

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

Isaac Cowens,	)	
	)	
Complainant,	)	
v.	)	<b><u>Case No. EC-2010-0052</u></b>
	)	
KCP&L Greater Missouri Operations	)	
Company,	)	
Respondent.	)	

**NOTICE OF COMPLAINT AND  
ORDER DIRECTING STAFF INVESTIGATION**

Issue Date: August 6, 2009

Effective Date: August 6, 2009

**Certified Mail**

KCPL Greater Missouri Operations Company  
1201 Walnut  
Post Office Box 418675  
Kansas City, Missouri 64141

On August 4, 2009, Isaac Cowens, filed the enclosed complaint with the Missouri Public Service Commission against KCP&L Greater Missouri Operations Company. Pursuant to 4 CSR 240-2.070, KCPLGMO shall have 30 days from the date of this date notice to either file an answer or a notice that the complaint has been satisfied.

In the alternative, KCPLGMO may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation. Upon receipt by the Commission of such request, the 30-day time period by which the company must answer shall be tolled while the Commission determines whether complainant is willing to mediate. Additional information regarding the mediation process is enclosed.

All pleadings shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon the complainant at the complainant's address as listed in the complaint. A copy of this notice has been mailed to the complainant.

**THE COMMISSION ORDERS THAT:**

1. KCP&L Greater Missouri Operations Company shall file no later than September 5, 2009, a response to this complaint.
2. The Staff of the Missouri Public Service Commission shall file its report and recommendation no later than 30 days after the company has filed its answer.
3. This order shall become effective upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Kennard L. Jones, Senior Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 6th day of August, 2009.

Copy to: Isaac Cowens  
5015 Olive  
Kansas City, Missouri 64130