

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>

NOV 9 2006

Name: Erika J. Bush  
Complainant

vs.

Company Name: Kansas City Power and Light (KCPL)  
Respondent

Missouri Public  
Service Commission  
Case No.

COMPLAINT

Complainant resides at 3634 Bales 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.<sup>71</sup> 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 <sup>hot</sup> 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 governor's 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. Overlooked 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

Erub J. Bush  
Signature of Complainant

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