

UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMP-9

MDNR First Requests for Production of Documents to UtiliCorp

DATE OF REQUEST: April 4, 2000  
DATE RECEIVED: April 4, 2000  
DATE DUE: May 6, 2000  
REQUESTOR: Missouri Department of Natural Resources

**QUESTION:**

Please provide the following information:

A copy of all studies, analyses, memos, workpapers, or written documents of any nature that disaggregate the source of residential bad debt to the Company by the following:

- l. By customer class;
- m. By geography (e.g., zip code, census block, etc.);
- n. By socio-economic status of the customer;
- o. By LIHEAP vs. Non-LIHEAP customer.

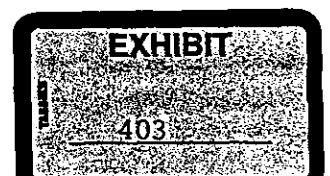
**RESPONSE:**

- l. We do not categorize bad debt by customer class.
- m. We sort bad debt by district. All bad debt for Missouri for 2000 is listed below, sorted by reporting district.
- n. We do not categorize bad debt by socio-economic status of the customer.
- o. We do not categorize bad debt by LIHEAP/Non-LIHEAP customer.

**ATTACHMENTS:** Excel spreadsheet of bad debt report for YTD 2000.

**ANSWERED BY:** Shirley Paul

Exhibit No. 403  
Date 7/12/00 Case No. EM-2000-292  
Reporter KRM



Missouri Public Service  
2000 Net Bad Debt by District

Bad Debt	Warrensburg	Belton	Chillicothe	Henrietta	Lenaxa	Platte City	Trenton	Nevada	Lees Summit	Grandview	Sedalia	Clinton	Lexington	Liberty	Blue Springs	Rolla	Total 2000 *
Warrensburg	36,701	4,867	(964)														40,603
Belton	0	0	813														813
Chillicothe	0	0	(3)														-3
Henrietta	0	0	2,659														2,659
Lenaxa	0	0	0														0
Platte City	0	0	112														112
Trenton	0	0	2														2
Nevada	6,927	3,298	707														10,932
Lees Summit	53,237	17,988	688														71,912
Grandview	38,062	15,640	0														53,702
Sedalia	31,962	9,592	880														42,434
Clinton	10,051	6,716	57														16,824
Lexington	24,990	4,528	0														29,519
Liberty	21,827	6,679	147														28,653
Blue Springs	45,657	10,884	741														57,282
Rolla	16,124	1,709	632														18,465
Total 2000 *	285,538	81,901	6,471	0	0	0	0	0	0	0	0	0	0	0	0	0	373,910
Includes Merch.																	
Total of	20,821	3,684															24,505
Total 1999	119,043	209,027	90,404	189,615	201,871	224,483	143,243	166,135	116,925	145,962	250,594	173,522	12,030,825				
Total 1998	116,667	11,063	57,132	40,267	495,758	441,518	241,809	161,807	140,247	394,158	197,923	26,242	2,324,591				

Recoveries	Warrensburg	Belton	Chillicothe	Henrietta	Lenaxa	Platte City	Trenton	Nevada	Lees Summit	Grandview	Sedalia	Clinton	Lexington	Liberty	Blue Springs	Rolla	Total 2000 *
Warrensburg	6,369	6,936	2,053														15,358
Belton	0	0	3,287														3,287
Chillicothe	0	0	483														483
Henrietta	0	0	962														962
Lenaxa	0	0	0														0
Platte City	0	0	670														670
Trenton	0	0	0														0
Nevada	2,358	4,456	1,328														8,143
Lees Summit	8,447	6,756	1,904														17,107
Grandview	12,069	9,333	0														21,402
Sedalia	7,479	10,288	2,839														20,606
Clinton	4,177	6,940	814														11,931
Lexington	7,980	9,480	0														17,460
Liberty	4,193	7,671	1,050														12,914
Blue Springs	2,948	4,789	2,086														9,823
Rolla	1,434	1,006	279														2,719
Total 2000 *	57,455	67,653	17,756	0	0	0	0	0	0	0	0	0	0	0	0	0	142,864
Includes Merch.																	
Total of	0	1,208															1,208
Total 1999	58,072	71,522	86,182	70,869	69,921	51,405	65,088	78,566	52,219	75,828	58,071	71,369	809,111				
Total 1998	61,276	54,982	31,054	31,703	42,520	50,661	62,943	73,677	53,262	99,120	96,248	76,981	734,427				

Net Bad Debt	Warrensburg	Belton	Chillicothe	Henrietta	Lenaxa	Platte City	Trenton	Nevada	Lees Summit	Grandview	Sedalia	Clinton	Lexington	Liberty	Blue Springs	Rolla	Total 2000
Warrensburg	30,332	-2,069	-3,018	0	0	0	0	0	0	0	0	0	0	0	0	0	25,245
Belton	0	0	-2,474	0	0	0	0	0	0	0	0	0	0	0	0	0	-2,474
Chillicothe	0	0	-486	0	0	0	0	0	0	0	0	0	0	0	0	0	-486
Henrietta	0	0	1,697	0	0	0	0	0	0	0	0	0	0	0	0	0	1,697
Lenaxa	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Platte City	0	0	-558	0	0	0	0	0	0	0	0	0	0	0	0	0	-558
Trenton	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Nevada	4,569	-1,158	-621	0	0	0	0	0	0	0	0	0	0	0	0	0	2,789
Lees Summit	44,790	11,232	-1,216	0	0	0	0	0	0	0	0	0	0	0	0	0	54,806
Grandview	25,993	6,307	0	0	0	0	0	0	0	0	0	0	0	0	0	0	32,300
Sedalia	24,483	-696	-1,959	0	0	0	0	0	0	0	0	0	0	0	0	0	21,828
Clinton	5,874	-223	-758	0	0	0	0	0	0	0	0	0	0	0	0	0	4,893
Lexington	17,010	-4,951	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12,059
Liberty	17,634	-991	-903	0	0	0	0	0	0	0	0	0	0	0	0	0	15,739
Blue Springs	42,709	6,095	-1,345	0	0	0	0	0	0	0	0	0	0	0	0	0	47,459
Rolla	14,690	703	353	0	0	0	0	0	0	0	0	0	0	0	0	0	15,746
Total 2000	228,084	14,248	-11,285	0	0	0	0	0	0	0	0	0	0	0	0	0	231,046
Merchandise	20,821	12,376	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33,197
Recovery	0.0%	15.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	15.5%
Total 1999	60,972	137,505	4,223	118,747	131,950	173,078	78,155	87,569	64,706	70,134	192,523	102,153	1,221,715				
Total 1998	55,391	-43,919	26,078	8,564	453,238	390,857	178,866	88,130	66,985	295,038	101,875	-50,739	1,590,164				
No. of Customers	252,092	252,592	240,812														248,499
% Recovery 00	20.1%	82.6%	274.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	38.2%				
% Recovery 99	48.8%	34.2%	95.3%	37.4%	34.6%	22.9%	45.4%	47.3%	44.7%	52.0%	23.2%	41.1%	39.8%				
Avg write off/cust	\$ 1.13	\$ 0.32	\$ 0.03	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	\$ 1.50				

Information source CA307 report, and Linda Gravit (merchandise).  
After 2/29/00, all arrears from CIS+ report CCCWOAR2 and CCCWOAR3, which includes merchandise.

UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMP-10

MDNR First Requests for Production of Documents to UtiliCorp

**DATE OF REQUEST:** April 4, 2000  
**DATE RECEIVED:** April 4, 2000  
**DATE DUE:** May 6, 2000  
**REQUESTOR:** Missouri Department of Natural Resources

**QUESTION:**

Please provide the following information:

A copy of all studies, analyses, memos, workpapers, or written documents of any nature examining the extent of accounts receivable associated with LIHEAP recipients who are Company customers.

**RESPONSE:** No studies, analysis, memos, workpapers or written documents are in the position of the company.

**ATTACHMENTS:** N/A

**ANSWERED BY:** Tracy Peterson

UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMP-11

MDNR First Requests for Production of Documents to UtiliCorp

**DATE OF REQUEST:** April 4, 2000

**DATE RECEIVED:** April 4, 2000

**DATE DUE:** May 6, 2000

**REQUESTOR:** Missouri Department of Natural Resources

**QUESTION:**

Please provide the following information:

A copy of any study within the possession or control of the Company, performed using Company customers, that distinguishes between residential customers generally and low-income residential customers in particular. Factors that might distinguish the two classes might include, but not be limited to: (a) usage levels and patterns; (b) history of payment troubles; (c) consumption of energy efficiency services; (d) credit and collection history; (e) consumption of Company resources such as staff time; and the like.

**RESPONSE:** No study has been performed

**ATTACHMENTS:** N/A

**ANSWERED BY:** Tracy Peterson

UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMP-33

MDNR First Requests for Production of Documents to UtiliCorp

**DATE OF REQUEST:** April 4, 2000  
**DATE RECEIVED:** April 4, 2000  
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**REQUESTOR:** Missouri Department of Natural Resource's

**QUESTION:**

Please provide the following information:

A copy of any study, report, memo or other written document of any nature in the possession or control of the Company, whether or not of Company customers, that considers, evaluates or discusses the relationship between residential payment-troubles and low-income status. Separately provide any such study, memo, report or other written document that examines these relationships for Company customers.

**RESPONSE:** None exist in regard to this request

**ATTACHMENTS:** None

**ANSWERED BY:** Tracy Peterson

UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMP-35

MDNR First Requests for Production of Documents to UtiliCorp

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**DATE DUE:** May 6, 2000  
**REQUESTOR:** Missouri Department of Natural Resource's

**QUESTION:**

Please provide the following information:

A copy of any study, memo or written document of any nature in the customer or control of the Company, whether or not performed for the Company, that considers, evaluates or otherwise discusses the relationship between payment troubles and:

- y. Level of customer consumption.
- z. Income of customer's household.

**RESPONSE:** No study, memo or written document exist per this request.

**ATTACHMENTS:** N/A

**ANSWERED BY:** Tracy Peterson