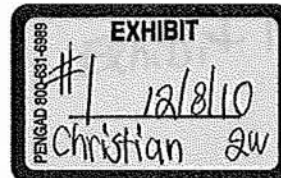




FILED  
December 22, 2010  
Missouri Public  
Service Commission



Commissioners  
ROBERT M. CLAYTON III  
Chairman  
JEFF DAVIS  
TERRY M. JARRETT  
KEVIN GUNN  
ROBERT S. KENNEY

### Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

WESS A. HENDERSON  
Executive Director  
DANA K. JOYCE  
Director, Administration and  
Regulatory Policy  
ROBERT SCHALLENBERG  
Director, Utility Services  
NATELLE DIETRICH  
Director, Utility Operations  
STEVEN C. REED  
Secretary/General Counsel  
KEVIN A. THOMPSON  
Chief Staff Counsel

September 21, 2010

Raintree Lake  
Property Owners Association  
Attn: Brian West  
825 SW Raintree Drive  
Lees Summit, MO 64082

Dear Mr. West:

This letter is to acknowledge receipt of your informal complaint against Kansas City Power & Light. We are in the process of investigating this matter. Given the technical nature of your complaint, we have forwarded your complaint to our Operations Department for their investigation. When the investigation is completed, we will be back in touch with you.

In the meantime, if you have any questions or additional information to provide concerning this matter, please send it to the Missouri Public Service Commission, Operations Department or Consumer Services Department, P.O. Box 360, Jefferson City, MO 65102 or you may contact our office at 1-800-392-4211 and we will connect you with the appropriate Commission representative handling your complaint.

Sincerely,

Consumer Services Department  
Missouri Public Service Commission

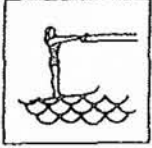
Exhibit No. 1  
Date 12-8-10 Reporter \_\_\_\_\_  
File No. ER-2010-0355  
ER-2010-0356



# Raintree Lake

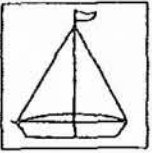
## PROPERTY OWNERS ASSOCIATION

825 SW RAINTREE DRIVE  
LEE'S SUMMIT, MO 64082  
TELEPHONE (816) 537-7576



9/16/2010

Missouri Department of Economic Development  
P.O. Box 1157  
Jefferson City, MO 65102  
Attention: Missouri Public Service Commission



Dear Sirs,

The Raintree lake Property Owners Association (RLPOA) is an association representing over 1,700 home owners at Raintree Lake in southern Lee's Summit, MO. The lake and our homes are located in both Jackson County Missouri as well as Cass County Missouri.



Our By-Laws and our Covenants, Conditions & Restrictions were registered in the state of Missouri and are rules and guidelines to help us maintain a beautiful and safe community environment. By adhering to these documents we also ensure that our member homeowners enjoy stable property values and in today's economic environment that is a paramount consideration.



Our community is served by several different public utility companies that, for the most part in the past, have addressed our needs well. However, recently, there has been growing concern about the lack of maintenance and questions about safety regarding existing and aging equipment that is exposed to our homeowners and their families.



The most prominent, and potentially hazardous, of those concerns seems to be the pad mounted switchgear, transformers and service pedestals owned by the electric utility, Kansas City Power & Light (KCP&L). We understand that KCP&L has not owned this equipment from the time of their installation. The life cycle and or maintenance plan for this equipment probably was, or should have been, taken into account during their acquisition negotiation.

These utility companies appear before your commission to request, and justify, rate increases. Often, when a rate increase is granted, the consumer sees little or no change or benefit.

When presenting our concerns to various utility companies, we have been told that physical appearance does not necessarily deter from designed function. We feel just the opposite; public relations and property values go hand in hand when the public is treated as respected neighbors and not just rate payers.

RLPOA asks that our concerns regarding the safety of our members, our children and our pets be addressed. We also hope the same pride of ownership that our members take in their homes and property is taken by each public utility regarding their respective equipment.

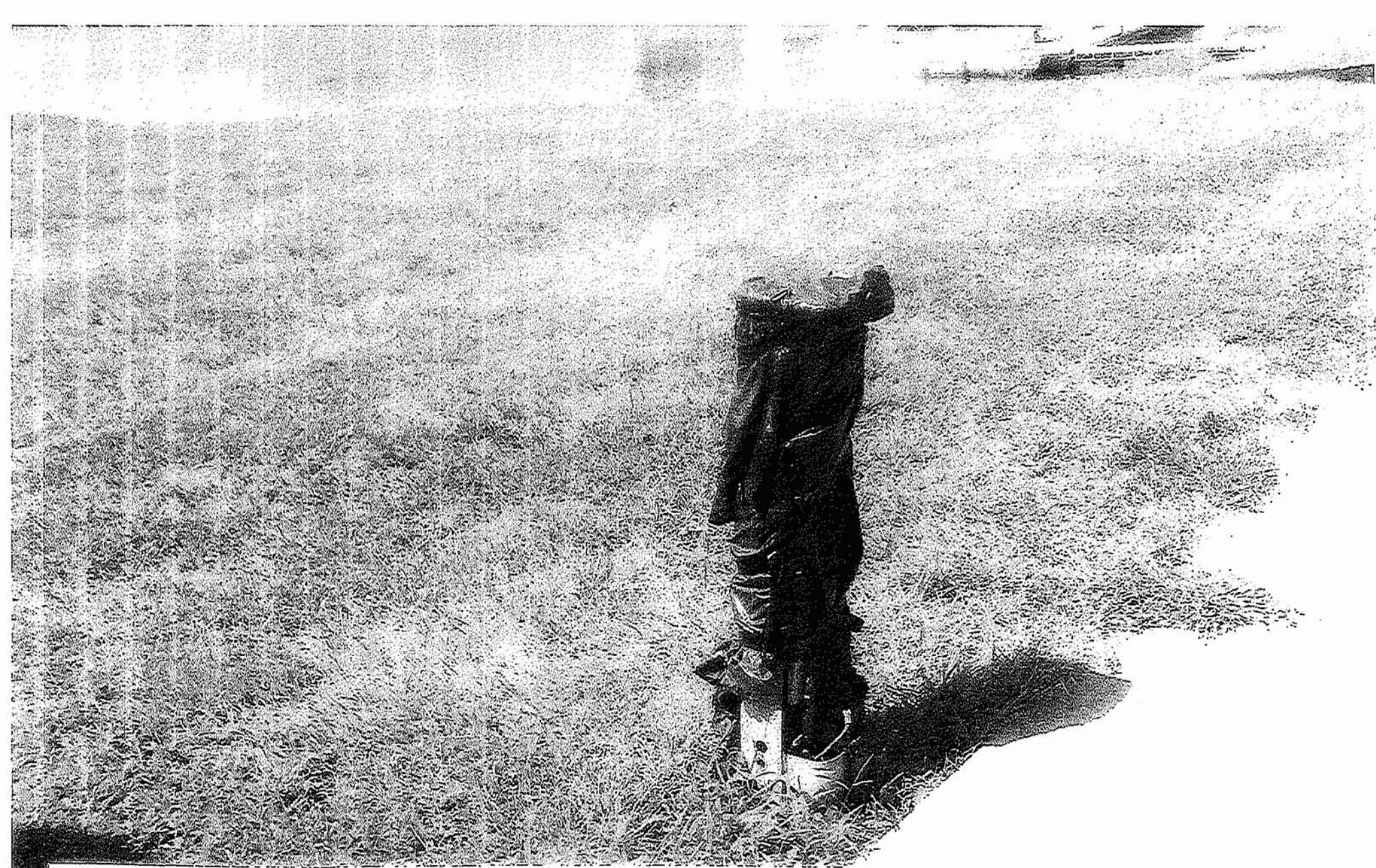
Your response and suggested resolutions will be welcomed and we will be happy to meet with and take actions that the Missouri Public Service Commission recommends.

Sincerely,


A handwritten signature in black ink, appearing to read "Brian West". The signature is fluid and cursive, with the first name "Brian" and the last name "West" clearly distinguishable.

RLPOA Board of Directors  
Brian West, President





**Equipment located on RLPOA Common Ground behind 4060 SW Normandy Drive, Lee's Summit, MO 64082**



Equipment located on RLPOA Common Ground walkway behind 4493 SW  
Bowsprit, Lee's Summit, MO 64082



SW20528

ELBOWS

CAUTION

HIGH  
VOLTAGE  
KEEP OUT

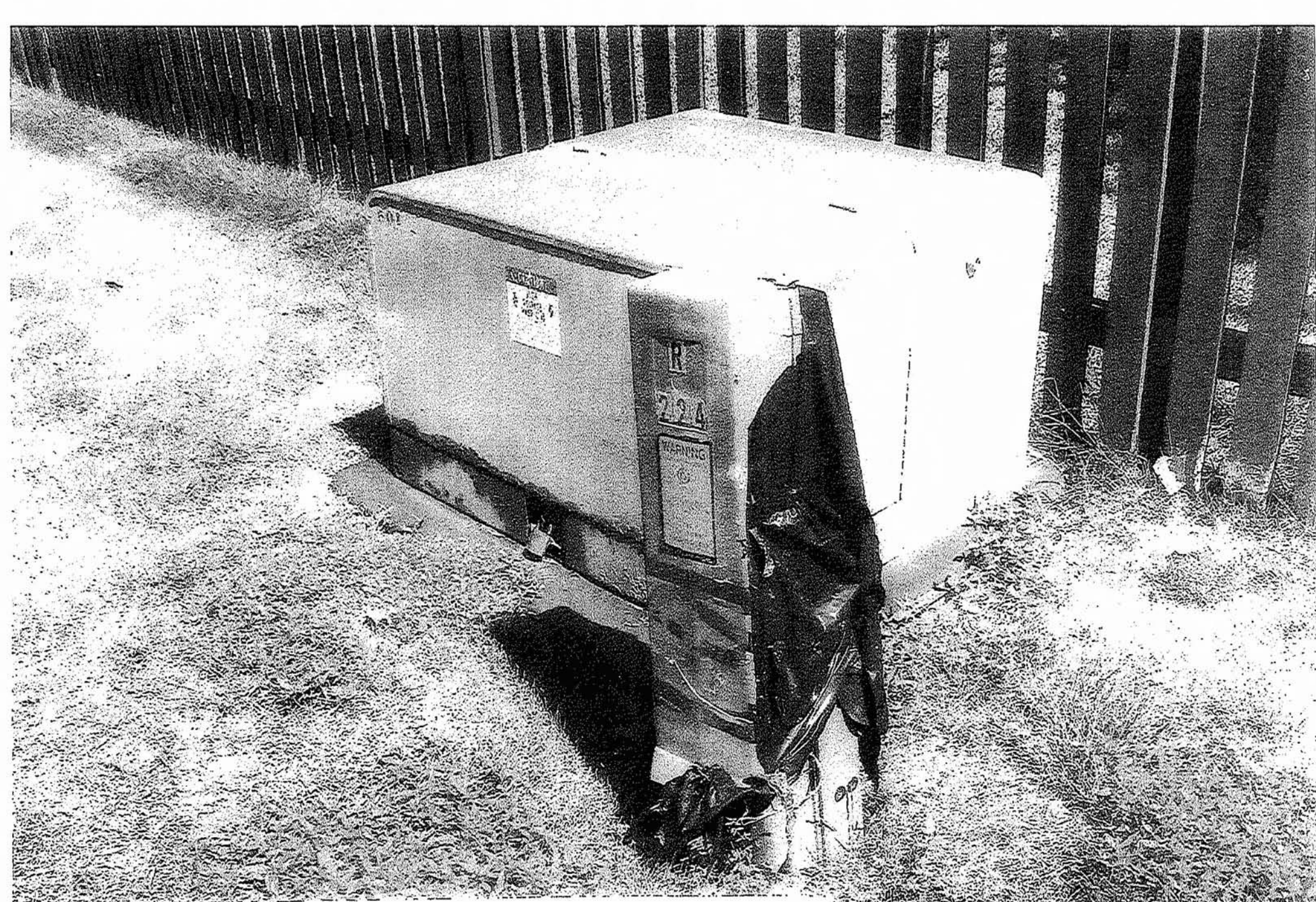
DO NOT ATTEMPT TO REPAIR OR  
REPLACE EQUIPMENT IN THIS  
ENCLOSURE WITHOUT THE  
APPROPRIATE TRAINING AND  
EQUIPMENT. CONTACT THE  
UTILITY COMPANY FOR  
SERVICES.

136

B0

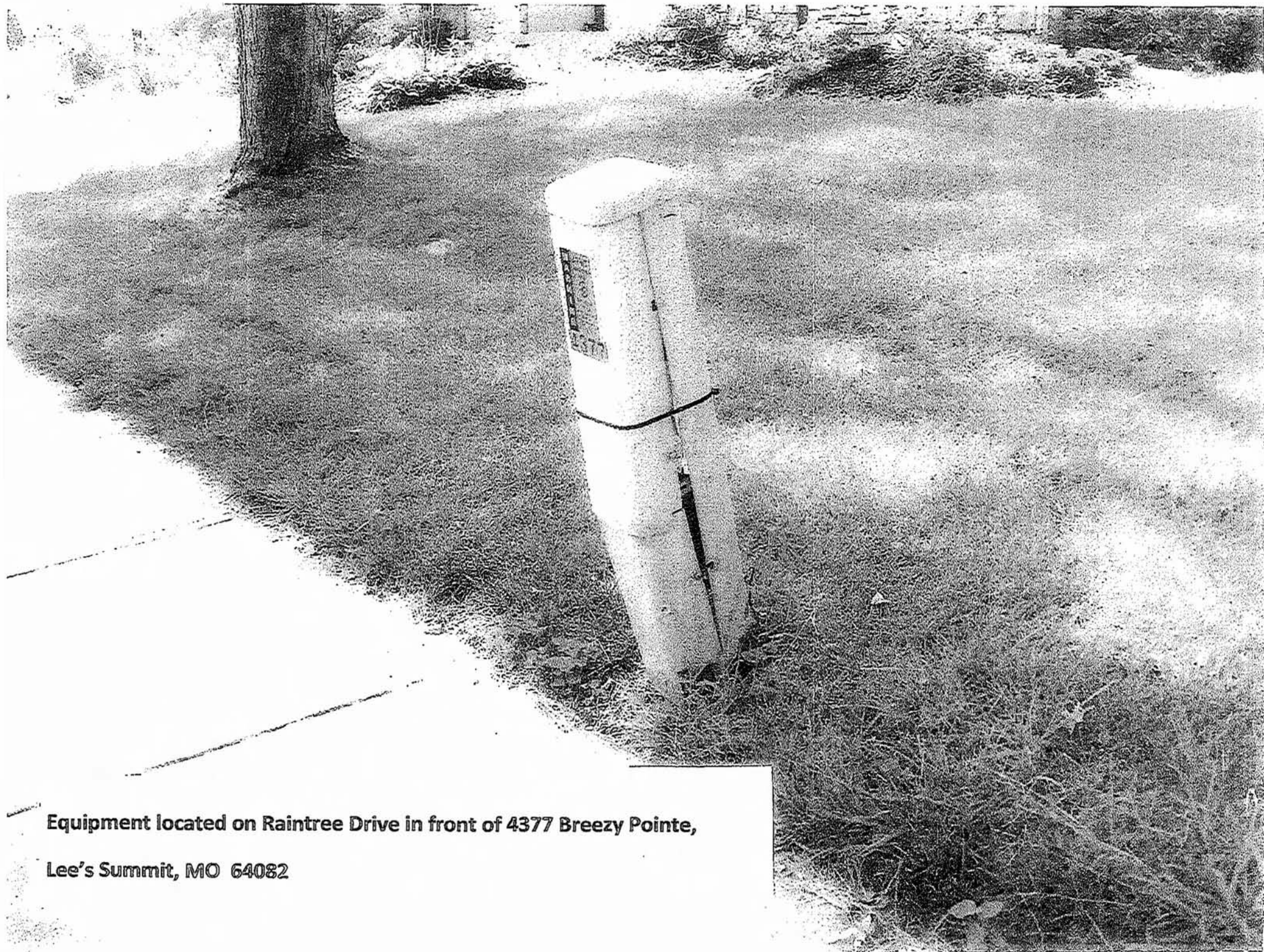
Equipment located on Raintree Drive between 230 SW Raintree Drive and 232 SW Raintree Drive, Lee's Summit, MO 64082





Equipment located in the rear of the property between 230 SW Raintree Drive and 232 SW Raintree Drive, Lee's Summit, MO 64082





**Equipment located on Raintree Drive in front of 4377 Breezy Pointe,**

**Lee's Summit, MO 64082**





**Equipment located on Raintree Drive in front of 727 SW Raintree Drive,  
Lee's Summit, MO 64082**



**Equipment located on Raintree Drive in the rear of 4161 Lafayette Place,**

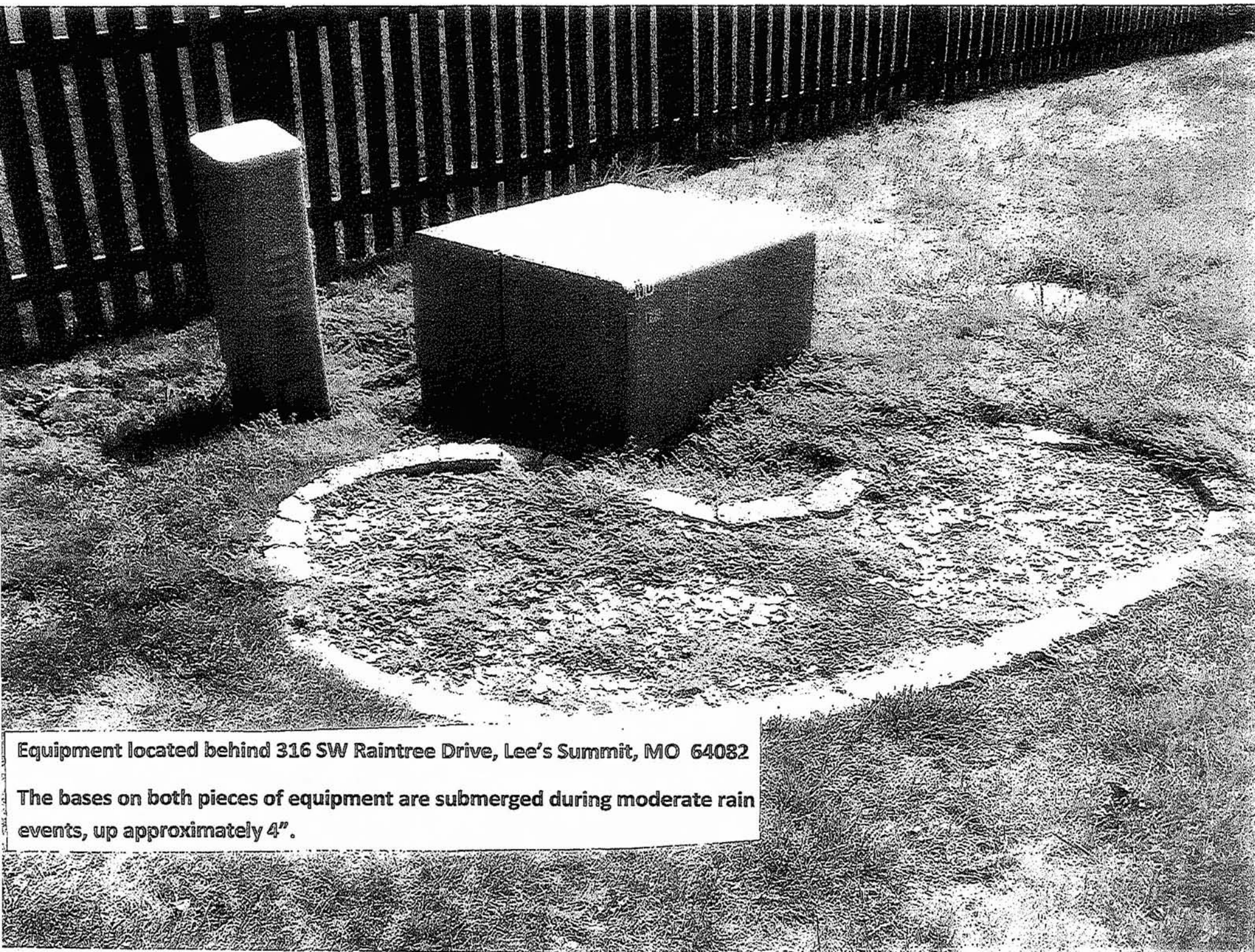
**Lee's Summit, MO 64082**





**Equipment located in the rear and between 238 SW Raintree Drive and 300 SW Raintree Drive, Lee's Summit, MO 64082**





**Equipment located behind 316 SW Raintree Drive, Lee's Summit, MO 64082**

**The bases on both pieces of equipment are submerged during moderate rain events, up approximately 4".**