

*Exhibit No.:*  
*Issue:* *Quality of Service*  
*Witness:* *Lisa A. Kremer*  
*Sponsoring Party:* *MoPSC Staff*  
*Type of Exhibit:* *Rebuttal Testimony*  
*Case No.:* *ER-2016-0156*  
*Date Testimony Prepared:* *August 15, 2016*

**MISSOURI PUBLIC SERVICE COMMISSION**

**CONSUMER AND MANAGEMENT ANALYSIS UNIT**

**COMMISSION STAFF DIVISION**

**REBUTTAL TESTIMONY**

**OF**

**LISA A. KREMER**

**KCP&L GREATER MISSOURI OPERATIONS COMPANY**

**CASE NO. ER-2016-0156**

*Jefferson City, Missouri*  
*August 2016*

**\*\* Denotes Highly Confidential Information \*\***

**NP**

1 **REBUTTAL TESTIMONY**

2 **OF**

3 **LISA A. KREMER**

4 **KCP&L GREATER MISSOURI OPERATIONS COMPANY**

5 **CASE NO. ER-2016-0156**

6 Q. Please state your name and business address.

7 A. Lisa A. Kremer, P.O. Box 360, Jefferson City, Missouri 65102.

8 Q. By whom are you employed and in what capacity?

9 A. I am the Manager of the Consumer and Management Analysis Unit (“Unit”) of  
10 the Missouri Public Service Commission (“Commission” or “PSC”).

11 Q. Describe your educational and professional background.

12 A. I graduated from Lincoln University in Jefferson City, Missouri with a  
13 Bachelor of Science Degree in Public Administration, and with a Master’s Degree in Business  
14 Administration. I have successfully passed the Certified Internal Auditor (“CIA”)  
15 examination and am a CIA.

16 I have been employed for approximately 29 years by the Commission as  
17 a Utility Management Analyst I, II and III and also as the Manager of the Consumer  
18 and Management Analysis Unit, my current position. I assumed my current position in the  
19 year 2000. Prior to working for the Commission, I was employed by Lincoln University for  
20 approximately two and one-half years as an institutional researcher.

21 Specifically since my employment with the PSC, I have participated in the  
22 analysis of or had oversight responsibilities for reviews of numerous customer service  
23 processes and/or conducted comprehensive customer service reviews at all the large regulated

1 | electric, natural gas and water utilities including: Associated Natural Gas Company, Union  
2 | Electric Company d/b/a AmerenUE Electric and Gas Companies, Empire District Electric  
3 | Company, Missouri Gas Energy, Atmos Energy Corporation, Kansas City Power & Light  
4 | Company (“KCPL”), KCP&L Greater Missouri Operations Company (“GMO” or  
5 | “Company”) and the predecessor company Aquila, Inc., Laclede Gas Company and Missouri  
6 | American Water Company. I have filed service quality testimony that included analysis of  
7 | various service quality matters in a number of Commission proceedings involving Missouri  
8 | regulated utilities. At the direction of the Commission starting in 2001, the Unit began  
9 | reviewing the customer service practices of small water and sewer utilities when they request  
10 | rate increases. The Unit has performed numerous reviews of this type since that time.

11 |           The Unit has also performed management audits of public utilities operating  
12 | within the state of Missouri under the jurisdiction of the Commission. I have served as  
13 | Project Manager or in support roles on a number of these projects during my years of  
14 | employment at the Commission, as well as participated in other types of utility investigation  
15 | and review projects. These reviews were conducted of electric, natural gas,  
16 | telecommunications, water and sewer companies operating within the state of Missouri.

17 |           The attached Schedule LAK-r1 is a listing of those cases in which I have filed  
18 | testimony before the Commission.

19 |           Q.     What is the purpose of your testimony?

20 |           A.     The purpose of my testimony is to respond to and provide supplemental  
21 | information, observations and an additional perspective to the Commission regarding some of  
22 | the statements made and material provided in the Direct Testimony of Company witness

1 Charles A. Caisley. Much of Mr. Caisley's testimony addresses only KCPL but Staff  
2 understands his testimony to be referring to both KCPL and GMO.

3 **EXECUTIVE SUMMARY**

4 Q. Please summarize your rebuttal testimony.

5 A. My testimony will address the topics of customer satisfaction and customer  
6 surveys raised in Mr. Caisley's Direct Testimony as well as provide additional information  
7 regarding the Better Business Bureau ("BBB") complaints he presents.

8 I will further provide a Staff perspective regarding GMO's categorization of customer  
9 complaints as \*\* \_\_\_\_\_ \*\* and \*\* \_\_\_\_\_ <sup>1</sup> \*\*. My rebuttal testimony  
10 will address the important question of "who pays" for the customer initiatives described in  
11 Mr. Caisley's Direct Testimony and provide some context for customer service that Staff is  
12 aware of at other Missouri regulated utilities. Primarily, the purpose of my testimony is to not  
13 necessarily dispute what Mr. Caisley has said but to provide "the rest of the story" that was  
14 absent in his Direct Testimony.

15 Q. What does Mr. Caisley say about customer satisfaction and KCPL and GMO's  
16 customer surveys in his Direct Testimony?

17 A. Mr. Caisley's Direct Testimony at page 6, line 6, provides information  
18 concerning GMO's customer service strategy which includes customer surveys such as the  
19 "scientific surveys" conducted by Wilson Perkins Allen ("WPA"). Mr. Caisley indicates  
20 WPA's research is used by GMO to understand "customer perceptions of KCP&L at an  
21 aggregate level as well as to identify subgroups of customers where KCP&L is not

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<sup>1</sup> Caisley Direct, Case No. ER-2016-0156, Highly Confidential Schedule CAC-1 page 10.

1 performing as well as [GMO] would like.”<sup>2</sup> Mr. Caisley’s testimony further addresses  
2 GMO’s use of JD Power and Associates as well as other companies to determine customer  
3 satisfaction with GMO and KCPL.

4 Q. Do other Missouri regulated utility companies participate in customer surveys  
5 and measure customer satisfaction?

6 A. Yes. It is Staff’s understanding that many if not all of the large Missouri  
7 regulated utility companies engage in a variety of surveys used to determine, measure and  
8 monitor customer satisfaction. Utilities also use focus groups to gain an understanding of  
9 customer perceptions of any number of company processes.

10 Q. Mr. Caisley’s Direct Testimony addresses KCPL’s fallen rank relative to its  
11 peer utilities in the last couple of years<sup>3</sup> regarding JD Power surveys. He further indicates that  
12 KCPL scored below the median, tenth (10th) place out of sixteen (16) large Midwestern  
13 utilities, but that KCPL has seen improvement in its ranking during the last two quarters.  
14 Do you have any observations or comments regarding Mr. Caisley’s Direct Testimony  
15 concerning KCPL’s downward movement in the JD Power rankings?

16 A. Yes. Other than the use of established and accepted performance metrics, the  
17 placement of KCPL and GMO in the continuum of JD Power utility survey results does not  
18 necessarily measure the actual service a Missouri regulated customer is receiving from his/her  
19 utility and Staff does not place particular emphasis on KCPL or GMO’s ranking in JD Power  
20 surveys. The rise or fall of KCPL and GMO’s JD Power survey position may have little to do  
21 with individual company performance but instead may hinge upon customer perceptions of

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<sup>2</sup> Caisley Direct, Case No. ER-2016-0156, p. 6, ls. 8-11.

<sup>3</sup> Caisley Direct, Case No. ER-2016-0156, p. 13, l. 18.

1 other utilities by which KCPL and GMO are being compared including other Missouri  
2 regulated utilities.

3 JD Power survey rankings that are continually low or in a declining state may  
4 prompt some Staff inquiry, but Staff is much more focused on and concerned with utilities'  
5 actual objective service quality performance as measured against itself over time as  
6 demonstrated in a number of objective performance metrics (call center, reliability, meter  
7 reading accuracy, billing accuracy, complaints etc.). Further, Staff has greater concern and  
8 interest in ensuring that the regulated utilities are in compliance with Commission rules and  
9 their own tariffs approved by the Commission. Additionally, customer complaint data, public  
10 comments and customer testimony at local public hearings serves to demonstrate and may  
11 better reveal the company's service quality performance than a JD Power survey. Company  
12 "outreach" efforts also provide valuable indications of service to customers.

13 Surveys that Staff finds of greater value, beyond JD Power, are those surveys  
14 developed to measure an individual Missouri-regulated utility's performance against itself  
15 over time. Such surveys may provide a unique, specific and targeted utility benchmark by  
16 which individual utility performance can be repeatedly, consistently and objectively  
17 measured. An example would be a company's individual measurement of its own call center  
18 performance including the customer experience with its call center, ability by the center to  
19 respond in a timely manner to customer questions, etc.

20 Q. Is Staff concerned about GMO's provision of service to Missouri customers  
21 based upon its JD Power position decline?

22 A. Not at this time.

Rebuttal Testimony of  
Lisa A. Kremer

1 Q. Is Staff concerned about any of the survey information presented by  
2 Mr. Caisley in his Direct Testimony including the surveys themselves?

3 A. Yes. Mr. Caisley's Direct Testimony addresses the WPA surveys used by the  
4 KCPL and GMO "to understand customer perceptions of KCPL at an aggregate level as well  
5 as to identify subgroups of customers where KCPL is not performing as well as we would  
6 like."<sup>4</sup> He noted in his Direct Testimony that WPA is a "nationally known research firm that  
7 conducts consumer research for a number of energy companies, businesses and political  
8 candidates."<sup>5</sup>

9 Staff reviewed a number of the WPA quarterly telephone customer surveys that were  
10 provided for a ten (10) year period in response to the Office of the Public Counsel's ("OPC")  
11 Data Request No. 2064. Staff was struck by what appears to be \*\* \_\_\_\_\_ <sup>6</sup> \*\* survey  
12 questions interspersed with questions regarding regulated utility operations. In most recent  
13 surveys, there were only two questions inquiring as to what \*\* \_\_\_\_\_ \*\* the  
14 customer most aligned himself/herself with as well as whether he/she considered  
15 himself/herself \*\* \_\_\_\_\_ . \*\*

16 In a less recent time, the questions went much farther, asking which specific  
17 \*\* \_\_\_\_\_  
18 \_\_\_\_\_ . \*\* To my memory, Staff has not observed these types of questions asked by  
19 other Missouri regulated utilities of their Missouri customers.

20 Staff inquired of the Company in Data Request 426<sup>7</sup> how this information helps KCPL  
21 and GMO \*\* \_\_\_\_\_

<sup>4</sup> Caisley Direct, Case No. ER-2016-0156, p. 6, ls. 8-11.

<sup>5</sup> *Id.* at 6, ls. 7-8.

<sup>6</sup> OPC Highly Confidential Data Request 2064.

<sup>7</sup> Staff Data Request No. 0426 was submitted as based upon the Company's Highly Confidential response to OPC's Data Request No. 2064.

Rebuttal Testimony of  
Lisa A. Kremer

1 \_\_\_\_\_ . \*\* Staff further inquired whether such  
2 information was \*\* \_\_\_\_\_  
3 \_\_\_\_\_ . \*\* Highly Confidential Data Request No. 0426 and GMO's  
4 response are provided in Schedule LAK-r2.

5 GMO's response did not indicate \*\* \_\_\_\_\_  
6 \_\_\_\_\_ \*\* but did indicate that it is not provided to anyone outside of KCPL.  
7 The response to Staff Data Request 426 further indicated that WPA Research \*\* \_\_\_\_  
8 \_\_\_\_\_  
9 \_\_\_\_\_ \*\*

10 GMO indicated that all customer surveys are included in customer rates and paid for  
11 by its Missouri regulated utility customers.<sup>8</sup> Staff may pursue further inquiry with GMO and  
12 KCPL regarding the purpose and appropriateness of such \*\* \_\_\_\_\_ \*\* questions being  
13 posed to and paid for by regulated utility customers.

14 Q. What did Mr. Caisley's Direct Testimony say regarding complaints received  
15 by the BBB?

16 A. Mr. Caisley said that previously the Company did not respond to its customer  
17 complaints received by the BBB but instead referred those complaints to the Commission.  
18 However, over the past 18 months, the Company has reviewed and resolved all BBB  
19 complaints and now has "the top rating given by the BBB."<sup>9</sup>

20 Q. Can you provide any additional information on the BBB complaints?

21 A. Yes. Staff discovered KCPL's lack of response to the BBB complaints during  
22 the course of its investigation in KCPL's relationship with Allconnect, Inc., addressed in

<sup>8</sup> Company response to Staff Data Request No. 0252, Case No. ER-2016-0156.

<sup>9</sup> Caisley Direct, Case No. ER-2016-0156, p. 10, ls. 19-20.

Rebuttal Testimony of  
Lisa A. Kremer

1 File Nos. EO-2014-0189 and EC-2015-0309 and brought that information to KCPL's  
2 attention. At that time and because KCPL had failed to address the BBB complaints, KCPL  
3 had an "F" rating by the BBB (Schedule LAK-r3). KCPL's rating is currently an "A+" but it  
4 is important to understand exactly what that means.

5           The A+ rating means that KCPL has "responded" to the complaints and is not  
6 indicative of anything more or less. Seventy-five (75) complaints were closed with the BBB  
7 in the last three years with 25 of those 75 complaints being closed in the last 12 months  
8 according to the BBB website. The information on the BBB web-site indicates that in 9 of  
9 those 75 complaints "the complainant verified the issue was resolved to their satisfaction."  
10 The BBB web-site went on to say that 66 of those 75 complaints (or 88%) were complaints  
11 where the Business (KCPL) "addressed the issues within the complaint, but the consumer did  
12 not accept the response, or BBB has not heard back from the consumer as to their  
13 satisfaction" (Schedule LAK-r4). Staff had additional conversation with Dustin Johnson of  
14 the BBB on August 10, 2016 to verify Staff's understanding regarding how the BBB ratings  
15 are established.

16           As noted in his Direct Testimony, with regard to the BBB complaints that went  
17 unanswered by KCPL, Mr. Caisley stated that during that period the Company referred those  
18 issues to the Commission. A check with the Commission's Consumer Services Unit's  
19 ("CSU") Manager, Ms. Gay Fred, indicates CSU has no recollection of KCPL and/or GMO  
20 referring any BBB customer complaints to it.

21           Q. Does Staff have any other observations about GMO customer complaints  
22 and/or the manner in which GMO classifies such complaints?

Rebuttal Testimony of  
Lisa A. Kremer

1           A.     Yes. Staff has been aware for some time that GMO classifies customer  
2 complaints as either \*\* \_\_\_\_\_ \*\* or \*\* \_\_\_\_\_ . \*\* In Highly Confidential Schedule  
3 CAC-1, page 10, Mr. Caisley appears to indicate that only the smallest fraction of all the  
4 customer complaints GMO receives are \*\* \_\_\_\_\_ \*\* with the overwhelming remainder  
5 being \*\* \_\_\_\_\_ . \*\* Staff asked KCPL how it determines such classification and it  
6 provided this response to Staff Data Request No. 0306:

7                   \*\* \_\_\_\_\_  
8                   \_\_\_\_\_  
9                   \_\_\_\_\_  
10                  \_\_\_\_\_  
11                  \_\_\_\_\_  
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21                  \_\_\_\_\_  
22                  \_\_\_\_\_ \*\*<sup>10</sup>

23           Mr. Caisley’s Highly Confidential Schedule CAC-1, page 10 of his Direct Testimony,  
24 provides the Company’s definition of a \*\* \_\_\_\_\_ \*\* complaint:

25                   \*\* \_\_\_\_\_  
26                   \_\_\_\_\_  
27                   \_\_\_\_\_  
28                   \_\_\_\_\_ \*\*

<sup>10</sup> Company response to Staff Data Request No. 0306, Case No. ER-2016-0156.

Rebuttal Testimony of  
Lisa A. Kremer

1 In other words, according CAC-1 page 10, KCPL has designated a very large percentage of  
2 customer complaints as \*\* \_\_\_\_\_ \*\*. At the time of this writing, Staff has additional  
3 discovery posed to KCPL to aid Staff in conducting additional sample analysis regarding the  
4 customer information Mr. Caisley provides. Regardless of KCPL's internal rating system, it  
5 is likely the customers consider his/her issues \*\* \_\_\_\_\_. \*\* Further, public comments  
6 received by the Missouri Public Service Commission and customer inquiries responded to by  
7 the Consumer Services Unit of the PSC also provide sources of customer service information,  
8 experiences and perceptions.

9 In addition, customer opinions matter, even if they are not expressed. For every  
10 customer who complains there may be 26 customers with the same concern or dissatisfaction  
11 but they will not voice their concern.<sup>11</sup> This fact is important to acknowledge even as  
12 Mr. Caisley indicates that complaints have been declining.<sup>12</sup>

13 Staff has been informally inquiring of other Missouri utilities whether or not they  
14 categorize their customer complaints in such a manner as KCPL and GMO and Staff is not  
15 aware of any other utility taking such an approach.

16 Q. Does Staff have any final comment regarding KCPL and GMO customer  
17 complaints?

18 A. Yes. Regarding customer complaints, Staff encourages KCPL and GMO to  
19 review, analyze and mine the complaints with the goal of seeking opportunities to provide  
20 cost-effective customer service.

21 Q. Does this conclude your testimony?

22 A. Yes it does.

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<sup>11</sup> Book: "A Complaint Is A Gift," Authors Janelle Barlow and Claus Miller, Copyright 2008, p. 100.

<sup>12</sup> Caisley Direct, Case No. ER-2016-0156, High Confidential Schedule CAC-1, p. 10.

**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

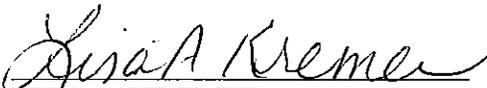
In the Matter of KCP&L Greater Missouri )  
Operations Company's Request for Authority ) Case No. ER-2016-0156  
to Implement A General Rate Increase for )  
Electric Service )

**AFFIDAVIT OF LISA A. KREMER**

STATE OF MISSOURI )  
 ) ss.  
COUNTY OF COLE )

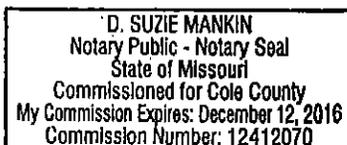
**COMES NOW LISA A. KREMER** and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing Rebuttal Testimony and that the same is true and correct according to her best knowledge and belief.

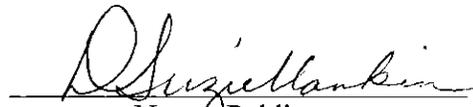
Further the Affiant sayeth not.

  
LISA A. KREMER

**JURAT**

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 12<sup>th</sup> day of August, 2016.



  
Notary Public

**CASE PROCEEDING PARTICIPATION**

**LISA A. KREMER**

| PARTICIPATION  |                                   | TESTIMONY   |
|--|-----------------------------------|---|
| COMPANY  | CASE NO.                          | ISSUES  |
| Kansas City Power & Light Company<br>KCP&L – Greater Missouri Operations | EC-2015-0309                      | Surrebuttal - Quality of Service  |
| Kansas City Power & Light Company<br>KCP&L – Greater Missouri Operations | EC-2015-0309                      | Direct - Quality of Service   |
| Kansas City Power & Light Company  | ER-2014-0370                      | Surrebuttal – Quality of Service  |
| Missouri-American Water Company  | WC-2014-0138                      | Direct - Quality of Service   |
| Missouri Gas Energy (MGE)<br>a Division of Laclede Gas Company           | GR-2014-0007                      | Surrebuttal – Quality of Service  |
| KCP&L Greater Missouri Operations<br>Company                             | ER-2010-0356                      | Rebuttal - Quality of Service   |
| Kansas City Power & Light Company  | ER-2010-0355                      | Rebuttal – Quality of Service   |
| Kansas City Power & Light Company  | ER-2009-0089                      | Surrebuttal - Quality of Service  |
| Greater Missouri Operations Company<br>GMO-MPs and GMO-L&P Electric      | ER-2009-0090                      | Surrebuttal – Quality of Service  |
| Laclede Gas Company  | GT-2009-0026                      | Rebuttal – Quality of Service   |
| Atmos Energy Company   | GR-2006-0387                      | Direct – Quality of Service<br>Report – Staff Response to Commission<br>Order |
| Aquila, Inc.   | GR-2004-0072                      | Direct - Quality of Service   |
| Aquila, Inc.   | ER-2004-0034<br>&<br>HR-2004-0024 | Direct - Quality of Service<br>Rebuttal – Quality of Service                  |
| Laclede Gas Company  | GR-2002-356                       | Rebuttal – Expense Decommissioning  |
| Missouri Gas Energy  | GR-2001-292                       | Rebuttal – Customer Service   |
| UtiliCorp United Inc. /<br>Empire District Electric Company              | EM-2000-369                       | Rebuttal – Customer Service   |
| Atmos Energy Company /<br>Associated Natural Gas Company                 | GM-2000-312                       | Rebuttal – Customer Service   |
| Raytown Water Company  | WR-94-211                         | Rebuttal - Management Audit   |

**SCHEDULE LAK-r2**

**HAS BEEN DEEMED**

**HIGHLY CONFIDENTIAL**

**IN ITS ENTIRETY**



Better Business Bureau®

BBB serving Greater Kansas City

## BBB BUSINESS REVIEW

THIS BUSINESS IS NOT BBB ACCREDITED

### Kansas City Power & Light

Phone: (816) 556-2200

Fax: (816) 654-1125

View Additional Phone Numbers

PO Box 418679, Kansas City, MO 64141

<http://www.kcpl.com>

View Additional Web Addresses



On a scale of A+ to F

Reason for Rating

BBB Ratings System Overview

*www.greatplainenergy.com*

#### Additional Web Addresses

BBB Business Reviews may not be reproduced for promotional purposes.

#### BBB Accreditation

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

#### Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* the rating for Kansas City Power & Light include:

- 74 complaints filed against business
- Failure to respond to 72 complaints filed against business
- Overall complaint history with BBB
- BBB does not have sufficient background information on this business

#### Customer Complaints Summary

74 complaints closed with BBB in last 3 years | 24 closed in last 12 months

| Complaint Type                 | Total Closed Complaints |
|--------------------------------|-------------------------|
| Advertising/Sales Issues       | 1                       |
| Billing/Collection Issues      | 38                      |
| Delivery Issues                | 2                       |
| Guarantee/Warranty Issues      | 0                       |
| Problems with Product/Service  | 33                      |
| <b>Total Closed Complaints</b> | <b>74</b>               |

Schedule LAK-r3

# BBB Business Review



## CONSUMER COMPLAINTS

**THIS BUSINESS IS NOT BBB ACCREDITED.**

**Kansas City Power & Light**

(816) 471-5275

### Customer Complaints Summary

75 complaints closed with BBB in last 3 years | 25 closed in last 12 months

| Complaint Type                 | Total Closed Complaints |
|--------------------------------|-------------------------|
| Advertising/Sales Issues       | 4                       |
| Billing/Collection Issues      | 44                      |
| Delivery Issues                | 0                       |
| Guarantee/Warranty Issues      | 0                       |
| Problems with Product/Service  | 27                      |
| <b>Total Closed Complaints</b> | <b>75</b>               |

[Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against Kansas City Power & Light](#)

[See Trends in Complaints on Kansas City Power & Light](#) | [View Complaints Summary by Type Pie Chart on Kansas City Power & Light](#)

### Complaint Breakdown by Resolution

[About Complaint Details](#)

#### Complaint Resolution Log (75)

|   |   |
|---|---|
| The complainant verified the issue was resolved to their satisfaction. (9 complaints) |   |
| 4/5/2016  | Billing/Collection Issues   <a href="#">Complaint Details Unavailable</a>     |
| 8/18/2015   | Problems with Product/Service   <a href="#">Complaint Details Unavailable</a> |

|           |   |
|-----------|---|
| 6/30/2015 | Problems with Product/Service   Complaint Details Unavailable |
| 2/23/2015 | Billing/Collection Issues   Complaint Details Unavailable     |
| 1/16/2015 | Problems with Product/Service   Read Complaint Details        |
| 8/22/2014 | Problems with Product/Service   Complaint Details Unavailable |
| 8/12/2014 | Problems with Product/Service                                 |
| 5/30/2014 | Billing/Collection Issues                                     |
| 4/21/2014 | Billing/Collection Issues                                     |

The Business addressed the issues within the complaint, but the consumer did not accept the response, OR BBB has not heard back from the consumer as to their satisfaction. (66 complaints)

[View Complaints Summary by Resolution Pie Chart on Kansas City Power & Light](#)

**Industry Comparison | Chart**

ELECTRIC CONTRACTORS

**QUICK LINKS**

- [What is a BBB Business Review?](#)
- [BBB Reporting Policy](#)
- [About Enhanced Services](#)
- [File a Complaint against Kansas City Power & Light](#)
- [Accredited Business Directory](#)

**CUSTOMER REVIEWS**

- [Read Customer Reviews](#)
- [Submit a Customer Review](#)
- [See trends in Customer Reviews for Kansas City Power & Light](#)

## BBB Business Review



**THIS BUSINESS IS NOT BBB ACCREDITED.**

### **Kansas City Power & Light**

#### **Additional Locations**

**Phone: (816) 471-5275**

**Fax: (816) 654-1479**

*View Additional Phone Numbers*

PO Box 418679, Kansas City, MO 64141

commission@kcpl.com

<http://www.kcpl.com>

*View Additional Web Addresses*



**On a scale of A+ to F**

**Reason for Rating**

**BBB Ratings System Overview**

*BBB Business Reviews may not be reproduced for sales or promotional purposes.*

### **Description**

Electric provider to residential and commercial customers in 47 counties within northwestern Missouri and eastern Kansas.

### **BBB Accreditation**

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

## Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *raised* the rating for Kansas City Power & Light include:

- Length of time business has been operating
- Complaint volume filed with BBB for business of this size
- Response to 75 complaint(s) filed against business
- Resolution of complaint(s) filed against business

## Customer Complaints Summary

[Read complaint details](#)

75 complaints closed with BBB in last 3 years | 25 closed in last 12 months

| Complaint Type                 | Total Closed Complaints |
|--------------------------------|-------------------------|
| Advertising/Sales Issues       | 4                       |
| Billing/Collection Issues      | 44                      |
| Delivery Issues                | 0                       |
| Guarantee/Warranty Issues      | 0                       |
| Problems with Product/Service  | 27                      |
| <b>Total Closed Complaints</b> | <b>75</b>               |

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against Kansas City Power & Light](#)

[See Trends in Complaints on Kansas City Power & Light](#) | [View Complaints Summary by Resolution Pie Chart on Kansas City Power & Light](#)

## Customer Reviews Summary

[Read customer reviews](#)

2 Customer Reviews on Kansas City Power & Light

| Customer Experience           | Total Customer Reviews |
|-------------------------------|------------------------|
| Positive Experience           | 0                      |
| Neutral Experience            | 0                      |
| Negative Experience           | 2                      |
| <b>Total Customer Reviews</b> | <b>2</b>               |

[Read Customer Reviews](#) | [Submit a Customer Review](#) | [See Trends in Customer Reviews on Kansas City Power & Light](#)

### Government Actions

BBB knows of no government actions involving the marketplace conduct of Kansas City Power & Light.

What government actions does BBB report on?

### Advertising Review

BBB has nothing to report concerning Kansas City Power & Light's advertising at this time.

What is BBB Advertising Review?

### Additional Information

BBB file opened: March 01, 1985

Business started: 11/01/1881 in MO

#### Business Management

Mr. Terry Bassham, President/CEO

Mr. Scott Heidtbrink, Executive Vice President and COO

#### Contact Information

Principal: Mr. Terry Bassham, President/CEO

Customer Contact: Complaint Handler

#### Business Category

ELECTRIC CONTRACTORS

#### Alternate Business Names

Great Plains Energy

KCP&L

### QUICK LINKS

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[BBB Reporting Policy](#)

[About Enhanced Services](#)

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[Accredited Business Directory](#)

### CUSTOMER REVIEWS

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