

Respectfully submitted,

The Staff of the
Missouri Public Service Commission

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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 12th day of September, 2012.

/s/ Sarah Kliethermes

REPORT OF THE STAFF

TO: Missouri Public Service Commission Official Case File
Case No. ER-2012-0174 and ER-2012-0175

FROM: Carol Gay Fred, Consumer Services Manager

DATE: September 12, 2012

/s/ Carol Gay Fred / 09/13/12 /s/ Sarah Kliethermes/ 09/13/12
Consumer Services Department/Date Staff Counsel's Office/Date

On April 26, 2012, the Missouri Public Service Commission (Commission) issued an *Order Consolidating Cases for Hearing and Setting Procedural Schedule, and Amended Notice of Hearing* ("Order"). The Order includes that, "[n]o later than September 13, 2012, the Commission's Consumer Services Department shall file its second report that identifies and describes all consumer complaints, formal and informal filed against Kansas City Power & Light Company ('KCPL') or KCP&L Greater Missouri Operations Company ("GMO") (together, "companies") or both.

Executive Summary

KCP&L has a total of 270,171 customers and GMO has a total of 309,206 customers for a total combined number of 579,377 customers. The Commission's Consumer Services Unit (CSU) has received a total of 176 informal complaints, 7 inquiries, no formal complaints, and 260 quick hits for the companies combined since the May 15, 2012 through September 9, 2012.

Informal complaints are those complaints received by Staff that require communication between the utility and the customer, in an attempt to resolve the matter within the Commission Rules/Regulations and the utilities' Commission-approved tariff. An example of an informal complaint is where a customer calls upset with a high bill and would like to have their meter tested and an extension of time to make payment on their account.

Formal complaints are generally informal complaint that Staff has been unable to resolve to the customer's satisfaction, even after communication with the utility. Therefore, the consumer is advised of their opportunity to appeal their complaint through the Commission's formal complaint process in accordance with 4 CSR 240-2.070.

Quick hits are any phone or electronic contact from an external entity that is referred to another agency or transferred to another MPSC staff member where the communication does not result in a complaint, inquiry or public comment and is provided education where able. An example of a quick hit is where a customer calls the Commission's hotline and inquires how many days does a company have to turn on new service or would like the utility to send out a disconnect notice for the full amount due on the account.

Inquiries are consumer contacts with Staff whereby Staff has been able to respond to the customer's inquiry and has been able to satisfy the customer's inquiry without the need to communicate with the utility. An example of an inquiry is where a customer calls the Commission's hotline and requests information regarding a late charge that appears on their bill or ask what is the current rate the utility can charge.

Commission complaints are generally broken down into five distinct complaint issues/categories: 1) Billing, 2) Rates and Tariff, 3) Rules and Regulations, 4) Service Quality and 5) Other Miscellaneous. Within those five categories there are a number of sub-complaint issues/categories that identify the complaint issue more specifically. In addition, there is a complaint resolution code that generally describes the resolution.

Informal complaints are generally considered confidential information given the consumer specific account information related to the complaint. For this reason consumer complaints are not available to the public. However, the Commission in its Order not only asked to identify consumer complaints but asked that Staff to describe all consumer complaints filed against KCPL and GMO. For this purpose Staff has created the attached matrix, Attachment A, that identified and describes all consumer complaints, broken out by company and demonstrates the general resolution for each type of complaint sub-issue/category.

ER-2012-0174 / ER-2012-0175
KCPL / GMO

Overall Summary

KCPL - Time Period from last rate case May 15 - September 9, 2012

GMO - Time Period from last rate case May 15 - September 9, 2012

Company	Number of Customers	Informal Complaints	Percentage	Inquiries	Percentage	Quick Hits	Percentage	Formal Complaints	Percentage
KCPL	270,171	113	0.00041825	6	0.0000222	230	0.0008513	0	0
KCP&L-GMO	309,206	63	0.00020375	1	0.0000032	30	0.000097	0	0
	579,377	176		7		260		0	

Informal Complaint Summary

Billing	20
Rates/Tariff	0
Rules/Regulations	85
Service Quality	7
Other Misc.	1
Total	113

Complaint Sub-Issue

Billing

Auto-Pay	1
Billing in General	2
Budget Plan	3
Disputed Bill	3
High Bill	5
Rebill	4
Refunds	1
Transferred Bill	1
Total	20

Rates/Tariff

NONE	
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Resolution Generally Found:

Billing Sustained According to MPSC Rule 4 CSR 240-13

Education/Educational Material Provided

Utility Resolved

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KCPL

Rules/Regulations

Denial of Service	24
Discontinuance of Service	46
Discontinuance/Unauthorized Use	2
Discontinuance/Bill	12
Discontinuance/Deposit	1
Total	85

Service Quality

Safety	1
Installation Delay	2
Delay Restoral	1
Repair Service	1
Outages	2
Total	7

Other Miscellaneous

Tree Trimming	1
	1

Resolution Generally Found:

Utility in Compliance with Tariff and/or Rules & Regulations
CWR Payment Arrangement Reached
Extension Granted
Requested Service Provided

Resolution Generally Found:

Utility Resolved

Resolution General Found:

Utility Resolved Matter

Informal Complaint Summary

Billing	16
Rates/Tariff	2
Rules/Regulations	38
Service Quality	5
Other Misc.	2
Total	63

Complaint Sub-Issue

Billing

Billing in General	3
Budget Plan	3
Disputed Bill	3
High Bill	4
Rebill	2
Transferred Bills	1
Total	16

Resolution Generally Found:

Billing Sustained
 Billing Adjustment Given
 Utility in Complainance w/Tariff and/or Rules & Regulations

Rates/Tariff

Rates in General	2
Total	2

Resolution Generally Found:

Utility Resolved

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GMO

Rules/Regulations

Denial of Service	10
Discontinuance of Service	24
Discontinuance of Service-Bill	4
Total	38

Resolution Generally Found:

Billing Sustained

Requested Service Provided

Utility in Compliance with Tariff and/or Rules & Regulations

Service Quality

Low or High Voltage	1
Service in General	1
Service Outages	2
Street Lighting	1
Total	5

Resolution Generally Found:

Educational/Information Provided

Utility Has Scheduled Repairs

Utility Resolved Matter

Other Miscellaneous

General Information	1
Possible Complaint	1
Total	2

Resolution Generally Found:

Utility in Compliance with Tariff and/or Rules & Regulations