

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

FILED

OCT 06 2006

Name:

Cheryl L. Fabulae
ComplainantMissouri Public
Service Commission

vs.

Case No.

Company Name:

KC P & L
Respondent**COMPLAINT**

Complainant resides at

5241 N. Bristol
(address of complainant)KC, Mo64119

1. Respondent,

KC P & L
(company name)

of

Kansas City, Missouri
(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:

5 years ago in May of 2001 my home of 15 years burned losing everything. We rebuilt our home using ALL Electric & Gas as KC P & L stated they would provide a discount for this. A meter left on a pole 1 year without billing during construction presented us with a bill amounting to over \$2,000. Numerous attempts were made to pay but due to paying large amounts and then missing payments my service was disconnected approx 12 times in 18 mos. I was never told of any grievance procedures or dispute options however after finding the Commission on the internet I filed an Informal Complaint July 24th 2006

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

Numerous attempts to resolve issue with KCP&L. After filing Informal Complaint I never recieved further information of status of information I submitted KCP&L then DCD Service on Oct 3 and then reconnected after Gaye Fred told Mr. Rogers to do so however I now realize this was a stall tactic for 2 days so they could deny my right under Rules of Dept of Economic Development Division 240 Chapt 134 CSR 240-13.050 which states the Commission must submit in writing a letter of decision of informal Complaint & I have 30 days I fear of Service interruption to file a formal Complaint

WHEREFORE, Complainant now requests the following relief:

I request to file a formal Complaint although I realize this Complaint goes to the exact same Address as the informal Complaint. I again tried to resolve the dispute by paying my monthly Bill + \$100 mo on arrears with no success. All I want is a reasonable solution.

10/5/06
Date

[Signature]
Signature of Complainant

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



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FACSIMILE TRANSMITTAL SHEET

TO: *Secretary of Commission* FROM: *Cheryl L. Fairbairn*
COMPANY: DATE: *10/5/06*
FAX NUMBER: TOTAL NO. OF PAGES INCLUDING COVER: *3*
PHONE NUMBER: SENDER'S REFERENCE NUMBER:
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☒ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

*Please Confirm
Voice Mail
816-303-7791
Thank
You
Cheryl L. Fairbairn*

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