

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

Staff of the Missouri Public Service Commission)	
)	
)	
Complainant,)	
)	
v.)	
)	
Kansas City Power & Light Company)	
)	
and)	
)	
KCP&L Greater Missouri Operations Company)	
)	
)	
Respondents.)	

File No. EC-2015-0309

**ORDER ESTABLISHING TIME TO RESPOND TO REVISED SCRIPT FOR
CALLS TO BE TRANSFERRED TO ALLCONNECT**

Issue Date: May 11, 2016

Effective Date: May 11, 2016

On April 27, 2016, the Commission issued a report and order finding that Kansas City Power & Light Company (KCP&L) and KCP&L Greater Missouri Operations Company (GMO) have violated Commission Rule 4 CSR 240-20.015(2)(C) by transferring customer information to Allconnect, Inc., without the consent of those customers. Among other things, the Commission's report and order directed KCP&L and GMO to submit a modified customer service representative script if they wished to continue to transfer calls to Allconnect after the effective date of the report and order. The report and order will become effective on May 27. KCP&L and GMO submitted a modified script on May 10, and asked the Commission to approve it for use after May 27.

So that the Commission can consider KCP&L and GMO's modified script before May 27, the Commission will establish a date for other parties to respond to the proposed modification of the script.

THE COMMISSION ORDERS THAT:

1. Any party wishing to respond to Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company's proposed modification of the customer service representative transfer script shall do so no later than May 20, 2016.
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff
Secretary

Dated at Jefferson City, Missouri,
on this 11th day of May, 2016 .

Woodruff, Chief Regulatory Law Judge