

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

Patricia Sue Stinnett,)	
Complainant)	
)	
v.)	<u>Case No. EC-2020-0088</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 September 30, 2019, Patricia Sue Stinnett filed a formal complaint against Kansas City Power & Light Company. Ms. Stinnett is actually a customer of KCP&L Greater Missouri Operations (“GMO”). As of October 7, 2019, GMO is now known as Evergy Missouri West (“Evergy”).

2. On October 1, 2019, the Commission issued its *Order Giving Notice of Contested Case and Directing Answer* (“Order”). The *Order* directed Staff to conduct an investigation under the requirements of 20 CSR 4240-2.070(15) and file a report no later than November 14, 2019.

3. Having concluded its investigation, Staff offers its *Staff Report*, filed concurrently, which is confidential pursuant to 20 CSR 4240-2.070(11), and which details Staff’s investigation and analysis. In summary, Staff concludes that Evergy has not violated any applicable statutes, Commission Rules, or Commission-approved Company tariffs related to the complaint.

4. Although Staff did not find that the Company violated any statutes or rules, Staff recommends that Evergy add additional review measures for customer accounts.

5. The attached *Staff Report* more fully explains the circumstances and facts that led Staff to make these conclusions.

WHEREFORE, Staff hereby tenders its *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 14th day of November, 2019.

/s/ Casi Aslin