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January 19, 2007

**Missouri Public
Service Commission**

Jan. 19, 2007
Case # EC-2007-0146
Cheryl Fabulae
5241 N Bristol

I am sending this communication because I would like to facilitate the expedition of a new "hearing" ASAP as my health is unpredictable but I am putting in a few hours at work now so I hope to be able to participate in finalizing an out come to this complaint at the Commission level

I would also like to say the following for no other reason than by expressing the following to KCP&L Reps. and Commission Reps I gain strength that I do have a voice and deserve to be treated with dignity regardless of what you have taken from me! My Grand Father once said to me "Honey there is a lot of ugliness in this world and there are people for no other reason than for power or monetary gain will try to take everything you have but there is ONE THING in this life that NOONE can take from you unless you ALLOW them to take and that is your SELF RESPECT!".

I truly hope you all enjoyed a wonderful Christmas holiday, mine consisted of renting a hotel room for Christmas Eve and Christmas day and thanks to the kind people at my physician's office we were able to buy a few gifts and a premade Christmas dinner from Walmart with the \$250 gift card they gave me! We did not have a tree however myself, my husband my son, daughter in law and 2 year old grandson woke up Christmas morning in a warm bed and Santa had found his way for presents for my grandson. We have receipts totaling almost \$3,000 for gas and propane and meals which we must buy daily to stay in a house with no heat, hot water, stove, etc. How ironic is it that the total is almost the amount KCP&L is demanding!! We have only accomplished these purchases through not paying our \$1,200 per month mortgage for the last 3 months as we are living on \$1,500 per month. This barely pays to keep us warm and food in our stomach. We expect to again be foreclosed and loose the home we literally built by our own hands and have endured so much suffering to keep.

I am quite certain you all rationalize this cruelty by saying "I'm only doing my job, its nothing personal I am sorry for your situation." I pray if you believe in God that works for you when you finally come face to face with him! Your rationalization is also false as you have been given choices and opportunities to restore our service until this could be worked out but maliciously and vindictively you ignored the plea from your own counsel to restore service on humanitarian grounds as well as KCP&Ls decisions to opt for the maximum amts they are "legally" allowed to demand per statutes (I would also like to remind how selective statutes that are in their best interest are the ones they choose) instead of the alternatives provided by other statutes such as demand for 50% of balance

which is \$1,500 instead of asking for the amount based on normal consumption at this time a year which would be aprox. \$275 along with other similar statute guidelines. I would also like to remind everyone that we NEVER refused to pay our bill we begged to pay our monthly bill plus \$100 per month but this was NOT ADEQUATE YOU WANT IT ALL! I continue to maintain we do not owe the amounts in question and I think the fact I received 2 bills for 2 consecutive months for \$130 per month during which time we had NO SERVICE suggests that given we have had numerous disconnects it is not unreasonable to believe we were also charged during days/weeks of no service during those periods!! I did receive a corrected bill subtracting those amounts but not until 90 days after the first bill was received and only then as a result of this complaint was this done to again maintain the appearance they are doing NOTHING WRONG!!!

The following is a average day in our lives it now consists of my husband staying up all night to keep fire in the fireplace to maintain heat in the front of our home then he goes out in the single digit weather and chops wood for 2-3 hours per day then he must go and get \$30 of gasoline for the gas generator we use for 5 hours a day beginning at 5PM to have lights, then he must refill 2 propane tanks for \$28 each daily to provide heat in the bedrooms but we have to rotate the tanks from room to room as my daughter in law and 2 year old grandson sleep in one room, My husband and myself in another and then my 17 year old son in the 3rd bedroom and there only 2 tanks. Then my husband must go to get fast food every day as we have no way to cook and if he is lucky he will get 2-3 hours of sleep. He is unable to work as we do not even own a vehicle and the daily duties I just described must be constant or we will freeze and our pipes will freeze (This week we have been in single digits so the pipes may break despite our best efforts) That is my husbands routine as for mine I try to put in 12-20 hours work per week to maintain my health and life insurance but I only bring home \$609 bimonthly. I no longer receive chemo as I can not endure the cold after treatments and we can not afford my medications/co pays anyway so I spend aprox 15 hours a day fully dressed in sweats under the covers in my bed. My 17 year old son goes to his friends so he can be warm and is trying to get a full time job to move out into an apartment, My daughter in law works at Burger King and goes to school full time my 2 year old grandson is in day care but when they come home they stay in the living room at all times so they can keep warm by the fireplace. We all take turns using our neighbors shower and borrow their car to run errands.

In conclusion I would like to say how deeply it hurts to see my children and grandchild cold and hungry yet when I get home from work I am met with smiles and asked how my day was. I reply well today we had a student that is a 22 year old single mother of 2 with small children that is working full time and going to school full time with no family support was crying in my office because she was sent home from her work site because of "odor related to poor hygiene" she explained she did not have the money to buy laundry soap and go to the Laundromat this week so she was trying her best and was so humiliated " I gave her a hug and told her how proud she should be for going to school to be a nurse and give her children a better life than she had and I pulled out the last \$20 I

had and gave it to her for her laundry she cried for a while but thanked me pledged to graduate no matter what! I can tell you that my children's eyes reflected respect for what I do and how I lead my life and they know I expect no less from them!! I once lost a job when I first came to Missouri with NO family support and knowing NOONE I reported abuse and neglect of elderly in a nursing home and as a result I lost my job knowing I had no one to help me until I found another job and my children were very small, I did however know I could not sleep at night knowing I accepted this evil for sake of "DOING MY JOB!" I wonder what your children see when they look at you as you explain you allow a family , a mother with cancer to loose there home , and suffer with no heat because "I'm only doing my job". KCP&L claims they would be discriminating against other customers if we were allowed to pay our monthly bill and additional \$100 yet they discriminated against us by refusing to entertain options we could manage and not even bending to allow us to restore service under the cold weather rule now who is being discriminated against as it is obvious to anyone and everyone I share this situation with that KCP&L is retaliating against me for bring a "nuisance" by filing this complaint. I have been advised to keep all receipts related to getting heat and food and video taped how we live along with the thermostat in our home which 3 days ago at 9AM read 47 degrees INSIDE my home because my husband fell asleep and let the fireplace go out! I realize none of this matters to you and you are all probably snickering and having a good laugh as you read this (assuming anyone will even take time to read it) but it is my understanding that CIVIL LITIGATION is much different than the "Commissions Court" and outcomes are much different in front of a jury!

Sincerely,

Cheryl Fabulae
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