charges should be added to the amount disputed. I find no reason why this all could have been avoided by allowing us to pay our normal bill and \$100 per month it would have been over by now! KCP&L makes Millions of Dollars in profit each year so I believe this is very clearly a case of WE DO WHAT WE LIKE AND YOU CAN'T DO A THING ABOUT IT!

SO BECAUSE YOU ARE CREATING A NUISANCE WITH THIS WHOLE COMPLAINT THING WE'LL SEE HOW LONG BEFORE YOU BREAK AND ADD EVEN MORE CHARGES SO NEXT TIME YOU WILL THINK TWICE! I'm certain that the parties involved justify all of this as it being their LEGAL RIGHT which I claim to differ but what about ethically and morally? Those are a couple of terms that none of these individuals are acquainted with! I also stated I had contacted the media which they responded with a laugh and stated "they can't do anything for you"! So I Once again am amending my complaint to include the original disputed amount of aprox. \$3,000.00 and all other charges directly associated with attempts to maintain my service therefore were forced to pay.! The temperature outside the last 2 days has been in the 30s my house inside temperature today is 52 degrees I know KCP&L is intentionally keeping my service disconnected in efforts to force payment as they are fully aware of my health and situation, but what you don't realize we have nowhere to turn so tomorrow will be 22 days with no heat, no way to cook, no way to bathe etc. SLEEP WELL as this could happen to YOU!

PS. When referring to statutes I am referring to Dept. of Economic Development Division 240 Chapters 13 & 2

Sincerely,

Cheryl L. Fabulae