

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

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|------------------------------------|---|-------------------------------------|
| Dana Heffner, |) | |
| |) | |
| Complainant |) | |
| |) | |
| v. |) | <u>Case No. EC-2019-0109</u> |
| |) | |
| Kansas City Power & Light Company, |) | |
| |) | |
| Respondent |) | |

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through undersigned counsel, and submits its Staff Report.

1. On October 23, 2018, Dana Heffner ("Complainant"), filed a formal complaint against Kansas City Power & Light Greater Missouri Operations Company.
2. On October 25, 2018, the Commission issued its *Order Giving Notice of Contested Case, Directing Answer and Directing Staff Investigation* ("Order"). The Order directed staff to conduct an investigation under the requirements of 4 CSR 240-2.070(15) and file a report by December 10, 2018.
3. Having concluded its investigation, Staff offers its *Staff Report*, filed concurrently, which is confidential pursuant to 4 CSR 240-2.070(11), and which details Staff's investigation and analysis. In summary, Staff concludes that the Company has not violated any applicable statutes, Commission Rules, or Commission-approved Company tariffs related to the complaint.
4. The attached *Staff Report* more fully explains the circumstances and facts that led Staff to make these conclusions. Staff recommends that the Commission make findings in accordance with the attached *Staff Report*.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Casi Aslin

Casi Aslin

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Missouri Public Service Commission

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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 10th day of December, 2018.

/s/ Casi Aslin