

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

Anthony Broughton,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. EC-2007-0018
	)	
Kansas City Power & Light Company,	)	
	)	
Respondent.	)	

**STAFF’S INVESTIGATION REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission and for its Investigation Report states:

1. On July 18, 2006 the Commission ordered its Staff to “to conduct an investigation concerning the restoration of Anthony Broughton’s electric service and to file a report concerning the results of that investigation by July 19, 2006.”

2. On July 14, 2006 the Commission had ordered Kansas City Power & Light Company to “immediately restore electric service to Anthony Broughton during the pendency of his complaint.”

3. Even before the Commission issued its order directing the Staff to conduct an investigation or contacted the Staff *ex parte*, the Staff, in response to statements by Mr. Broughton on July 18, 2006 that he did not have electric service, inquired of Kansas City Power & Light Company’s counsel Curtis Blanc by e-mail the afternoon of that same day as to whether KCPL had restored service. Mr. Blanc responded later that afternoon as follows:

I was able to confirm that power has been restored to the customer. There appears to have been some confusion after we restored power concerning a main breaker in the customer's building that was off. Please let us know if you need any additional information.

4. At 4:05 p.m. and again at 11:05 p.m. July 18, 2006, Mack McDuffey of the Staff attempted to contact Mr. Broughton by telephone at a number he had provided the Manager of the Commission's Data Center, but the call was unanswered. On July 19, 2006, Mr. McDuffey renewed his attempts to call Mr. Broughton calling at 8:35 a.m. and again, at another telephone number provided by a Staff Consumer Services Specialist at 9:10 a.m. Mr. McDuffey received a "not-in-service" message in response to that later call.

5. Mr. Broughton called the Commission's Data Center around 8:30 a.m. July 19, 2006 and stated his service was still not on. A Staff member told Mr. Broughton that KCPL believes that his service is on and the main breaker inside the building is the reason that he is not receiving electricity.

6. Mr. McDuffey attempted to reach Mr. Broughton at the telephone number provided by the Manager of the Commission's Data Center two more times on July 19, 2006, at 11:01 a.m. and again at 1:31 p.m., but again the calls were unanswered.

7. At the Staff's suggestion and behest, KCPL has stated it will make a filing in this case as well stating what steps it has taken. Staff counsel has seen a draft of that filing which KCPL states it plans to file shortly, but rather than relaying its contents will let it speak for itself.

**WHEREFORE** the Staff submits the foregoing as the report of its investigation concerning the restoration of Anthony Broughton's electric service as ordered by the Commission.

Respectfully submitted,

**/s/ Nathan Williams**

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### **Certificate of Service**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 19<sup>th</sup> day of July 2006.

**/s/ Nathan Williams**