

RONALD R KITCHEN
10602 E 20TH ST S
INDEPENDENCE MO 64052
F04MRN CINQ CONT

WK 816 833-2453
HM 816 833-2453 G 01 E
CUSTOMER CONTACT INQUIRY

0201
03 09102
A RES 9892997277
03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	01/31/03	18:33	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-01-31	Y
	09/06/02	00:24	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	09/05/02	00:22	CR	SYSTEM	SECURITY DEPOSIT OF 121.75 ON NOTICE	N
	09/06/02	23:57	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	08/30/02	23:39	CR	SYSTEM	SECURITY DEPOSIT OF 121.75 ON NOTICE	N
	08/30/02	18:24	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-08-30	Y
	04/10/02	09:28	SY	CUBCP404	LEFT MESSAGE	Y
	04/09/02	15:26	OT	F04JMM	MR KITCHEN CALLED MLG PMT FOR \$228.88	Y
	04/09/02	00:07	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	04/08/02	23:54	CR	SYSTEM	SECURITY DEPOSIT OF 134.28 ON NOTICE	N
	04/09/02	23:35	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	04/03/02	00:00	CR	SYSTEM	SECURITY DEPOSIT OF 208.23 ON NOTICE	N
	04/03/02	19:48	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-04-03	Y

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13-ACCT DATA 14-CURR SERV 15-CURR MDSE 16-BILL HIST 17-PYMT HIST
18-ANALYSIS 19-MISC CHARGE 20-DEGREE DAY 21-ACCT BAL 22-ACCT INFO
NEXT FUNCTION: DATA:

0199

FILED²

JUL 11 2006

Missouri Public
Service Commission

Exhibit No. D
Case No(s). CC-2006-0060
Date 6-5-06 Rptr PF

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SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	04/07/03	00:20	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	04/01/03	00:13	CR	SYSTEM	SECURITY DEPOSIT OF 104.72 ON NOTICE	N
	04/01/03	18:34	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-04-01	Y
	03/07/03	00:38	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	03/06/03	00:26	CR	SYSTEM	SECURITY DEPOSIT OF 104.72 ON NOTICE	N
	03/07/03	00:05	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	03/03/03	00:09	CR	SYSTEM	SECURITY DEPOSIT OF 121.75 ON NOTICE	N
	03/03/03	18:33	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-03-03	Y
	02/07/03	09:54	SY	CUBCP404	TALKED TO CUSTOMER	Y
	02/06/03	00:41	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	02/05/03	00:28	CR	SYSTEM	SECURITY DEPOSIT OF 121.75 ON NOTICE	N
	02/06/03	00:08	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	01/31/03	00:06	CR	SYSTEM	SECURITY DEPOSIT OF 121.75 ON NOTICE	N

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CUSTOMER CONTACT INQUIRY

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03 09102

A RES 9892997277

03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	06/06/03	23:44	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	06/02/03	00:18	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	06/02/03	18:33	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-06-02	Y
	05/08/03	09:24	SY	CUBCP404	LEFT MESSAGE	Y
	05/07/03	00:45	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	05/06/03	00:34	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	05/07/03	00:11	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	05/01/03	00:12	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	05/01/03	18:31	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-05-01	Y
	04/21/03	16:30	SO	F04BKS	SERVICE ORDER VOIDED BY STARK	Y
	04/08/03	13:02	SY	CUBCP404	LEFT MESSAGE	Y
	04/05/03	00:55	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	04/04/03	00:41	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N

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03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	07/25/03	15:18	OT	F04BJF	TAMMY KITCHEN LIVES HERE(SHE IS DAUGH OF	Y
	07/25/03	15:01	OT	F04DXC	TAMMY KITCHEN (DGHTR) SAYS THAT SHE &	Y
	07/18/03	13:00	GM	F04LAM	CCON	Y
	07/21/03	10:59	OT	F04ADH	PER RONALD HIS GAS IS STILL ON HE SAID T	Y
	07/09/03	08:41	SY	CUBCP404	RECEIVED NO ANSWER	Y
	07/08/03	00:20	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	07/07/03	00:13	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	07/08/03	23:43	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	07/01/03	23:59	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	07/01/03	18:36	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-07-01	Y
	06/23/03	16:01	SO	F04HWS	SERVICE ORDER VOIDED BY H.SMITH	Y
	06/06/03	00:18	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	06/05/03	00:08	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N

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03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	08/29/03	23:20	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	08/29/03	18:29	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-08-29	Y
	08/18/03	14:07	SC	F04CLP	SERVICE ORDER VOIDED BY PATTI	Y
	08/07/03	13:17	SY	CUBCP404	LEFT MESSAGE	Y
	08/06/03	02:01	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	08/05/03	01:54	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	08/06/03	01:23	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	07/31/03	23:59	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	07/31/03	18:32	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-07-31	Y
	07/28/03	15:14	OT	F04POJ	CUST NEED 148.48 TO MAKE ARRANGEMENT	N
	07/28/03	15:11	OT	F04POJ	50.00 REC 026400016722 REF	N
	07/25/03	15:31	OT	F04BJF	I ADV TAMMY THAT RONALD WL NEED TO CALL	Y
	07/25/03	15:27	OT	F04JJ1	RONALD CALLING SAYS NEEDS AMT TOPAY TO K	Y

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SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	09/18/03	17:05	OT	F04DXC	*** COMMISSION COMPLAINT *** 09/17/03	Y
	09/17/03	15:28	OT	F04JUR	VIEWED WITH DEBORAH	N
	09/17/03	12:37	OT	F04JAC	MR KITCHEN CLG AGAIN - UPSET OVER TRF OF	Y
	09/17/03	12:29	OT	F04BJF	RONALD HUNG UP..	N
	09/17/03	11:58	OT	F04DXH	PER RONALD KITCHEN HE DOES NOT	Y
	09/17/03	11:41	OT	F04DMD	ADV YOUNG LADY NOT SYLVIA (RONALD WILL	Y
	09/17/03	11:31	OT	F04DMD	DO NOT TURN ON RESET	Y
	09/17/03	11:29	OT	F04DMD	PD 200.00 TRAN 013000026945	N
	09/15/03	15:17	OT	F04MEM	SOMT	Y
	09/08/03	09:02	SY	CUBCP404	LEFT MESSAGE	Y
	09/04/03	23:42	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	09/04/03	23:39	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	09/05/03	23:10	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y

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SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	10/28/03	18:35	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-10-28	Y
	10/21/03	12:33	OT	F04DZD	CRYSTAL WITH CITY OF INDEP UTILITIES	Y
	10/20/03	14:18	SO	F04MAL	SERVICE ORDER VOIDED BY LEWIS	Y
	10/15/03	18:55	CR	SYSTEM	ST PAY AGREEMENT BROKEN	Y
	10/06/03	16:12	OT	F04MYS	CORRECTED MANUAL BILL SENT	N
	10/01/03	15:25	OT	F04DXC	I TALKED WITH RONALD AGAIN TODAY. HE	Y
	09/30/03	23:48	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	09/30/03	23:10	BI	SYSTEM	BILL WAS RTD TO OFFC-TOTALS NOT CORRECT	N
	09/30/03	18:31	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-09-30	Y
	09/19/03	17:09	CR	F04DXC	ST PAY AGREEMENT CREATED	Y
	09/19/03	17:07	OT	F04DXC	I ADVD JENNIFER THAT HER BILL WILL	Y
	09/18/03	18:52	OT	F04JGQ	VIEWS ACCT DUE TO E-MAIL FROM REP,	Y
	09/18/03	18:52	OT	F04JAC	VIEW WITH SUP	N

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03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	12/11/03	09:40	GM	CUMSO417	PRTL	Y
	12/04/03	10:07	SY	CUBCP404	RECEIVED NO ANSWER	Y
	12/03/03	00:16	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	12/02/03	00:10	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	12/03/03	23:41	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	11/25/03	23:54	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	11/25/03	18:27	CR	SYSTEM	DISCONNECT NOTICE MAILED 2003-11-25	Y
	11/19/03	09:22	SO	F04HWS	SERVICE ORDER VOIDED BY H.SMITH	Y
	11/04/03	10:44	SY	CUBCP404	MADE NO CONTACT	Y
	10/31/03	23:37	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	10/31/03	23:34	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	11/03/03	23:07	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	10/28/03	00:07	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N

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A RES 9892997277
03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	02/26/04	18:29	CR	SYSTEM	DISCONNECT NOTICE MAILED 2004-02-26	Y
	02/09/04	15:11	OT	F04PES	MR KITCHEN SAID HE WP 300.00 2-9 AT CITY	Y
	02/06/04	10:40	OT	F04NLC	CUST HUNG UP WHILE FIGURING WHAT HE NEED	Y
	02/06/04	10:19	OT	F04RMK	WAS CHECKING ACCT & HANG UP	N
	02/05/04	07:32	SY	CUBCP404	MADE NO CONTACT	Y
	02/02/04	23:45	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	02/02/04	23:33	CR	SYSTEM	SECURITY DEPOSIT OF 114.21 ON NOTICE	N
	02/03/04	23:16	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	01/28/04	18:28	CR	SYSTEM	DISCONNECT NOTICE MAILED 2004-01-28	Y
	01/28/04	18:28	CR	SYSTEM	FL PAY AGREEMENT BROKEN	Y
	12/22/03	13:42	CR	F04VAJ	FL PAY AGREEMENT CREATED	Y
	12/22/03	13:41	BI	F04VAJ	CUSTOMER ADDED TO ABC	Y
	12/11/03	14:54	OT	F04CJG	CWR WORKSHEET SENT TO VAJ..RONALD PAID 2	Y

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03 09102

A RES 9892997277

03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	04/12/04	10:47	OT	F04CAR	RONALD UNABLE TO PAY ANYTHING UNTIL 4/16	Y
	04/02/04	09:49	SY	CUBCP404	RECEIVED NO ANSWER	Y
	04/01/04	00:29	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	03/31/04	00:16	CR	SYSTEM	SECURITY DEPOSIT OF 153.90 ON NOTICE	N
	04/01/04	23:55	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	03/31/04	11:20	SY	CUBAR311	KS AD VALOREM TAX REFND CREDIT 24.04	N
	03/26/04	23:29	CR	SYSTEM	SECURITY DEPOSIT OF 153.90 ON NOTICE	N
	03/26/04	18:31	CR	SYSTEM	DISCONNECT NOTICE MAILED 2004-03-26	Y
	03/04/04	09:45	SY	CUBCP404	MADE NO CONTACT	Y
	03/03/04	00:08	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	03/02/04	23:54	CR	SYSTEM	SECURITY DEPOSIT OF 141.36 ON NOTICE	N
	03/03/04	23:33	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	02/26/04	23:19	CR	SYSTEM	SECURITY DEPOSIT OF 141.36 ON NOTICE	N

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03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	06/02/04	22:13	CR	SYSTEM	SECURITY DEPOSIT OF 180.07 ON NOTICE	N
	06/03/04	22:08	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	05/26/04	23:25	CR	SYSTEM	SECURITY DEPOSIT OF 180.07 ON NOTICE	N
	05/26/04	18:28	CR	SYSTEM	DISCONNECT NOTICE MAILED 2004-05-26	Y
	05/04/04	11:56	SY	CUBCP404	LEFT MESSAGE	Y
	05/01/04	00:30	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y
	04/30/04	00:16	CR	SYSTEM	SECURITY DEPOSIT OF 180.07 ON NOTICE	N
	05/03/04	23:53	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	04/27/04	00:03	CR	SYSTEM	SECURITY DEPOSIT OF 180.07 ON NOTICE	N
	04/27/04	18:33	CR	SYSTEM	DISCONNECT NOTICE MAILED 2004-04-27	Y
	04/12/04	14:02	SO	F04BKS	SERVICE ORDER VOIDED BY STARK	Y
	04/12/04	12:16	OT	F04LYH	JENNY WCB ON 0416 W.RECPT FOR 200	N
	04/12/04	12:16	OT	F04LYH	JENNY 260 025600076111	N

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 F04MRN CING CONT CUSTOMER CONTACT INQUIRY 03/06/06 09:23

SEL	DATE	TIME	TYPE	USER ID	CONTACT DESCRIPTION	MEMO
	02/21/06	15:32	OT	F04SJB	CORRECTED THE SS# ON SUYLVIA	Y
	02/14/06	08:33	SY	CUBCP404	RECEIVED NO ANSWER	Y
	02/10/06	22:24	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION - CW	Y
	02/13/06	22:12	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED	Y
	02/07/06	18:19	CR	SYSTEM	DISCONNECT NOTICE MAILED 2006-02-07	Y
	02/06/06	08:47	OT	F04RR3	VIEWED W/M NOACK//RRLEWIS	N
	09/22/05	11:39	OT	F04SJB	REVIEWED WITH M NOACK IN REGULATORY	Y
	10/29/04	09:34	SY	CUBSR100	CWR FLAG REMOVED(2004-10-29)	Y
	10/28/04	15:17	OT	F04NAW	MR KITCHEN CALLED WITH QUESTIONS ABOUT S	Y
	08/30/04	14:21	SY	CUBAR311	KS AD VALOREM TAX REFND CREDIT 10.43	N
	06/15/04	11:36	SO	F04DDb	SERVICE ORDER VOIDED BY BRUNNER	Y
	06/04/04	08:05	SY	CUBCP404	LEFT MESSAGE	Y
	06/02/04	22:21	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION	Y

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