

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

In the Matter of the Staff Investigation of Allconnect)	
Direct Transfer Service Agreement Between)	
Allconnect, Inc. and Great Plains Energy Services)	<u>File No. EO-2014-0306</u>
Incorporated Respecting Itself and Its Affiliates)	
Kansas City Power & Light Company and KCP&L)	
Greater Missouri Operations Company)	

**REPORT OF STAFF'S INVESTIGATION OF
ALLCONNECT DIRECT TRANSFER SERVICE AGREEMENT**

COMES NOW the Staff of the Missouri Public Service Commission, by and through undersigned counsel of the Staff Counsel's Office, and files the Report Of Staff's Investigation Of Allconnect Direct Transfer Service Agreement ("Staff Report"). In support of the Staff's Report, the Staff states as follows:

1. On April 25, 2014, the Staff filed a *Staff Motion For Investigation And Opening Of File No. For That Purpose* for Commission authorization of a formal Staff investigation of the Allconnect Direct Transfer Service Agreement ("Transfer Service Agreement") dated April 30, 2013,¹ and activities of the parties related to the Transfer Service Agreement. The Transfer Service Agreement is between Allconnect, Inc. ("Allconnect") and Great Plains Energy Services Incorporated ("GPES")² on behalf of itself and its affiliates Kansas City Power & Light Company ("KCP&L") and KCP&L Greater Missouri Operations Company ("GMO").

2. Allconnect is based in Atlanta, Ga. and contracts with utilities for access to certain customers of these utilities to attempt to sell these customers communications/home product services. In the given situation, telephone, wireless,

¹ First Amendment To Transfer Service Agreement dated August 31, 2013.

² GPES is a non-regulated affiliate of KCP&L and GMO.

cable TV, satellite TV, high-speed internet, and premises security residential service providers pay Allconnect for selling their services by telephone sales. Allconnect pays KCP&L/GMO a fee per phone call of either a new KCP&L/GMO customer, or an existing KCP&L/GMO customer moving to a different address within KCP&L/GMO service territory, who is transferred with certain of that customer's information from a KCP&L/GMO customer representative to an Allconnect customer representative, without customer consent being requested.³

3. The KCP&L/GMO customer representative tells the new or moving, but remaining KCP&L/GMO customer, that his/her call is being transferred to an Allconnect representative ostensibly to provide a service confirmation number and verify the "accuracy" of the information taken down regarding the customer's new electric service order. The KCP&L/GMO customer and certain of that customer's information is then transferred to an Allconnect customer representative, without customer consent being requested, and the KCP&L/GMO customer is offered for purchase by the Allconnect customer representative, communications/home product services by the Allconnect customer representative.

3. The Staff believes that the Commission has jurisdiction over KCP&L/GMO's present activity with Allconnect pursuant to Sections 386.040, 386.250(7), 393.140(1) and (2), 393.190.1, 393.270.2 RSMo. 2000 and 4 CSR 240-20.015(2)(C) and 4 CSR 240-13.040(2)(A).

4. The Commission issued an Order Opening An Investigation Into The Agreements Between Allconnect, Inc. and Great Plains Energy Services, Regarding

³ KCP&L/GMO also receive reimbursement of some costs from Allconnect for training of KCP&L/GMO personnel, and, furthermore for KCP&L-GMO, there is the possibility of commissions from Allconnect.

Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company on April 30, 2014 and directed the Staff to file a progress report regarding its investigation no later than July 31, 2014. The Staff filed its *Progress Report* on July 31, 2014, its *Second Progress Report* on October 31, 2014, and its *Third Progress Report* on December 12, 2014, in which the Staff stated that it would file the results of its investigation containing its findings and recommendations by December 19, 2014.

5. Among other things, the Staff contends that the customer information transferred from KCP&L/GMO to Allconnect is part of KCP&L/GMO's works or system necessary or useful in the performance of KCP&L/GMO's duties to the public. Therefore, under Section 393.190.1 RSMo. 2000, the Staff asserts that KCP&L/GMO should have first obtained the Commission's authorization before engaging in the Allconnect Direct Transfer Service Agreement. The Staff also contends that KCP&L/GMO are not in compliance with Commission Rules 4 CSR 240-20.015(2)(C) or 4 CSR 240-13.040(2)(A). It is the Staff's intention to file complaints against KCP&L/GMO in the near future.

6. The Staff recommends in the Staff Report that the Commission order KCP&L/GMO to:

- Cease the transfer of customer information and calls to Allconnect until and unless KCP&L/GMO apply for and obtain Commission authorization under Section 393.190.1 RSMo. to sell or transfer certain customer information to Allconnect.

7. If the Commission authorizes the sale or transfer of customer information or determines that Commission authorization is not necessary, the Staff recommends that the Commission:

- Authorize the transfer of customer Information and calls to Allconnect only if the customer consents to such transfers.

- Require KCP&L/GMO to verify the accuracy of electric service orders and provide electric service confirmation numbers to its own regulated customers.
- Require KCP&L/GMO to notify the Staff and OPC prior to engaging the services of Allconnect or like marketing or sales companies in the future.
- Require KCP&L/GMO to assume complete responsibility and control of handling and resolving customer complaints related to Allconnect. Require KCP&L/GMO to cease using Allconnect to attempt to resolve such complaints.

6. It is the Staff's opinion that the above recommendations are reasonable improvements and will best promote the public interest. In particular, compliance with the Staff recommendations will bring KCP&L/GMO into compliance with Section 393.190.1 and Commission Rules 4 CSR 240-20.015(2)(C) and 4 CSR 240-13.040(2)(A).

WHEREFORE, the Staff files its Report Of Staff's Investigation Of Allconnect Direct Transfer Service Agreement and states that it intends to file complaints against Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company in the near future.

Respectfully submitted,

/s/ Steven Dottheim

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing *Report Of Staff's Investigation Of Allconnect Direct Transfer Service Agreement* have been transmitted electronically to Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company and the Office of the Public Counsel this 19th day of December, 2014.

/s/ Steven Dottheim