

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

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FILED³

Name: Erika J. Bush)
Complainant)
vs. Kansas City Power)
Company Name: Kansas City Power and Light (KCPL))
Respondent)
Case No.)
Missouri Public Service Commission

NOV 9 2006

COMPLAINT

Complainant resides at 3134 Bailes Ave
(address of complainant)

Kansas City, Missouri 64128

1. Respondent, Kansas City power and light (KCPL)
(company name)
of _____, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

On August 18, 2006 I called KCPL to make arrangements on the bill balance of 687.71 which I did NOT make, I asked to rep if I paid half by debt card, could I get my lights on (it was still very ^{hot} outside) the rep told me that I would have to pay the balance in full or get an agency to help me, I got upset on that day and called several different agencies from the governors office - mayors office - public service commission - alvin brooks FBI (identity theft) dept - and several other agencies. As I started to provide KCPL with the requested information, when I called to check to see if anyone was working on my case, on the information I had provided.

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

I called the governors office - Mayors office - faxed numerous pieces of paper with personal information on it, got a police report - filled a report with the FBI (Identity Theft) dept - called Alvin Brooks office, called the housing dept in poplar bluff Missouri, DHS in Arkansas, DFS in KCMO.

I spent so much time at the fax machine everyday for a week on the phone even longer than that.

WHEREFORE, Complainant now requests the following relief:

My credit restored to the rating it was before KCPL charged this debit to my credit report - a verbal and written apology.

- Repayment of Overage on cell phones minutes used to call KCPL and all agencies involved.
- Compensation for the mental-physical-emotional fallout from having to deal with issue for so long.

11-3-06

Date

Erika J. Bush

Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.