

FILED
October 9, 2007
Data Center
Missouri Public
Service Commission

October 4, 2007

Missouri Public Service Commission Article #
P.O. Box 360
Jefferson City, MO 65102

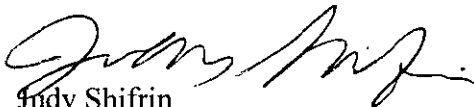
7006 0810 0004 8500 1334

To Whom It May Concern:

Per instructions from Ms. Cecilia Barr in her letter of 9/27/07, attached please find a duplicate original and eight copies of a formal complaint I wish to file. Please let me know if you need any additional information.

I look forward to hearing from you.

Sincerely,



Judy Shifrin
1306 Manheim Road
Kansas City MO 64109

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: Judy Shifrin
Complainant

vs.

Company Name: Kansas City Power and Light
Respondent

Case No.

COMPLAINT

Complainant resides at 1306 Manheim Road
(address of complainant)
Kansas City, MO 64109

1. Respondent, Kansas City Power and Light
(company name)
of P.O. Box 418679, Kansas City, MO 64141-9679
(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:

1. Complainant contacted KCP&L on 8/20/07 after receiving a mailing on 8/19/07 that thanked 'each of our business customers....', and asked why she had received such a mailing.

2. Complainant was told by the KCP&L customer representative that her account had been billed at a business rate since it was opened in 1978. When asked why this rate had been imposed, complainant was informed that the account was set up this way; she was also told that KCP&L had been at the property in 2000. Complainant stated that she has never had a business at this address. Complainant was told that she must submit proof that the address was a residence before any adjustments would be made. They discussed the responsibility of the consumer to verify the proper rate for service, and complainant stated that her bills read "small general service" which does not indicate a business rate to the average customer; in fact, it sounds like a description of residential electrical service.

3. Complainant sent a letter and 2007 Property Assessment Notice via certified mail to KCP&L on 8/21/07, indicating that the address is a residence and is taxed at a residential rate. The letter asked KCP&L to correct the rate and to refund overpayment with a response by 9/7/07.

4. Complainant contacted KCP&L on 9/7/07 to inquire of the response. She was informed that the rate on the account continued at the business rate, and a supervisor told her that they had the letter but that the attachment may have been lost in the mailroom so they had no proof that the account was a residence. Complainant sent a second certified letter with 2007 Property Assessment on 9/10/07.

5. Complainant received a package from KCP&L on 9/21/07 which contained billings for the past 5 years and seemed to indicate a credit was posted on the account for \$1,134.75.

6. Complainant contacted the Mo. Public Service Commission to find out what statutory language existed related to this issue, and was provided information that included filing formal and informal complaints. She filed an informal complaint, and the investigation concluded on 9/27/07 that the account was adjusted for 60 billing periods per 4 CSR 240-13.025(A).

7. Complainant has been fraudulently charged a business rate for nearly 30 years when there could not have been proof required that it was a business when the rate was wrongfully imposed.

8. Complainant exercised due diligence in contacting KCP&L as soon as she was aware that there may be a problem with her rate, and could not have reasonably been expected to challenge a rate described as "small general service" on monthly bills.

9. KCP&L bears responsibility for wrongfully imposing the business rate and for not correcting it when they have been on the property and conducted work/inspections during the 30-year timeframe.

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

1. Complainant contacted the Customer Call Center on three different occasions regarding this complaint. (see aforementioned Facts.)	
2. Complainant sent two certified letters to KCP&L, the second of which requested a name, title, address and phone number of a point of contact for future correspondence. This information was never provided.	
3. Complainant filed an informal complaint with the Mo. Public Service Commission.	
4. Complainant is now filing a formal complaint with the Mo. Public Service Commission.	

WHEREFORE, Complainant now requests the following relief:

1. A refund, to include appropriate inflationary adjustment and applicable interest, of the amount overpaid by complainant to KCP&L due to wrongful imposition of a business rate on a residential account for a total of nearly 30 years.	
2. Punitive damages that address the time spent dealing with this issue and the mental anguish on the part of the complainant who has been wronged by long-term fraudulent charges imposed by a utility company against a single consumer.	

10/4/07
Date

Judy Simpson
Signature of Complainant

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



Judy Shifrin
1306 Manheim Rd
Kansas City, MO 64109-2714

A standard linear barcode representing the address information above it.

Dear Valued Customer :

I wanted to take a moment to thank each of our business customers for helping KCP&L earn Edison Electric Institutes' (EEI) 2007 Edison Award — our industry's highest honor — that recently named us **America's Top Utility in Leadership and Innovation**. We're especially excited to receive this prestigious national award because it validates our commitment to listening to customers and collaborating to find the best ways to meet the future energy, economic and environmental needs of the greater Kansas City area.

We've also earned a number of other awards that further demonstrate the tremendous strides we've made in implementing our Comprehensive Energy Plan. These include:

- The Mid-America Regional Council's 2007 Regional Leadership Award for outstanding environmental initiatives in metropolitan Kansas City,
- EEI National Accounts Outstanding Service Award for our Energy Consultants for providing dedicated, superior customer service to multi-site customers, and
- Tier 1 rating in J.D. Power's 2007 Business Survey. In the Midwest, KCP&L now ranks No. 1 in Communications; No. 2 in Power Quality and Reliability, and Billing and Payment; and No. 3 in Overall Satisfaction.

These awards and national recognition are important, but it's how our customers feel about our service that matters most. That's why I wanted to make sure that you were aware of all the new programs we've developed to help you use energy more efficiently — and save money.

More Power to You

Here are some of the ways we give you more control over your energy usage and costs.

- **MPower.** This program pays commercial and industrial customers to reduce their energy usage on demand during peak summer months. You can receive up to \$45 a year for every kilowatt of demand reduction you agree to, and additional payouts every time you are called upon to reduce your electricity use.

August 21, 2007

Kansas City Power & Light Article # 7004 1350 0005 0806 6489
P.O. Box 418679
Kansas City, MO 64141-9679

To Whom It May Concern:

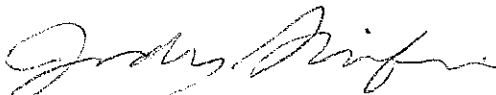
My account number is 9038-84-0014, representing service for my residence at 1306 Manheim Road, KCMO 64109. I opened this account in 1978. Yesterday, 8/20/07, it came to my attention that I have been charged a Business Rate from the first day of service at this address to the present. I discovered this when I called your Billing Info Line as a result of receiving a mailing that began with "I wanted to take a moment to thank each of our business customers for...". I inquired as to why I would receive such a mailing, and was told that KCP&L has been charging me the higher business rate for electricity instead of the appropriate residential rate for nearly 30 years. The person I talked with provided me data on the business rate vs. residential, and I discovered that my current bill of \$296 would be approximately \$218 at the correct rate. You might imagine that I was shocked and dismayed to learn that I have wrongfully been so grossly overcharged for such a long time. I would never have set up my private residence as a business account and had no way of knowing that in fact, I was being charged at this inaccurate rate for so many years. A close examination of the bill lists my service as "Small General Service", which would not indicate to the average customer that this is a business account.

Your representative told me that I would have to "prove" that this is a residence, which is interesting since there could not have been proof required that it was a business when that rate was wrongfully imposed. However, I am enclosing my current Property Assessment Notice - what she indicated would serve as proof. Note that my address is a residence.

I am writing to tell you that first, I want this corrected immediately so that all electrical service for my residence is charged at the proper residential rate that it should have been all along. Second, I request a refund of the overpayment that is due to me for the fraudulent charges that I have dutifully paid every month to KCP&L since 1978. From my own calculations, this is a substantial amount of money.

I would like to give you this opportunity to correct the decades-long error on your part without having to pursue legal action. However, I have consulted with an attorney and am willing to pursue litigation if necessary. Please respond to me with your intentions/actions by September 7, 2007.

Sincerely,


Judy Shifrin

THIS IS NOT A TAX BILL

REASSESSMENT NOTICE

ASSESSMENT DEPARTMENT

Jackson County Courthouse
415 E. 12th Street, Suite 100M
Kansas City, MO 64106-2752

36664

PARCEL: 30-120-25-04-00-0-00-000

SHIFREN JUDITH
1306 MANHEIM ROAD
KANSAS CITY, MO 64109



PROPERTY CLASS: 1010 TCA CODE: 001
SITUS: 1306 MANHEIM RD
NBHD: 2110
PROPERTY DESCRIPTION:
SQUIER MANOR
BEG AT A PT ON W LI OF LOT 6 2.5 FT N OF S LI TH NELY
ON ELY LI OF MANHEIM RD 113FT TO A PT 24.5 FT S OF

By state law, Jackson County reassessed all real property in the County as of January 1, 1985 and has been required to do so again every two years.

The values below show any change in Assessed Value, as well as the estimated Market Value of your property as of January 1, 2007. Assessed Value will be used to calculate your annual property tax bill in November.

	PRIOR YEAR	CURRENT 2007 YEAR	
	2006 Assessed Value by Classification	2007 Assessed Value by Classification	2007 Market Value by Classification
Agriculture/Horticulture	\$0	\$0	\$0
Residential	\$20,379	\$23,028	\$121,201
Commercial	\$0	\$0	\$0

If you have questions or do not agree with the market value and wish to request an Assessor hearing, you may call 816-881-4601 before May 4, 2007.

A change will be made only if you can demonstrate that the 2007 estimated market value does not reflect your property's true value in money. An appeal can result in an increase, decrease or no change in assessed valuation. During your Assessor hearing, appraisers will only discuss market value, classification and/or use (or in the case of agricultural land - the appropriate value of that land according to the grades published by the Missouri State Tax Commission).

If you are not satisfied with the valuation of your property, you may appeal to the Jackson County Board of Equalization. A Board appeal must be filed on or before the third Monday in June, (June 18, 2007) as stated in Sec. 137.875 R.S.Mo. An appeal to the Board may result in an increase, decrease or no change in valuation.

Your tax bill will be calculated based on the following general formula:

Market Value		Classification Percent		Assessed Value		Levy-based on "Per Hundred" of Assessed Value		Tax Bill
\$ Value	X	12% Agric. & Hortic.	=	\$ Value	X	\$ Levy	=	\$ Taxes
\$ Value	X	19% Residential	=	\$ Value	X	\$ Levy	=	\$ Taxes
\$ Value	X	32% Commercial	=	\$ Value	X	\$ Levy	=	\$ Taxes

For your information, the market value of property subject to tax abatement in Jackson County is:
Chapter 137, R.S.Mo. = \$ 0 Chapter 99, R.S.Mo. = \$ 972,452,756 Chapter 353, R.S.Mo. = \$ 1,182,449,052
Lists of specific abated properties are available at the Kansas City and Independence Courthouses.

September 10, 2007

Kansas City Power & Light Article #
P.O. Box 418679
Kansas City, MO 64141-9679

7006 08/0 0004 8500 6001

To Whom It May Concern:

My account number is 9038-84-0014, representing service for my residence at 1306 Manheim Road, KCMO 64109. I mailed a certified letter to you on August 21, 2007 which outlined how and when I found out that KCP&L has been fraudulently charging me the commercial (business) rate for electrical service at my residence for nearly 30 years. I have a signed receipt indicating that this letter was received on 8/22/07. I contacted the customer call center on 9/7/07 to inquire about what actions KCP&L had taken or intended to take regarding the situation. I was told that nothing had been done; as of September 7, 2007, I was still being charged the commercial rate. I talked with Stacy M. who identified herself as a Supervisor in the Call Center. She told me that while she had the letter, the attachment which identified my address as a residence was not found and 'may have been lost in the mail room.' I am resending the entire letter of 8/21/07 with its attachment. Again, I note that it is interesting that I have been requested to prove that my address is a residence since there could not have been proof required that it was a business when that rate was wrongfully imposed.

I am requesting the following:

1. Immediate correction to the residential rate so that all electrical service at my address is charged at the proper rate that it should have been all along.
2. A refund, to include appropriate inflationary adjustment and applicable interest, of the overpayment that is due to me for the fraudulent charges that I have dutifully paid every month to KCP&L since 1978.
3. The name, title, address and phone number of a point of contact at KCP&L for future correspondence on this issue.

I am providing you an opportunity to correct the decades-long error on your part without having to pursue legal action. However, I have consulted with an attorney and am willing to pursue litigation.

Please respond to me with your intentions/actions by September 24, 2007.

Sincerely,


Judy Shifrin

August 21, 2007

Kansas City Power & Light Article # 7004 1350 0005 0806 6489
P.O. Box 418679
Kansas City, MO 64141-9679

To Whom It May Concern:

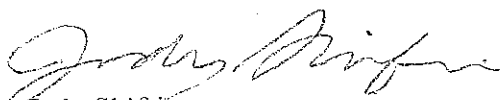
My account number is 9038-84-0014, representing service for my residence at 1306 Manheim Road, KCMO 64109. I opened this account in 1978. Yesterday, 8/20/07, it came to my attention that I have been charged a Business Rate from the first day of service at this address to the present. I discovered this when I called your Billing Info Line as a result of receiving a mailing that began with "I wanted to take a moment to thank each of our business customers for....". I inquired as to why I would receive such a mailing, and was told that KCP&L has been charging me the higher business rate for electricity instead of the appropriate residential rate for nearly 30 years. The person I talked with provided me data on the business rate vs. residential, and I discovered that my current bill of \$296 would be approximately \$218 at the correct rate. You might imagine that I was shocked and dismayed to learn that I have wrongfully been so grossly overcharged for such a long time. I would never have set up my private residence as a business account and had no way of knowing that in fact, I was being charged at this inaccurate rate for so many years. A close examination of the bill lists my service as "Small General Service", which would not indicate to the average customer that this is a business account.

Your representative told me that I would have to "prove" that this is a residence, which is interesting since there could not have been proof required that it was a business when that rate was wrongfully imposed. However, I am enclosing my current Property Assessment Notice - what she indicated would serve as proof. Note that my address is a residence.

I am writing to tell you that first, I want this corrected immediately so that all electrical service for my residence is charged at the proper residential rate that it should have been all along. Second, I request a refund of the overpayment that is due to me for the fraudulent charges that I have dutifully paid every month to KCP&L since 1978. From my own calculations, this is a substantial amount of money.

I would like to give you this opportunity to correct the decades-long error on your part without having to pursue legal action. However, I have consulted with an attorney and am willing to pursue litigation if necessary. Please respond to me with your intentions/actions by September 7, 2007.

Sincerely,


Judy Shifrin

THIS IS NOT A TAX BILL

REASSESSMENT NOTICE

ASSESSMENT DEPARTMENT

Jackson County Courthouse
415 E. 12th Street, Suite 100M
Kansas City, MO 64106-2752

136664



PARCEL: 30-120-25-04-00-0-00-000

SHIFREN JUDITH
1306 MANHEIM ROAD
KANSAS CITY, MO 64109



PROPERTY CLASS: 1010 TCA CODE: 001
SITUS: 1306 MANHEIM RD
NBHD: 2110
PROPERTY DESCRIPTION:
SQUIER MANOR
BEG AT A PT ON W LI OF LOT 6 2.5 FT N OF S LI TH NELY
ON ELY LI OF MANHEIM RD 113FT TO A PT 24.5 FT S OF

By state law, Jackson County reassessed all real property in the County as of January 1, 1985 and has been required to do so again every two years.

The values below show any change in Assessed Value, as well as the estimated Market Value of your property as of January 1, 2007. Assessed Value will be used to calculate your annual property tax bill in November.

	PRIOR YEAR	CURRENT 2007 YEAR	
	2006 Assessed Value by Classification	2007 Assessed Value by Classification	2007 Market Value by Classification
Agriculture/Horticulture	\$0	\$0	\$0
Residential	\$20,379	\$23,028	\$121,201
Commercial	\$0	\$0	\$0

If you have questions or do not agree with the market value and wish to request an Assessor hearing, you may call 816-881-4601 before May 4, 2007.

A change will be made only if you can demonstrate that the 2007 estimated market value does not reflect your property's true value in money. An appeal can result in an increase, decrease or no change in assessed valuation. During your Assessor hearing, appraisers will only discuss market value, classification and/or use (or in the case of agricultural land - the appropriate value of that land according to the grades published by the Missouri State Tax Commission).

If you are not satisfied with the valuation of your property, you may appeal to the Jackson County Board of Equalization. A Board appeal must be filed on or before the third Monday in June, (June 18, 2007) as stated in Sec. 137.875 R.S.Mo. An appeal to the Board may result in an increase, decrease or no change in valuation.

Your tax bill will be calculated based on the following general formula:

Market Value		Classification Percent		Assessed Value		Levy-based on "Per Hundred" of Assessed Value		Tax Bill
\$ Value	X	12% Agric. & Hortic.	=	\$ Value	X	\$ Levy	=	\$ Taxes
\$ Value	X	19% Residential	=	\$ Value	X	\$ Levy	=	\$ Taxes
\$ Value	X	32% Commercial.	=	\$ Value	X	\$ Levy	=	\$ Taxes

For your information, the market value of property subject to tax abatement in Jackson County is:
Chapter 137, R.S.Mo. = \$ 0 Chapter 99, R.S.Mo. = \$ 972,452,756 Chapter 353, R.S.Mo. = \$ 1,182,449,052
Lists of specific abated properties are available at the Kansas City and Independence Courthouses.

SENDER: COMPLETE THIS SECTION

- ☒ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- ☒ Print your name and address on the reverse so that we can return the card to you.
- ☒ Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

KCP+L
P.O. Box 418679
KCMO 64141-9679

2. Article Number

7004 1350 0005 0806 6489

PS Form 3811, August 2001

Domestic Return Receipt

2ACPRI-03-P-4081

COMPLETE THIS SECTION ON DELIVERY

A. Signature


☐ Agent☐ Addressee

B. Received by (Printed Name)

Larry Parsons

C. Date of Delivery

8-22-07

D. Is delivery address different from item 1?

☐ Yesif YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

SENDER: COMPLETE THIS SECTION

- ☒ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- ☒ Print your name and address on the reverse so that we can return the card to you.
- ☒ Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

KCP+L
P.O. Box 418679
KCMO 64141-9679

2. Article Number

(Transfer from service label)

7006 0810 0004 8500 6001

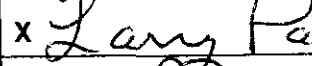
PS Form 3811, August 2001

Domestic Return Receipt

2ACPRI-03-P-4081

COMPLETE THIS SECTION ON DELIVERY

A. Signature


☐ Agent☐ Addressee

B. Received by (Printed Name)

Larry Parsons

C. Date of Delivery

SEP 12 2007

D. Is delivery address different from item 1?

☐ Yesif YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

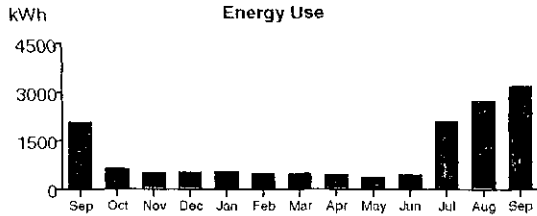
Customer Name : JUDY SHIFRIN
Service Address : 1306 MANHEIM RD
Account Number : 9038-84-0014

Page 2 of 2
Billing Date: 09/11/2007

1306 MANHEIM RD

Small General Service - 1SGSE

Billing Details - service from 08/07/2007 to 09/06/2007



Energy Charge	\$ 248.23
Customer Charge	12.35
subtotal :	\$ 260.58
Kansas City franchise fee :	28.95
Missouri state sales tax :	11.01
Jackson county sales tax :	2.93
Kansas City sales tax :	6.19
Current Charges :	\$ 309.66

Comparative Usage Information				
Period	kWh	Days	kWh / day	Total \$ / day
Current	3,176	30	105.8	\$ 10.32
Previous	2,731	29	94.1	\$ 10.22
Last year	2,070	30	69.0	\$ 7.35

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used	Actual kW Demand
72183359	8/7	9/6	30	99142		95966		3176		1		3176	8.2

Contact Information Change Form

Account Number: 9038-84-0014

A current telephone listing on file simplifies outage and emergency reporting.

Your service address is identified by the following telephone number:

(816) 756-2015

Change to: () — —

Mailing Address changes only. For service address changes call 816-701-0450 or toll-free 1-866-601-9405.

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

September 19, 2007

Judy Shifrin
1306 Manheim Rd
Kansas City, MO 64109-2714

Dear Judy Shifrin:

Kansas City Power & Light recently determined that the electric service at the address above is currently being billed on the General Service Commercial Rate of 1SGSE. This rate is only available for commercial premises with electric service measured by one meter.

The above address is being served through a single meter; however, the correct rate for the type of service at this location is the Residential Service Rate of 1RS1A. Therefore, the rate has been changed to reflect the correct rate and the enclosed bills have been reissued using that rate for the period from September 6, 2002 to September 6, 2007.

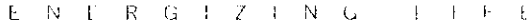
If you have any questions, please contact the Customer Care Center at 816-471-KCPL, (816-471-5275). Our Customer Care Representatives are available 7:00 a.m. to 7:00 p.m., Monday through Friday, excluding holidays. Thank you.

Kansas City Power & Light Company
Billing Services Department

Account Number: 9038-84-0014

Prepared By: ewb

enclosure



For emergencies or lights out: **1-888-544-4852** (1-888-LIGHT-KC)

Page 1 of 2
Billing Date: 09/19/2007

CERTIFIED MAIL™



7006 0010 0004 6500 1334

Judy Shifrin
1306 Mainwain Rd
KC, MO 64109

RETURN RECEIPT
REQUESTED



Secretary of the MO Public Service Commission
Attn: Data Center
P.O. Box 360
Jefferson City, MO
65102-0360

