BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
AUG 1 9 2004
Missouri Public
Service Commission

Name: Jacqueline Hernandez
Complainant)

vs.) Case No.

Company Name: K.C.P.L
Respondent)

COMPLAINT

Complainant resides at 1901 Poplar Ave
(address of complainant)
Kansas City, MO 64127

1. Respondent, KCPL
(company name)

of KC, MO
(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:

KCPL transferred an old bill from
6-99 - 11-01 to my current bill.
~~acct #~~ 9932-77-8495
est. $1700.00 - Carlos Esparza + Maria Hernandez
Resided at 5801 E. 10th St. during mentioned
dates. I was not living at 10th St during the
times in question. I provided my proof of
residency for those times.
Maria Hernandez fowarded her mail to my house 1901 Poplar
~~[illegible]~~ - She stayed for 2 weeks
~~[illegible]~~ - and went back to 3001 Terrace KC MO,

faxed: Proof of lease agreement

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

faxed - Proof of Residency during those times.

Indep. Power + light 12-08-2000 — 7-15-2003
Aquilla Power 10-13-1998 — 12-08-2000
Lease agreement
maria Hernández sent a note stating she resides
Somewhere else
- Bank Statement with current address for
Carlos + Maria

WHEREFORE, Complainant now requests the following relief:

Release ~~the~~ or Remove the old bill from my current Service. I cannot afford to lose my electricity for some one else's fault. I have 2 small children, 2 Pets. I work hard to stay "above water" and no matter how hard I try, I'm being pushed under.

7.31.04
Date

Jacqueline Hernandez
Signature of Complainant

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

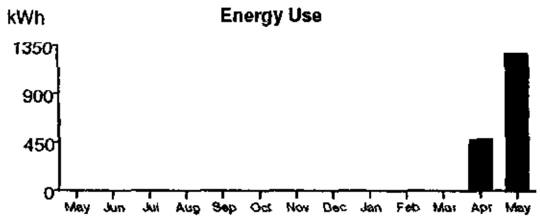
my home (816)231-5851

Customer Name : **JACQUELINE R HERNANDEZ**
Service Address : **1901 POPLAR AVE**
Account Number : **9332-77-8495**

Billing Date: 05/27/2004

1901 POPLAR AVE

Residential Standard Service - 1RS1A



Comparative Usage Information

Period	kWh	Days	kWh / day	Total $ / day
Current	1,279	31	41.2	**$ 2.73**
Previous	479	18	26.6	**$ 1.91**

Billing Details - service from 04/23/2004 to 05/24/2004

Energy Charge	$ 73.71
Customer Charge	6.11
subtotal :	$ 79.82
Kansas City franchise fee :	5.10
Current Charges :	**$ 84.92**

Adjustments

04/28/2004 - Transferred 5801 E 10TH ST	$ 904.67
04/28/2004 - Transferred 5801 E 10TH ST	659.55
Adjustments :	**$ 1,564.22**

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
79802266	4/23	5/24	31	28513		27234		1279		1		1279

*** DISCONNECT NOTICE ***

Your account is **$76.68 past due.** A new or additional deposit may be required and your service could be disconnected if this amount is not received on or before **06/07/2004**.

Should disconnection become necessary, the following charges will apply:
$25 for reconnection at the meter, or
$50 for reconnection at the pole

Disregard this notice if you have either paid the past due amount or made payment arrangements.

Our field representatives can no longer collect payments at your business or household. If we must disconnect your service, we will charge a reconnection fee. Reconnection may take up to 24 hours following payment and reporting your receipt number to our Customer Care Center.

Kansas City Power & Light
ENERGIZING LIFE

For billing and service information : **816-471-5275** (816-471-KCPL)
or toll-free : **1-877-260-7785**
For emergencies or lights out : **1-888-544-4852** (1-888-LIGHT-KC)

Customer Name : **JACQUELINE R HERNANDEZ**
Service Address : **1901 POPLAR AVE**
Account Number : **9332-77-8495**

Due upon receipt : **$ 1,726.50**

Billing Date: 05/27/2004

Message Board

Keep safe around outdoor electricity. Never touch an overhead line. Keep objects at least 10' away. Use waterproof covers and ground fault current interrupters (GFCIs) for outdoor outlets. Use only weather-resistant, heavy-gauge extension cords marked "for outdoor use." Never use corded electrical tools during storms or in wet/damp conditions. For more safety information, visit ***kcpl.com***.

Check by Phone. It's the fast, easy and convenient new way to pay your bill - and it's free!! Call Customer Care at 816-471-5275 and follow the voice prompts. Have your KCP&L bill and check book close by for the information you'll need to use the system. Check by Phone will give you a confirmation number once your payment is complete.

Easy ways to save energy. Use the microwave instead of a regular oven to save up to 50 percent on cooking costs. Install compact fluorescent lights in areas you use most to save up to 75 percent on lighting costs.

Paperless Bill. It's a time saver and ecological plus. Do it for yourself and your planet. Receive your monthly KCP&L bill on your PC and pay online. It's an option you can add to Web Pay or Easy Pay. Read more about it at ***kcpl.com***.

Account Summary

for service from 04/23/2004 to 05/24/2004

Previously Billed	$ 76.68
Late Payment Charge - 05/21/2004	0.68
Current Charges *(details on back)*	
1901 POPLAR AVE	84.92
Adjustments *(details on back)*	1,564.22
Due upon receipt	**$ 1,726.50**
Late charge if received after June 17, 2004	1.43
Amount due with late charge	$ 1,727.93

Additional customer names : CARLOS ESPARZA
MARIA G HERNANDEZ

$112.28

Look for an **IMPORTANT NOTICE** about your account on the last page.

CITY OF INDEPENDENCE UTILITIES

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Utility Billing                                                    UT9116S1
 7/08/04                    Customer Information                   Inquire
Account # : 4688-01134-0000-013   Cyc/Book: 08 02   Serv Type : 5  Stat : R
Name . . . : MOORE,SHAWN,S,                                        Class: R
DOB . . . : 2/08/1973   Soc Sec # . : 515708000   Access Code: 236489
Medical Ind:            Soc Sec Dsc : N       PHN NT/#:        / 816 252-8901
E-Mail Addr:                                                      Blind:
Co-App/DBA : HERNANDEZ,JACQUELINE,R,                              TBC : 09
Co-App DOB : 10/18/1973  Co-App SSN  : 512724287   Own/Ten . : T
Employer . : BENNETT PACKING             Phone. : 816 796-7505 CardRisk: N
Emp Addr . : LUCEN                       City/St: LEES SUMMIT MO
FFI . . . : 000000000   Bk Acct/Type:                   /     # Bills . : 1
Tax Class : 0           Tax Exp Date:              No Pen Ind :
Avg Pay . : N           Sub Exp Date:              Cash Only  : N
SIC Code . :            TSS Ind . . :              COD/BOD  . :
Phone In . : N          Return Mail : R            Avg Usage  :
New Res . : N           Bankrupt  . : N            Usage Type :
Connect Dte: 12/08/2000 Request Date: 12/08/2000   Est Avg Pay:   107.98
Final Date : 7/15/2003  Request Date:  8/25/2003   Override SO: N
Transfer From :                                    Suspend Srv:
Transfer To . :                   Last Change : DSTOVER    10/02/2003
F3=Exit        F7=A/R Summary   F8=Deposits    F9=Bill Hist   F10=Pay Hist
F11=Read Hist  F12=Cancel       F14=Cust Notes F15=Serv Notes F24=More Keys
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SAYS ↑

Connect Date 12/08/2000

final Date 7/15/2003

1134 Stone Arch Dr.
Indep. Mo 64052

Act 4688-01134-0000-013

Aquila

Aquila, Inc
10700 E Hwy 350
P.O. Box 11660
Kansas City, MO 64138

Fax: 1-866-891-3687
Phone: 1-800-303-0752

08/05/2004

JACQUELINE R HERNANDEZ
1134 STONE ARCH DR
INDEPENDENCE MO 64052-1729

Dear Jacqueline:

In response to your request, the information regarding your dates of service on the following account(s) is below:

Account # 6072228559

Start Date	End Date	Premise
10/13/1998	12/08/2000	10309 E 61ST ST, APT 4/RAYTOWN, MO

Please contact our Customer Service Center at 1-800-303-0752 if additional information is needed.

Sincerely,

CH
Customer Account Correspondence

Susan from K.C.PL said I ~~was~~ need to prove I was not responsible for elect. service during 6-99 to 11-01.
here are copies of where I was and date.

6

UMB Bank, n.a.
Post Office Box 419226
Kansas City, Missouri 64141-6226

UMB BANK
MEMBER FDIC

Current address

MR CARLOS C ESPARZA
MRS MARIA G HERNANDEZ
3001 TERRACE ST
KANSAS CITY MO 64108-3621

ACCOUNT NUMBER [redacted] 98

0

STATEMENT DATE 25
7-01-04 PAGE 1

DIRECT WRITTEN INQUIRIES TO THE ABOVE ADDRESS. FOR PERSONAL ACCOUNTS YOU MAY CALL 816-860-4UMB, FOR COMMERCIAL ACCOUNTS, 816-860-5755

BLUE BANNER ACCOUNT SUMMARY

PREVIOUS STATEMENT 6-03-04, BALANCE OF		548.31-
2 DEPOSITS AND OTHER CREDITS TOTALING	573.31	
1 CHECKS AND OTHER DEBITS TOTALING	25.00-	
CURRENT BALANCE AS OF STATEMENT DATE		.00
NUMBER OF DAYS IN STATEMENT PERIOD - 28		

ACCOUNT TRANSACTIONS

DATE	AMOUNT	TRANSACTION DESCRIPTION	
06-24	300.00+	DEPOSIT SERIAL # 840607	REF 31008953
06-28	25.00-	INSUFFICIENT FUNDS CHARGE(S)	
07-01	273.31+	CHARGE OFF ACCOUNT - CREDIT	

END OF DAY BALANCES - INCLUDING UNCOLLECTED FUNDS
FOR MISCELLANEOUS SERVICE CHARGE PURPOSES ONLY

DATE	BALANCE	DATE	BALANCE	DATE	BALANCE	DATE	BALANCE	DATE	BALANCE
06-24	248.31-	06-28	273.31-	07-01	.00				

Receipt

No. 181219

Date 7 - 16 2004

FROM Jackie Hernandez $650.00

Six Hundred fifty Dollars — 00/100 DOLLARS

◯ FOR RENT

◯ FOR 1901 Poplar

FROM July 1 - 04 TO Aug - 1 - 04

ACCT.		
PAID		
DUE		

◯ cash
◯ check
◯ money order

BY Edward Parra

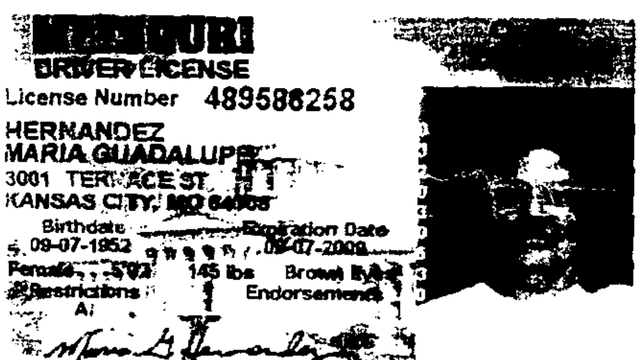
DC 2501

Attn: Regina
fax - 654-1125 - KCP+L

RE: Acct. 9332-778495
Jacqueline Hernandez

I do not reside at this address please forward my delinquent bill to the this Address:

Maria Hernandez



was faxed on FRI. 7-10-04

7/12/04 = Johanna > 1676.50

United Services Comm Action
816-358-6868 > Photo
SS#
income receive
utility Bill
8am-5pm.

Dollar Aid 8:30-1pm.
816-561-3339

Diane Tyler - 561-6885

They Hired me
today