

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

Betty Bonacci,)	
)	
Complainant,)	
)	
v.)	<u>Case No. EC-2023-0433</u>
)	
Evergy Missouri West, Inc. d/b/a)	
Evergy Missouri West,)	
)	
Respondent)	

Staff Report

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and tenders its *Staff Report* as directed by the Commission’s *Order Granting Extension*, issued on August 1, 2023.

1. Betty Bonacci filed her formal *Complaint* on June 20, 2023, alleging that Respondent improperly transferred about \$200 to her account from another account. Complainant states that, if the improperly transferred amount is ignored, she has overpaid her account.

2. On June 21, 2023, the Commission issued its *Notice of Complaint*, declaring this matter to be a Small Formal Complaint under Rule 20 CSR 4240-2.070(15). The Commission also ordered Staff to investigate and file a report of its investigation by August 4, 2023, extended by the Commission on August 1, 2023, to August 25, 2023.

3. On July 20, 2023, Respondent filed its *Answer, Affirmative Defenses, and Motion to Dismiss*, denying that it had improperly transferred a prior unpaid account to Complainant’s account; denying that she had overpaid; and denying that it had violated any statute, tariff, Commission rule, or Commission order.

4. Staff now tenders a report of its investigation; pursuant to which, Staff concludes that while the Company did not violate Rule 20 CSR 4240-13.045(2), it did violate Rule 20 CSR 4240-13.050(2)(D) and its Commission-approved tariff, P.S.C. MO No. 1, Sheet R-6. Staff recommends that the Commission order the Company to remove the balance that was transferred to Ms. Bonacci's current account on February 22, 2023. In addition, Staff recommends that the Company consider revising the manner in which it communicates balance transfers.

5. Staff concludes that the Company violated a rule, its tariff, and a Commission order.

WHEREFORE, Staff prays that the Commission will order the Company to remove the balance that was transferred to Ms. Bonacci's current account on February 22, 2023; and grant such other and further relief as the Commission deems appropriate in the circumstances.

Respectfully submitted,

/s/ Kevin A. Thompson
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served, either electronically or by hand delivery or by First Class United States Mail, postage prepaid, on this **25th day of August, 2023**, to the parties of record as set out on the official Service List maintained by the Data Center of the Missouri Public Service Commission for this case.

/s/ Kevin A. Thompson