

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

Unice Harris,)	
Complainant)	
)	
v.)	<u>Case No. EC-2020-0079</u>
)	
Kansas City Power & Light Company,)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through undersigned counsel, and submits its Staff Report.

1. On September 18, 201, Unice Harris filed a formal complaint against Kansas City Power & Light Company. Ms. Harris is actually a customer of KCP&L Greater Missouri Operations ("GMO"). As of October 7, 2019, GMO is now known as Evergy Missouri West ("Evergy").

2. On September 19, 2019, the Commission issued its *Order Directing Notice, Adding Parties, and Directing Responses to Application* ("Order"). The Order directed Staff to conduct an investigation under the requirements of 20 CSR 4240-2.070(15) and file a report no later than November 4, 2019.

3. Having concluded its investigation, Staff offers its *Staff Report*, filed concurrently, which is confidential pursuant to 20 CSR 4240-2.070(11), and which details Staff's investigation and analysis. In summary, Staff concludes that Evergy has not violated any applicable statutes, Commission Rules, or Commission-approved Company tariffs related to the complaint.

4. The attached *Staff Report* more fully explains the circumstances and facts that led Staff to make these conclusions.

WHEREFORE, Staff hereby tenders its *Report* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Casi Aslin

Casi Aslin

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all counsel of record this 4th day of November, 2019.

/s/ Casi Aslin