

Schallenberg, Bob

From: B D <genifan10@gmail.com>
Sent: Wednesday, November 23, 2016 7:25 AM
To: Schallenberg, Bob
Subject: Recent story about how KCP&L treats customer
Attachments: KCP&L executives annual pay and customer story.docx

Categories: Red Category

Attaching story from local TV News station about child that needs electricity to survive. Also attached is executives of KCP&L annual pay for 2015. They should not be allowed to continue to increase our rates while they award top executives with outrageous amounts of monies. Thursday they will pay for the Plaza Lighting Ceremony in Kansas City out of funds they collect from customers. They do not have their priorities in the right place, especially since they are a monopoly. I do not understand how they can look in the mirror when they are acting like thieves.

For its 2015 fiscal year, **GREAT PLAINS ENERGY INC**, listed the following executives on its annual proxy statement to the SEC

Name and Title	Terry Bassham	Chairman, President and Chief Executive Officer	\$2,848,618
	Michael L. Deggendorf	Senior Vice President-KCP&L and GMO	\$719,654
	Scott H. Heldtbrink	Executive Vice President and Chief Operating Officer-KCP&L and GMO	\$1,653,974
	James C. Shay	Former Senior Vice President-Finance and Chief Financial Officer	\$902,219
	Heather A. Humphrey	Senior Vice President-Corporate Services and General Counsel	\$898,245
	Kevin E. Bryant	Senior Vice President - Finance and Strategy and Chief Financial Officer	\$1,106,881



It is dark and cold inside Lee-Anna's bedroom. However, she has heat and electricity inside her Children's Mercy Hospital room. Her grandmother questions how she got here. (Submitted)

KANSAS CITY, MO (KCTV) -

A little girl is sick and she can't be at her own home, in her own bed, as she tries to get better because her power has been cut off.

It is dark and cold inside Lee-Anna Williamson's bedroom. However, she has heat and electricity inside her Children's Mercy Hospital room. Her grandmother questions how she got here.

Kari White says KCP&L shut off the power and that was the tipping point for her medically fragile 4-year-old granddaughter who is blind, deaf and diagnosed with cerebral palsy.

Lee-Anna has a feeding tube and needs suction and oxygen. All of that requires electricity.

"I thought I was a horrible person because I couldn't keep it on for her," White said.

White said she begged KCP&L to work with her

Children's Mercy even faxed a letter to the utility company in September. It reads, "Please work with the family during this stressful time to ensure that the family has electricity and hot water to tend to Lee-Anna's needs."

KCTV5 News reached out to KCP&L. The company said the hospital letter is not enough. The family needs to fill out a medical form too and that was never done.

Later on Tuesday, KCP&L released a statement:

KCP&L works to find solutions for customers who are in difficult situations. We know there is no "one-size fits all" solution for our customers' needs. So we

encourage them to let us know when they need our help and we'll work to design the solution that's best for their needs. We also know people living in and around Kansas City are some of the most generous and want to do what they can to help. We encourage anyone who would like to help to check out both our Energy Gift and Dollar-Aide programs.

White says this is the first she's heard of a special form.

"I understand I owe money," she said.

The family owes more than \$900. The payment plan was for \$269. White said she could only pay \$125 this month.

"I'm sorry that it's gotten so far behind, but I'm willing to pay it. I just can't go a whole bunch right now. Please turn it back on for my Lee-Anna," she said.

Lee-Anna's family hopes she gets out of the hospital soon. However, she will go stay with her great-grandmother who has cancer.

White said she will fill out the medical form she just received Tuesday but says this is the first she has ever heard of a special medical form.

