

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUL 5 2011

Name: Brent Fallon
Complainant

vs.

Company Name: KCP&L
Respondent

Case No.

Missouri Public
Service Commission

COMPLAINT

Complainant resides at 9100 El Dorado Avenue, Kalamazoo, MI 49009
(address of complainant)

1. Respondent, KCP&L
(company name)
of Kansas City, MO
(location of company), is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

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

Our family of five vacated our home 11/8/2010.
The things that are using electricity in our home
are all constant: Two refrigerators, outdoor lights on timers
that do not adjust based on daylight, Furnace fans set to
the ON position (constantly running until 3/27/11). We have
no heat pumps, heated floors, heated towel racks or any
other electric device that provides heat. The furnace
fans in the ON position make the outside temperature
irrelevant from an electrical usage standpoint.
Furnaces were inspected by an HVAC licensed professional
and confirmed to be gas forced. KCP&L has been unable
to provide rationale for a high November bill
(11/9-12/13) only saying that the meter is reading correctly.
The home was vacant during this entire period.
** Continued on the following page **

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

Continued:

1/26/11 An email from Kristi Suderman, Customer relations for KCP&L, says that the meter test last week confirmed that the meter is working correctly and went on to say, "Customer is all electric so their usage is typically higher during this time of year." The fact is that we are not all electric and our electric usage is not temperature variable.
Document 1, Page 3

1/26/11 an email from Jim Alberto says everything is okay and, "falls in line with other customers that are all electric." The problem with this is that we are not all electric and the home was vacant.
Document 1, Page 2

The question of the November bill being high was never able to be rationalized, and my request for explanation ignored on multiple occasions:

Email dated 3/25 - Jim talks about January, February and March data and leaves November data out.

Email dated 4/22 - I email Jim and draw a year on year comparison for the November time periods. His following email fails to address the discrepancy

Email dated 4/28 - I bring data to Jim and again ask him to comment.

Email dated 5/2 - Jim finally comments. He says, "It is hard to tell what was going on at the time you moved out, but we do know the meter is measuring correctly."

The following is the average daily kWh usage for these billing periods:

9/10 - 10/12	80.47	
10/12 - 11/9	69.14	home vacated
11/9 - 12/13	52.44	
12/13 - 1/14	45.91	
1/14 - 2/11	41.71	
2/11 - 3/14	36.16	
3/14 - 4/12	17.38	fans turned off mid-period (3/27)
4/12 - 5/12	9.93	
5/12 - 6/14	10.97	

Why the gradual decline in usage from the 11/9-12/13 bill to the 2/11-3/14 bill? Our energy usage was constant and not dependent on outside temperature. I would expect to see a drop in the first month and the metered usage flat from month to month until the fans were turned off.

Email dated 5/4 - Jim uses the fans constantly running to justify the high bill, but then can't explain the bill from 11/9. (Document 2, P.2)

KCP&L can't explain their metering/billing discrepancies:

- High November measurement on a vacant home
- Gradual decrease in meter readings after move out despite decreased and constant energy usage.
- Meter reading of 32.00 kWh/day for 11/9 billing period.

Early January, 2011: My neighbor and former KCP&L employee sends information to KCP&L personnel regarding meter readings and requests a meter test. (Document 1)
End of January, 2011: I begin telephone communication with Jim Alberta, KCP&L.
March 25, 2011 - May 12, 2011 - I begin e-mail communication with Jim Alberta. (Document 2)
This becomes our primary means of communication.

WHEREFORE, Complainant now requests the following relief:

A more realistic invoice from KCP&L for the November time period. The 2/11 - 3/14 billing period was the lowest daily KWh usage where the furnace fans were constantly running. I propose at minimum to have the 11/9 - 12/13, 12/13 - 1/14 and 1/14 - 2/11 billing periods adjusted to this level.

6.26.2011

Date



Signature of Complainant

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

I have enclosed supporting documents for everything I have stated. I am available to answer any questions you may have or make any clarifications as necessary.

Thank you for looking into this matter. This has been long and frustrating.

Sincerely,

Brent Fallon

269-870-7776