Before The Public Service Commission Of The State of Missouri

FILED MAY 1 6 2005



Name: <u>Christian R Atlakson</u>)	
Complainant Vs.)	
)	Case No
Company Name: Kansas City Power & Light)	
Respondent	j	

Complainant resides at 1809 N Ponca Dr_ Independence, MO 64058

1. Respondent, KCP&L of 1201 Walnut St Kansas City, MO 64141, 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:

In late September, of 2003, I have received a letter from KCP&L, stating that the "temporary wiring at your electrical meter is in a potentially dangerous condition". And that "the company may suspend electrical service". When I called I was told that the deck "I" built altered the clearance of the service line. I told them that I did not build the deck. We had called several times before we received this letter, because there were broken tree limbs hanging above and on the power lines. In addition the service pole was leaning toward our garage at an unsettling angle. It took several weeks to get the limbs off of the lines and the ones hanging above were left. With the service pole leaning toward our garage, it made a significant amount of slack in the line to our house, creating a situation where you could touch the line from our deck. It was approximately 6' off of the deck, we called to tell them to straighten the pole and fix the slack. We then received this first letter. After my response to the letter, they came and pulled the slack out, and left the pole leaning. I never heard anything about it until the end of March 2005. In this letter they say that, "this is our final attempt to reach you", "we have made several attempts to work with you to resolve this issue", in addition to our numerous attempts to contact you by telephone, we have sent letters on Sept. 25, 2003 and again on March 9th, 2004". I still have not seen a letter dated from March, and I had Christy Vaughan fax me all of these letters, only Sept. and March of 2005 were sent. Letter also went on to say that the deck is "obstructing access to the meter...attempts to access this meter may result in damage to the deck[®], and "plans for an alternate source of electrical supply should be made". The code violation I have been told is that my electrical meter on the backside of my house is not "at least 48" above foot level". The other possible code violation might have to do with the height of the service line is above the deck. I do not know what that requirement is.

I have NEVER received a message left on my phone, nor any caller ID information EVER, to show that they have EVER contacted me by telephone. I emailed Christy after receiving this latest letter, informed her that she is mistaken and wrong, and gave her the telephone number at my home, so they really could contact me for real. Scott Fitch is the only one to call, and that was so that he could come to my home and take pictures and harass my wife whom was home sick. When Scott Fitch came to our house on March 30th, + or - a day, and told my wife that they have been dealing with this issue since 2000. I have my own pictures that I will enclose, and a picture from the home inspector, that support my statements to you and KCP&L. The home inspector, Larry Sparks, took a picture of the back of the house showing that the previous owners refurbished the deck, the left the existing supporting structure and replaced 90% of the top part of the deck. The deck appears to have been in place for 15 years or longer. The realtor company, Apple Tree Realtors, said that the deck has been there just as long as the garage most likely, which was built 22+ years ago. I will also enclose photos of my neighbor's homes and ask KCP&L, "Are you harassing my neighbors, for having the same set-up as me?"

I can only assume that the KCP&L workers thought that it was just recently built and out of annoyance from our phone calls in regards to the tree limbs and pole, and decided to harass us with code violations. I have plans of remodeling the deck and could design it around the precious meter and bring it to code. I had Alan B., forgot his last name, works for the Public Service Commission of MO, come and inspect things, and apparently he doesn't get it either. If KCP&L is going around auditing everyone and sending letters to everyone that is no longer in code, then I want to see proof. I do know that codes are grand fathered in, and just because an existing structure is now no longer in code, you cannot make me pay to have it updated. I do not have the \$400-500 to move the meter, I do not have the \$745 I would be charged to dig up my own yard do all the work except disconnect and reconnect the lines if I were to have the service line buried. I also do not have the money to modify or replace the existing deck. I will be able to afford that next spring, hopefully.

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

I have emailed KCP&L's legal department, Christy Vaughan, telling her the same things I have told you, I did not build the deck, the previous owners did, and nothing was disclosed about it. I told them that they could take it up with the previous owners, the realtor, and the home inspector. I also contacted you, The Public Service Commission of the State of Missouri, and Alan Bass or Bask, or Bast? Responded. KCP&L has lied to him and me, about the history of this issue as well as what contact has been made.

WHEREFORE, Complainant now request the following relief:

I request that KCP&L drop this issue with me, because I have no obligation to it, I want them to stop harassing me, keep supplying power to my home, and provide the kind of service I thought they were supposed to provide me. If the want to continue with this, I want them to contact the previous owners, or whomever built the deck and request these demands to them. If they want to pay for the modifications to the deck or the meter, I give them my full permission. As long as they restore everything back to a natural look, meaning not tearing up the siding, home or deck. Please look at the enclosed photos, and supporting documents.

5-10-05

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took several months, rund phane calls it to remove tree limb from power line



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YAHOO! MAIL

Print - Close Window

From:"Vaughan Christy" < Christy.Vaughan@kcpl.com>To:"Christian Atlakson" < aflack@sbcglobal.net>Subject:RE: What the HELL are you talking about?

Date: Tue, 29 Mar 2005 11:03:49 -0600

Thank you for responding to my letter concerning access to your meter. We are more than willing to work with you to resolve this situation. As referenced in my letter, please contact Scott Fitch at (816) 245-4059 to discuss. Once I have word from Scott that you two have been in contact, I will remove the pending disconnect of your electric service. Thank you and have a great day!

----Original Message----From: Christian Atlakson [mailto:<u>aflack@sbcglobal.net</u>] Sent: Tuesday, March 22, 2005 8:08 PM To: <u>Christy.Vaughan@kcpl.com</u> Subject: What the HELL are you talking about?

I recieved a letter in the mail from you today stating that you have tried to contact me "numerous" times by letters or phone calls. I have no phone messages or caller ID to support this statement. Appearently you are under the impression that you cant read my meter...because of the deck "I" built. First off, I didn't build the damn deck, it was here when I bought the property end of Aug 2003. So go bitch at the previous owner. I am not sure if you guys have your head up your ass's or what you want from me. Maybe you should "really" try to communicate with me, and maybe I can figure out who is responsible for rectifying the situation. Just don't send me any more letters boo-hooing over how hard you have tried to contact me when you haven't, and threaten to shut off my power. Got it?

thanks. Chris Atlakson 1809 N Ponca Dr Independence, MO 64058

PS heres the phone number you havent been calling or leaving messages at....816-796-3341



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LAW DEPARTMENT

1201 Walnut Kansas City, Missouri 64106-2124 Telephone: (816) 556-2785 Facsimile: (816) 556 2787

FACSIMILE TRANSMITTAL COVER SHEET

Please deliver the following pages to:

Name: Chris Atlakson Date: April 20, 2005
Firm: _____

Facsimile Number: (816) 270-8147

Total number of pages (including cover letter): 4

From:

Name: Christy Vaughan _____ Direct Dial Number: (816) 556-2520

MESSAGE

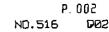
Pursuant to your request, attached are the letters I sent you on March 18, 2005 regarding accessing the meter at 1809 N. Ponca Drive.

CONFIDENTIALITY NOTICE: The documents accompanying this facsimile transmission contain confidential information belonging to the sender which is legally privileged. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any unauthorized disclosure, copying, distribution or the taking of any action in reliance on the contents of this faxed information is strictly prohibited. If you have received this facsimile in error, please immediately contact us by telephone to arrange for return of the original document to us.

NOTE: If you experience any problems in receiving any of the transmitted pages, please call (816) 556-2785 as soon as possible.

RPR-20-2005(WED) 09:59

Rx date/time 04/20/2005





LAW DEPARTMENT WRITER'S DIRECT DIAL: (816) 556-2520 Facsimile: (816) 556-2787 Christy.Vaughan@kcpl.com

March 18, 2005

Christian R. Atlakson 1809 N. Ponca Drive Independence, Missouri 64058

Re: Meter Access at 1809 N. Ponca Drive, Kansas City, Missouri 64058

Dear Mr. Atlakson:

Please be advised that this is our <u>final attempt</u> to reach you regarding the service line and meter at your residence. We have made numerous attempts to work with you to resolve this issue. In addition to our numerous attempts to contact you by telephone, we have sent you a letter on September 25, 2003 and again on March 9, 2004. A copy of the letter is attached. However, you fail to return our calls or answer our letter.

The deck built on your home is obstructing access to the meter. Our attempts to access this meter may result in damage to the deck on your home where the meter is located. As stated in Rule 3.06 of the General Rules and Regulations Applying to Electric Service on file with the Missouri Public Service Commission, Access to Customer Premises, "the Customer shall give the duly authorized agents and employees of the Company, when properly identified, full and free access to the premises of the Customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing or removing any of the Company's facilities on the premises of the Customer, reading meters, or for any other purpose incidental to the electric service supplied by the Company."

Missouri Public Service Commission Rule 4 CSR 240-13.050 governs the discontinuance of electric service. "Service may be discontinued for...refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of utility equipment."

Additionally, when you built this deck it altered the clearance of the service line in violation of KCPL's Electric Service Standards.

Rx date/time APR-20-2005(WED) 09:59 04/20/2005 11:08

04/20/2005

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Kansas City Power & Light[•]

September 25, 2003

Christian R. Atlakson 1809 N. Ponca Drive Independence, MO 64058-1035

RE: Electrical Wiring at 1809 N. Ponca Drive

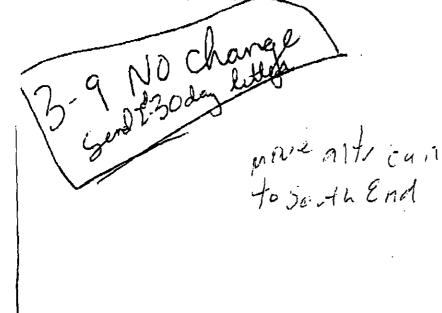
Dear Mr. Atlakson:

It has come to my attention that temporary wiring at your electric meter is in a potentially dangerous condition. Under the Company's rules and regulations, filed and approved by the State Utility Commission, the Company may suspend electric service to a customer where a dangerous condition exists in their electric service.

We are confident we can avoid terminating your electric service provided we are able to return your exterior wiring to a permanent condition within thirty (30) days of the date of this letter.

Please call me at the number listed below so that I may provide some general information and answer any questions you may have. The best time to reach me is from 7:30-9:00 A.M. and from 2:30-4:00 P.M., Monday through Friday. I look forward to hearing from you in the next few days so that we can resolve this situation.

Thank you for your attention to this matter.



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Service Coordinator Phone 245-4059



Manchester Service Center

4400 East Front Street Kansas City, Missouri 64120-1039

101. 816.245.3635

www.kcpl.com

E15 Fri Altonom

Fr. Junifra 870-917-0238 5826

Christian R. Atlakson March 18, 2005 Page 2

With this in mind, KCPL will terminate all service to the above-referenced location without further notice thirty (30) days after receipt of this letter, unless we hear from you and the work needed to permit access to KCPL meter facilities is finished prior to that date. Please keep in mind that if your service is disconnected, there will be an expense in getting your service reconnected.

If there are any operations, any refrigeration or other critical need for electric service at this location exists, plans for an alternate source of electrical supply should be made in the event service is discontinued in accordance with this notice.

If the necessary work is done, please contact Scott Fitch, KCPL Field Design at (816) 245-4059.

Very truly yours,

Christy E. Vaughan

Paralegal

cc: Scott Fitch