

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Terri E. Maxey,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. EC-2008-0278</u>
	)	
Kansas City Power & Light Co.,	)	
	)	
Respondent.	)	

NOTICE OF COMPLAINT

Issue Date: February 27, 2008

Kansas City Power & Light Company
1201 Walnut
P.O. Box 418679
Kansas City, Missouri 64141

CERTIFIED MAIL

On February 22, 2008, Complainant Terri E. Maxey filed a formal complaint with the Missouri Public Service Commission against Respondent Kansas City Power & Light Company ("KCPL"), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied. Since this notice is being issued on February 27, 2008, KCPL's response is due no later than March 28, 2008.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling period has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (including the answer, the notice of satisfaction of complaint, or request for mediation) shall be mailed to:

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

A copy of such pleadings shall be served upon the Complainant at his business address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', is written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 27th day of February, 2008.

Lane, Regulatory Law Judge

Copy to: Terri E. Maxey
1128 E. 65th St.
Kansas City, Missouri 64131

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
February 22, 2008
Data Center
Missouri Public
Service Commission

Name: Terri E. MAXEY
Complainant
1128 E 65th St
vs. KCMO 64131 acct # 3667-35-2542
Case No.

Company Name: Kansas City Power & Light
Respondent

COMPLAINT

Complainant resides at 1128 E 65th St KC MO 64131
(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:

On Nov 21 @ - I call KCPL Cust serv and
stated that United Services, although heavily
backlogged, accepted my request for my
then 303. light bill. I told the CSR that
it would be 14-21 days before they would
get to me. Although I was 90-120 days
past due they did not seek to disconnect
my service, nor in Dec.

On 01-04-08. USCAA Paid KCPL
on acct # 3667-35-2542 404.78, which brought
me up to date. I dispute the bill of 873.33
because that takes me off the cold weather
program as soon as they rec'd the payment
in full from United Services. Why did they
not cut off in Oct, Nov, Dec, of 07? 2
That is my dispute. I dispute the 876.00

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

Terri Maxey

[illegible]

WHEREFORE, Complainant now requests the following relief:

I request to be placed back on the cold weather plan - because they took advantage of United Services

02/20/08
Date

Date _____


Signature of Complainant

Signature of Complainant

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

Customer Name : **TERRI MAXEY**
Service Address : **1128 E 65TH ST**
Account Number : **3667-35-2542**

Important Notice Date: **12/05/2007**
Original Bill Date: **11/01/2007**

***** DISCONNECT NOTICE *****

Your account is **\$404.78 past due**. A new or additional deposit may be required and your service could be disconnected if this amount is not received on or before **12/17/2007**.

Should disconnection become necessary, the following charges will apply:

\$25 for reconnection at the meter, or

\$50 for reconnection at the pole

Disregard this notice if you have either paid the past due amount or made payment arrangements.

IMPORTANT NOTICE

Please return this portion with your payment. Thank you.

Service Address : **1128 E 65TH ST**
Account Number : **3667-35-2542**
Important Notice Date : **12/05/2007**

Past Due Amount : **\$ 404.78**

Amount Enclosed : \$ _____

#BWNJWPF
#25671467794IC057#

|||||
TERRI MAXEY
1128 E 65TH ST
KANSAS CITY MO 64131-1201

Please return payment to:

KANSAS CITY POWER & LIGHT
PO BOX 219330
KANSAS CITY MO 64121-9330

|||||

0003667352542000040478000000012170700



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', with a stylized, cursive script.

Colleen M. Dale
Secretary