

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Leesa Forsee)	
)	
Complainant,)	
)	
vs.)	
)	Case No. EC-2007-0383
Aquila, Inc.)	
)	
Respondents.)	

**MOTION TO DISMISS, OR ALTERNATIVELY,
ANSWER OF AQUILA, INC.**

COMES NOW Aquila, Inc. ("Aquila"), by and through its attorney, and makes the following Motion to Dismiss, or alternatively, Answer to the above-entitled Complaint.

INTRODUCTION

The following introduction presents an overview of the facts giving rise to this Complaint, as well as a response to the allegations¹ set forth in the Complaint.

The Complainant, Leesa L. Foresee, resided at 917 North 24th Street, St. Joseph, Missouri, until approximately August 2006, when she moved to 2624 Faraon Street, St. Joseph, Missouri. Aquila provides electric service at both addresses. On August 3, 2006, Complainant was assessed a deposit fee of \$300.00 when she requested service at 2624 Faraon Street because she had failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive billing periods. The \$300.00 deposit amount was figured based on Complainant having two active accounts in Complainant's name. Aquila sent Complainant a notice of deposit and Letter of Arrangement on August 3, 2006 to her new address. See Exhibit A. The payment arrangements

¹ The allegations contained in the Complaint were merely legal conclusions indicating that Aquila had allegedly violated various Commission rules with no factual basis to support the legal conclusions. Therefore, Aquila can only respond to the Complaint based on what it can glean from the legal conclusions in the Complaint as well as the information obtained during its investigation of this matter.

outlined in the deposit letter suggested that the Complainant pay \$100 for three (3) months with the first payment due on August 15, 2006. The deposit letter clearly stated that if the customer disagreed with the payment arrangement, she should contact Aquila within 10 days to discuss other payment options, otherwise the terms of the payment arrangement would be deemed accepted. The Complainant did not complain about the deposit amount until November 2006. At that time, the \$300.00 deposit fee was reduced to \$136.00. See Exhibit B, Complainant's November 17 billing statement indicating a deposit credit of \$59.00 and \$105.00. The deposit amount was reduced again in December 2006 to \$72.00, which was the appropriate amount based on the usage history at Complainant's new address. See Exhibit C, Complainant's December 19 billing statement indicating a deposit credit of \$64.00. Any overpayment of the deposit amount was credited to Complainant's outstanding utility bill.

The Complainant was sent a utility bill on July 21, August 18, September 20, and October 19, 2006. Complainant did not make a payment on her account with an outstanding balance of \$531.13 (including the \$300.00 deposit that was due at that time) until October 18, when she paid \$195.00. This left a balance of \$336.13. Therefore, on October 20, Aquila sent a Shut Off Notice to Complainant. See Exhibit E. On November 1, Aquila reduced Complainant's deposit amount from \$300.00 to \$136.00, reducing Complainant's outstanding balance to \$207.14. Aquila then sent Complainant her November utility bill on November 17, showing an outstanding balance of \$242.34. Exhibit B. On November 20, Aquila sent another Shut Off Notice to Complainant because she had failed to pay on her account. See Exhibit F. On December 11, a technician went to Complainant's premises to disconnect her service, but because the Complainant paid the technician the overdue balance on her utility bill that day, she did not experience any interruption in service. On December 12, her deposit amount was reduced to \$72.00, and at her request, she was credited

for various fees associated with the attempted disconnect and an insufficient funds fee, which left her with a credit of \$48.04. Exhibit C. It was applied to her December bill.

Complainant filed an informal Complaint with the Missouri Public Service Commission on December 11, 2006, alleging that she was overcharged by \$70.00. The Missouri Public Service Commission responded to the informal complaint on December 20 and January 26, finding that Aquila had taken the necessary steps to address the Complainant's concerns, closed the matter, and informed Complainant that she had 31 days from the date of the letter to file a formal complaint. Then on January 19, 2007, the Consumer Services Department of the Missouri Public Service Commission sent Complainant another letter informing Complainant that she had 30 days to file her formal complaint, and that she was required to pay the undisputed charges of her utility bill or she could be subject to disconnection and that failure to pay the amount not in dispute could be grounds to dismiss her complaint. Complainant did not file her formal Complaint until April 9, 2007. In addition, Complainant failed to make any payments on her account between January and May 27, 2007.

MOTION TO DISMISS

Pursuant to 4 CSR 240-2.070(6), Aquila respectfully requests that the Commission dismiss the Complaint for failure to state a claim on which relief may be granted, failure of Complainant to comply with the Commission rules and for Complainant's failure to comply with an order of the Commission.

Complainant's formal Complaint filed on April 9, 2007, is untimely, and should be dismissed. Complainant was given 31 days notice on December 20, 2006, to file her formal Complaint, and again on January 19, 2007, she was given 30 days to file her formal Complaint. See Exhibits G and H. Finally, on January 26, 2007, the Commission sent Complainant a third letter outlining its findings and giving her 30 days to file her formal complaint. See Exhibit I. Assuming

arguendo, that the Complainant was entitled to a 38 day extension of the first notice issued on December 20, she should have filed her formal Complaint no later than February 25, 2007, but she waited nearly two more months to file her formal Complaint. Therefore, her formal Complaint is untimely and should be dismissed for failure to state a claim and for failing to comply with the Commission's rules and orders.

Further, Complainant's Complaint fails to comply with 2 CSR 240-2.070(3) and (5) because it fails to advance any factual allegations to support her Complaint. Therefore, Complainant's Complaint should be dismissed.

Additionally, Complainant has failed to comply with the Commission's order issued on May 11, 2007, ordering her to respond to Aquila's mediation request. Finally, Complainant has failed to comply with 4 CSR 240-13.045(5) in that she has failed to pay her undisputed electric charges since January 2007. See Exhibit J. She finally made a payment on May 27, 2007, after Aquila sent her a notice of disconnect again. See Exhibit K, indicating that as of April 9, 2007, the last payment date on Complainant's account was on December 16, 2006. Failure to pay the undisputed amount is grounds for a formal complaint to be dismissed. See 4 CSR 240-13.070(7). Therefore, Aquila requests that the formal Complaint be dismissed due to Complainant's failure to pay her undisputed bills since December 2006.

Accordingly, Aquila respectfully requests that Ms. Forsee's formal Complaint be dismissed for failure to state a claim, because it is untimely, and it fails to comply with various Commission orders and rules.

ANSWER TO COMPLAINT

1. Except as admitted herein, Aquila denies each and every allegation, averment and statement in the Complaint and the attachments thereto.

2. Aquila denies that it failed to comply with any Public Service Commission Rule under Division 240, Chapter 13—Service and Billing Practices for Residential Customers of Electric, Gas and Water Utilities as alleged in Complainant’s Complaint.

3. Aquila denies that it failed to comply with 4 CSR 240-13.020.

4. Aquila denies that it failed to comply with 4 CSR 240-13.030.

5. Aquila denies that it failed to comply with 4 CSR 240-13.035.

6. Aquila denies that it failed to comply with 4 CSR 240-13.040.

7. Aquila denies that it failed to comply with 4 CSR 240-13.045.

8. Aquila denies that it failed to comply with 4 CSR 240-13.050.

AFFIRMATIVE DEFENSES

1. The instant controversy falls well within Aquila’s tariffs, which have been filed and approved by the Public Service Commission of the State of Missouri (the “Commission”).

2. Aquila is in compliance with all Commission rules and orders.

3. As set forth in Aquila’s Rules and Regulations, Rule 2.04, Aquila may require a security deposit or other guarantee as a condition of continued service to any residential customer at a new or old location due to any of the following:

(3) The customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive billing periods. Prior to requiring a customer to post a deposit under this Section, [Aquila] shall send the customer a written notice explaining [Aquila’s] right to require a deposit or include such explanation with each written discontinuance notice.

4. Aquila sent Complainant a written notice explaining its right to require a deposit.

5. As set forth in Aquila’s Rules and Regulations, Rule 2.05, Aquila “may discontinue service to a residential customer for one (1) or more of the following reasons: (1) Nonpayment of an undisputed delinquent charge. (2) Failure to post a required security deposit or guarantee.”

6. As set forth in Aquila's Rules and Regulations, Rule 2.07, "[w]hen it is necessary for a Representative of [Aquila] to visit the service address for the purpose of disconnecting electric service and the Representative collects the delinquent payment amount a Collection Charge shall be assessed to the customer."

7. As set forth in Aquila's Rules and Regulations, Rule 2.09, "[i]f a customer tenders to [Aquila] a check, draft, or a payment order in payment for service billed which is ultimately dishonored for reasons other than bank error, the customer shall be assessed a Returned Check Charge."

8. Complainant's Complaint fails to state a claim on which relief can be granted.

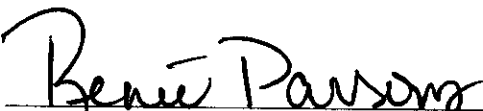
WHEREFORE, Aquila prays that the Commission:

1. Dismiss the Complaint for failure to state a claim on which relief can be granted;
2. Dismiss the Complaint for failure to comply with the Commission's rules;
3. Dismiss the Complaint for failure to comply with the Commission's orders; and
4. Provide such other and further relief to Aquila as the Commission may deem just.

Dated: June 6, 2007

Respectfully submitted,

Aquila, Inc.

By: 

Renee Parsons, MBE #48935

Aquila, Inc.

20 West Ninth Street, MSC 3-130

Kansas City, MO 64105

816-467-3297

816-467-9297 (fax)

renee.parsons@aquila.com

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was served via U.S. first-class mail on this 6th day of June, 2007, on the following parties of record:


CASE NO. EC-2007-0383

Colleen M. Dale
Secretary of the Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

Blane Baker
Missouri Public Service Commission
blane.baker@psc.mo.gov

Lewis Mills
Office of the Public Counsel
lewis.mills@ded.mo.gov

Leesa Forsee
2624 Faraon St.
St. Joseph, MO 64501-2633



Renee Parsons



Aquila

Account Deposit Arrangement
Letter of Agreement
08/03/2006

LEESA L FORSEE

TELEPHONE NUMBER: 816-364-1342

Your account has been assessed a deposit as allowed by the Commission and Regulatory Agency for your area. Aquila hereby agrees not to terminate utility (gas and/or electric) service for account number 2724875058, upon the condition that the amount \$300.00 is paid as follows:

Current Charges		Utility Arrears	Security Deposit
127.04		54.90	300.00
Payment Amount	Due Date	Method	Current Bill Plus Payment Amount
100.00	08/15/2006	MAIL	NO
100.00	09/14/2006	MAIL	NO
100.00	10/14/2006	MAIL	NO

Service may be discontinued if payments are not received by the above due date(s). If you feel that this arrangement is in error, you will need to contact us immediately at 1-800-303-0752. Additionally, it will be considered a confirmation of this agreement if you have already made a payment as stated in this agreement. Unless you notify Aquila within 10 days from the date the document is rendered, it will be deemed that you accept the terms of this written document.

Note: Subsequent bills are not part of this payment arrangement and are subject to collection action, including disconnection of service if such bills are not paid by the due dates.

Please mail payments to: Aquila, P.O. Box 4649, Carol Stream, IL 60197-4649. Please allow 5-7 days when paying by mail. For commercial customers a surety bond or irrevocable letter of credit in lieu of cash deposit is acceptable. Please include account number on payment. If you have any questions, please call 1-800-303-0752.

PO9WQV 00000723
LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633

2724875058

AQL010 PO9WQV 00000723 / 00000745



Aquila

PO BOX 4649
CAROL STREAM, IL 60197-4649

24 hour Customer Service call

1-800-303-0752

24 hour Emergency Service call

1-800-303-0357

Helpful Information

The Energy Policy Act provides tax credits to consumers and businesses for installing energy efficiency improvements. For more information, visit www.energy.gov/taxbreaks.htm or call 1-800-829-1040.

We are currently holding a deposit of \$136.00

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Questions or comments about your bill? Visit www.aquila.com, call us at 1-800-303-0752 or write to P.O. Box 11660, Kansas City, MO 64138. Please send payments to the address on front of the payment stub.

LEESA L FORSEE

Account Number: 2724 8750 58

Amount Now Due: \$242.34

Billing Date: 11/17/06

Please Pay By: 12/08/06

Previous Account Balance	\$371.78
Payments Received	0.00
Previous Balance Due	371.78
Fees/Adjustments	163.60 CR
Current Charges	
Electric	\$34.16
Total This Bill	34.16
New Account Balance	\$242.34

Please Pay By Dec 8 \$242.34

Pay \$243.55 after Dec 8

Make checks payable to :
Aquila

See back for billing details.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Dec 8 \$242.34

Please write this account number on your check

Amount due after Dec 8 \$243.55

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$ Other \$5 \$10 \$20

Please enter
amount enclosed

See back of bill for CheckLINE sign up or address change.

|||||

AQUILA (L&P)

PO BOX 4649

CAROL STREAM IL 60197-4649

|||||

|||||

PO BOX 4649

LEESA L FORSEE

2624 FARAON ST

ST JOSEPH MO 64501-2633

|||||

272487505800000024355000000242344314

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

11/17/06

2624 FARAON ST

Amount Billed:

\$34.16

ELECTRIC METERED SERVICE (MO910)

Customer Charge

\$6.26

Meter Number: SA82582401

Energy Charge 432 kWh @ \$0.0638

27.56

Reading 11/15/06 93609

Transit Fee

0.34

Reading 10/17/06 93177

Total charge this service

\$34.16

29 days 432 Kilowatt Hours (kWh)

Your average daily usage was 14.90 kWh

Fees/Adjustments

Interest on Dep Refunded to Acct

\$0.64 CR

Late Payment Charge

\$1.04

Deposit Refunded to Account

\$59.00 CR

Deposit Amount

\$105.00 CR

Total Fees/Adjustments

\$163.60 CR

▼ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use Black or Blue Ink to enroll in CheckLINE or update personal information below.

CheckLINE Enrollment Form		Name or Address Change Information	
<p>When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p>Enter Correct Information Below</p>	
Name on bank account (Please Print)		Name	Attn
Bank Name		Address	City
Routing # (8 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquila to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0752.</p>		<p>Additional Comments</p> <p>2724875058 LEESA L FORSEE</p>	



24 hour Customer Service call: 1-800-303-0752
24 hour Emergency Service call: 1-800-303-0357

The Energy Policy Act provides tax credits to consumers and businesses for installing energy efficiency improvements. For more information, visit www.energy.gov/taxbreaks.htm or call 1-800-829-1040.

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Account Number:	2724 8750 58
No Payment Due:	\$9.43 CR
Billing Date:	12/19/06

See back for billing details

No Payment Due

See back of file for CHECKLINE sign-up or address change

[illegible]

27248750580000000000000000000000004314

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

12/19/06

2624 FARAON ST

Amount Billed:

\$38.61

ELECTRIC METERED SERVICE (MO910)

Meter Number: SA82582401

Customer Charge

\$6.26

Reading 12/15/06 94110

Energy Charge 501 kWh @ \$0.0652

\$32.98

Reading 11/15/06 89609

Transit Fee

0.38

30 days 501 Kilowatt Hours (kWh)

Total charge this service

\$38.61

Your average daily usage was 16.70 kWh

Payments

12/16/06 Payment Received - Thank You

\$117.14 CR

11/01/06 Payment Received - Thank You

\$90.00 CR

Total Payments

\$207.14 CR

Fees/Adjustments

Returned Check Charge

\$20.00 CR

Late Payment Charge

\$0.76

Transfer

\$84.00 CR

Transfer

\$24.00

Deposit Amount

\$24.00 CR

Total Fees/Adjustments

\$83.24 CR



Aquila

PO BOX 4649
CAROL STREAM, IL 60197-4649

24 hour Customer Service call 1-800-303-0752
24 hour Emergency Service call 1-800-303-0357

Helpful Information

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

Maximize your energy efficiency and save money! Aquila & The Home Depot are teaming up to host efficiency workshops July 27, 29 & 30. Visit www.homedepotclinics.com or contact The Home Depot for more info. Visit Aquila.com for more ways to get the most out of your energy.

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Questions or comments about your bill? Visit www.aquila.com, call us at 1-800-303-0752 or write to P.O. Box 11660, Kansas City, MO 64138. Please send payments to the address on front of the payment stub.

LEESA L FORSEE

Account Number: 2724 8750 58
Amount Now Due: \$127.04
Billing Date: 07/21/06
Please Pay By: 08/11/06

Previous Account Balance	\$54.90
Payments Received	0.00
Previous Balance Due	54.90
Fees/Adjustments	0.27
Current Charges	
Electric	\$71.87
Total This Bill	71.87
New Account Balance	\$127.04

Please Pay By Aug 11 \$127.04
Pay \$127.67 after Aug 11
Make checks payable to :
Aquila

See back for billing details.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Aug 11 \$127.04

Please write this account number on your check

Amount due after Aug 11 \$127.67

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$ ☐ Other ☐ \$5 ☐ \$10 ☐ \$20

Please enter
amount enclosed

See back of bill for CheckLINE sign up or address change.



AQUILA (L&P)

PO BOX 4649

CAROL STREAM IL 60197-4649



POSTWA 00012576
LEESA L FORSEE

917 N 24TH ST

SAINT JOSEPH MO 64506-2716



272487505800000012767000000127043314

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

07/21/06

917 N 24TH ST

Amount Billed:

\$71.87

ELECTRIC METERED SERVICE (MO910)

Meter Number: GE54557180

Customer Charge

\$6.26

Reading 07/19/06 7758

Energy Charge 905 kWh @ \$0.0717

64.89

Reading 06/16/06 6853

Transit Fee

0.72

33 days

905 Kilowatt Hours (kWh)

Total charge this service

\$71.87

Your average daily usage was

27.42 kWh

Last year this period it was

28.87 kWh

Need a gift idea? How about an Energy Gift to help a friend or relative with their energy bill? For details or to place an order, visit aquila.com (For My Home>Customer Service), call Customer Service or e-mail energy.gift@aquila.com.

Fees/Adjustments

Late Payment Charge

\$0.27

Total Fees/Adjustments

\$0.27

✓ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use Black or Blue ink to enroll in CheckLINE or update personal information below.

CheckLINE Enrollment Form		Name or Address Change Information	
<p>When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p><u>Enter Correct Information Below</u></p>	
Name on bank account (Please Print)		Name	Altin
Bank Name		Address	City
Routing # (9 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquila to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0752.</p>		<p>Additional Comments</p> <p>2724875058 LEESA L FORSEE</p>	



Aquila

PO BOX 4649
CAROL STREAM, IL 60197-4649

24 hour Customer Service call
24 hour Emergency Service call

1-800-303-0752
1-800-303-0357

Helpful Information

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Questions or comments about your bill? Visit www.aquila.com, call us at 1-800-303-0752 or write to P.O. Box 11660, Kansas City, MO 64138. Please send payments to the address on front of the payment stub.

Save time and money with CheckLINE, a free service that pays your bill automatically from a selected bank account.

LEESA L FORSEE

Account Number: 2724 8750 58
Amount Now Due: \$495.04
Billing Date: 08/18/06
Please Pay By: 09/08/06

Previous Account Balance	\$127.04
Payments Received	0.00
Previous Balance Due	127.04
Fees/Adjustments	300.00
Current Charges	
Electric	\$68.00
Total This Bill	68.00
New Account Balance	\$495.04

Please Pay By Sep 8
Make checks payable to :
Aquila

See back for billing details.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Sep 8

\$495.04

Please write this account number on your check

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$ ☐ Other ☐ \$5 ☐ \$10 ☐ \$20

Please enter
amount enclosed

See back of bill for CheckLINE sign up or address change.

|||||

AQUILA (L&P)

PO BOX 4649

CAROL STREAM IL 60197-4649

|||||

|||||

POA0JP 00010276
LEESA L FORSEE

2624 FARAON ST

ST JOSEPH MO 64501-2633

|||||

272487505800000049504000000495040314

LEESA L FORSEE

Account Number: 2724 8750 58

Details of your utility service at:

Billing Date: 08/18/06

2624 FARAON ST

Amount Billed: \$11.93

ELECTRIC METERED SERVICE (MO910)

Bill Normalized from 15 days to 30 days

Meter Number: SA82582401

Customer Charge \$3.13

Reading 08/16/06 92311

Energy Charge 121 kWh @ \$0.0717 8.68

Reading 08/01/06 92190

Transit Fee 0.12

15 days 121 Kilowatt Hours (kWh)

Total charge this service \$11.93

Your average daily usage was 8.07 kWh

917 N 24TH ST

Amount Billed: \$56.07

ELECTRIC METERED SERVICE (MO910)

Bill Normalized from 19 days to 30 days

Meter Number: GE54557180

Customer Charge \$3.96

Reading 08/07/06 8477

Energy Charge 719 kWh @ \$0.0717 51.55

Reading 07/19/06 7758

Transit Fee 0.56

19 days 719 Kilowatt Hours (kWh)

Total charge this service \$56.07

Your average daily usage was 37.84 kWh

Last year this period it was 26.37 kWh

Fees/Adjustments

Transfer to ER-UR 2624 FARAON ST/ST JOE \$183.11

Deposit Amount - \$300.00

Transfer from ER-UR 917 N 24TH ST/ST JOE \$183.11 CR

Total Fees/Adjustments \$300.00

▼ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use Black or Blue ink to enroll in CheckLINE or update personal information below.

CheckLINE Enrollment Form		Name or Address Change Information	
<p>When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p><u>Enter Correct Information Below</u></p>	
Name on bank account (Please Print)		Name	Attn
Bank Name		Address	City
Routing # (8 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquila to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0752.</p>		<p>Additional Comments</p> <p>2724875058 LEESA L FORSEE</p>	



Aquila

PO BOX 4649
CAROL STREAM, IL 60197-4649

24 hour Customer Service call
24 hour Emergency Service call

1-800-303-0752
1-800-303-0357

Helpful Information

Beginning with bills issued October 1, electric rates are decreased to reflect the lower winter tariffs. These reduced rates are reflected on your bill from October through May.

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Questions or comments about your bill? Visit www.aquila.com, call us at 1-800-303-0752 or write to P.O. Box 11660, Kansas City, MO 64138. Please send payments to the address on front of the payment stub.

Save time and money with CheckLINE, a free service that pays your bill automatically from a selected bank account.

LEESA L FORSEE

Account Number: 2724 8750 58
Amount Now Due: \$531.13
Billing Date: 09/20/06
Please Pay By: 10/11/06

Previous Account Balance	\$495.04
Payments Received	0.00
Previous Balance Due	495.04
Fees/Adjustments	0.00
Current Charges	
Electric	\$36.09
Total This Bill	36.09
New Account Balance	\$531.13

Please Pay By Oct 11 \$531.13
Make checks payable to :
Aquila

See back for billing details.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Oct 11

\$531.13

Please write this account number on your check

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$ ☐ Other ☐ \$5 ☐ \$10 ☐ \$20

Please enter
amount enclosed

See back of bill for CheckLINE sign up or address change.

|||||
AQUILA (L&P)
PO BOX 4649
CAROL STREAM IL 60197-4649
|||||

|||||
PDATT5 00008856
LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633
|||||

272487505800000053113000000531132314

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

09/20/06

2624 FARAON ST

Amount Billed:

\$36.09

ELECTRIC METERED SERVICE (MO910)

Customer Charge \$6.26

Meter Number: SA82582401

Energy Charge 411 kWh @ \$0.0717 29.47

Reading 09/18/06 92722

Transit Fee 0.36

Reading 08/16/06 92311

Total charge this service \$36.09

33 days

411 Kilowatt Hours (kWh)

Your average daily usage was

12.45 kWh

▼ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use **Black or Blue ink** to enroll in CheckLINE or update personal information below.

CheckLINE Enrollment Form		Name or Address Change Information	
<p>*When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p><u>Enter Correct Information Below</u></p>	
Name on bank account (Please Print)		Name	Attn
Bank Name		Address	City
Routing # (9 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquila to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0762.</p>		<p>Additional Comments</p> <p>2724875058 LEESA L FORSEE</p>	



Aquila

PO BOX 4649
CAROL STREAM, IL 60197-4649

24 hour Customer Service call
24 hour Emergency Service call

1-800-303-0752
1-800-303-0357

Helpful Information

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

We are currently holding a deposit of \$195.00

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Questions or comments about your bill? Visit www.aquila.com, call us at 1-800-303-0752 or write to P.O. Box 11660, Kansas City, MO 64138. Please send payments to the address on front of the payment stub.

Save time and money with CheckLINE, a free service that pays your bill automatically from a selected bank account.

LEESA L FORSEE

Account Number: 2724 8750 58
Amount Now Due: \$371.78
Billing Date: 10/19/06
Please Pay By: 11/09/06

Previous Account Balance	\$531.13
Payments Received	195.00 CR
Previous Balance Due	336.13
Fees/Adjustments	0.00
Current Charges	
Electric	\$35.65
Total This Bill	35.65
New Account Balance	\$371.78

Please Pay By Nov 9
Make checks payable to :
Aquila

See back for billing details.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Nov 9 \$371.78

Please write this account number on your check

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$ ☐ Other ☐ \$5 ☐ \$10 ☐ \$20

Please enter
amount enclosed

See back of bill for CheckLINE sign up or address change.



AQUILA (L&P)
PO BOX 4649
CAROL STREAM IL 60197-4649



POAESP 00003768
LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633



272487505800000037178000000371780314

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

10/19/06

2624 FARAON ST

Amount Billed:

\$35.65

ELECTRIC METERED SERVICE (MO910)

Customer Charge

\$6.26

Meter Number: SA82582401

Energy Charge 455 kWh @ \$0.0638

29.03

Reading 10/17/06 93177

Transit Fee

0.36

Reading 09/18/06 92722

Total charge this service

\$35.65

29 days

455 Kilowatt Hours (kWh)

Your average daily usage was

15.69 kWh

▼ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use Black or Blue ink to enroll in CheckLINE or update personal information below.

CheckLINE Enrollment Form		Name or Address Change Information	
<p>*When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p><u>Enter Correct Information Below</u></p>	
Name on bank account (Please Print)		Name	Attn
Bank Name		Address	City
Routing # (8 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquile to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0752.</p>		<p>Additional Comments</p> <p>2724875058 LEESA L FORSEE</p>	



Aquila

24 hour Customer Service call 1-800-303-0752

Notice Date	: 10/20/2006	LEESA L FORSEE
Disconnect Date	: 11/01/2006	Account Number : 2724 8750 58
Past Due Amount	: \$231.13	Service Address : 2624 FARAON ST
		ST JOE MO MO 64501-2633
Last Payment Date	: 10/18/2006	
Last Payment Amount	: \$195.00	

ATTENTION.....Your account has become past due. If you have already submitted payment, please disregard this notice. To avoid service interruption please read disconnect information below. If payment is not received by the disconnect date shown above, service will be disconnected.

Please submit payment immediately, or to see if arrangements are available, contact our Customer Service Center toll-free at 1-800-303-0752, 24 hours a day, seven days a week.

Should your service be disconnected, additional fees will apply as follows:

Electric Minimum Reconnect Fee, per meter: \$30.00 *Collection fee of \$25.00

Service calls made after normal business hours, on weekends, and on holidays, will require additional charges per meter. In the event service is discontinued it cannot be reconnected until your account is paid. If payment is made to Service Technician, a *Collection Fee is assessed. An additional security deposit may also be required at that time.

Thank you for your attention to this request.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

**** SHUT OFF NOTICE ****

Account Number	Disconnect Date	Amount Due
2724 8750 58	11/01/2006	\$231.13

AQUILA
 PO BOX 4649
 CAROL STREAM IL 60197-4649

LEESA L FORSEE
 2624 FARAON ST
 ST JOSEPH MO 64501-2633

272487505800000023113000000231132314

AQL510 PBAESJ 00000659 / 00000660



Aquila

24 hour Customer Service call 1-800-303-0752

Notice Date : 11/20/2006 Disconnect Date : 11/30/2006 Past Due Amount : \$207.14 Last Payment Date : 10/18/2006 Last Payment Amount : \$195.00	LEESA L FORSEE Account Number : 2724 8750 58 Service Address : 2624 FARAON ST ST JOE MO MO 64501-2633
--	---

ATTENTION.....Your account has become past due. If you have already submitted payment, please disregard this notice. To avoid service interruption please read disconnect information below. If payment is not received by the disconnect date shown above, service will be disconnected.

Please submit payment immediately, or to see if arrangements are available, contact our Customer Service Center toll-free at 1-800-303-0752, 24 hours a day, seven days a week.

Should your service be disconnected, additional fees will apply as follows:

Electric Minimum Reconnect Fee, per meter: \$30.00 *Collection fee of \$25.00

Service calls made after normal business hours, on weekends, and on holidays, will require additional charges per meter. In the event service is discontinued it cannot be reconnected until your account is paid. If payment is made to Service Technician, a *Collection Fee is assessed. An additional security deposit may also be required at that time.

Thank you for your attention to this request.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

**** SHUT OFF NOTICE ****

Account Number	Disconnect Date	Amount Due
2724 8750 58	11/30/2006	\$207.14

AQUILA
 PO BOX 4649
 CAROL STREAM IL 60197-4649

LEESA L FORSEE
 2624 FARAON ST
 ST JOSEPH MO 64501-2633

272487505800000020714000000207144314

AQL010 PCANBH 00000482 / 00000488

Commissioners
JEFF DAVIS
Chairman
CONNIE MURRAY
STEVE GAW
ROBERT M. CLAYTON III
LINWARD "LIN" APPLING



Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 64102
573-781-3334
573-781-1647 (Fax Number)
<http://www.psc.mo.gov>

WELLS A. JEFFERSON
Executive Director
DANA K. JOYCE
Director, Administration
ROBERT SCHALLERBERG
Director, Utility Services
WARREN WOOD
Director, Utility Operations
COLLEEN M. DALE
Secretary of the Missouri Public Service Commission
KEVIN A. THOMPSON
General Counsel

January 19, 2007

Ms. Laesa Foresee
2624 Farwood St.
St. Joseph, MO 64501

Dear Ms. Foresee:

This letter is in response to your indication that you wish to file a formal complaint.

If your complaint involves disputed charges, the nonpayment of which could subject your service to discontinuance, this letter also serves as notification of the Commission rules, which state that if a formal complaint is not filed within thirty (30) days of the date of this letter, your service may become subject to discontinuance by the Company. Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance.

A formal complaint must be filed in written form including an original or duplicate original and eight (8) copies addressed to Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims.

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

Page 2 of 2

All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties witnesses. Further, any person as defined in 4 CSR 240-2.01(1), other than an individual, must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,
Consumer Services Department

Enclosure: Formal Complaint Form
Chapter 2 - Rules of Practice and Procedure and Formal Complaint Form



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

December 20, 2006

Ms. Leesa Forsee
2624 Faroan Street
St. Joseph, MO 64501

Dear Ms. Forsee:

This letter is a follow up to the informal complaint that you filed on December 11, 2006 regarding a deposit assessed to your account by Aquila, Inc. (Aquila). After my initial review of the complaint matter, I contacted the company to obtain additional information. Following is a summary of the information I received regarding the issues involved in the informal complaint.

According to Aquila's records, the address listed on each bill since August 2006 was 2624 Faroan Street and there is no record of any returned mail in Aquila's system. Prior to switching the address in August 2006, the address was 917 N. 24th Street, St. Joseph. I have included copies of the bills for your review.

With regard to the payment that was returned in June 2006, Aquila did charge a \$20.00 Returned Check fee; however, Aquila agreed to waive the fee as a one-time courtesy credit since it appears the payment was returned because incorrect information was submitted through the automated payment system.

A deposit of \$300.00 was assessed in August 2006 when you requested service at 2624 Faroan St; however, the deposit should have totaled \$72.00 based on the usage history at that time. Therefore, since you had paid \$195.00 of the deposit on October 1, 2006, Aquila issued a credit adjustment of \$59.00 on November 1, 2006 and \$64.00 on December 12, 2006, which reduced the amount applied toward the deposit to \$72.00 (\$195.00 - \$59.00 - \$64.00 = \$72.00). The remaining unpaid portion of the deposit was also adjusted on November 1, 2006.

On December 11, 2006, Aquila dispatched a technician to the premise to disconnect the service for non-payment of the past due amount of \$117.14. The payment was made to the technician and the disconnection was cancelled. Aquila also agreed to waive the collection fee assessed.

Ms. Leesa Forsee
December 20, 2006
Page 2 of 3

This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter. If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 4 CSR 240-13.070 (4), you may file a formal complaint.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

Michelle Bocklage
Consumer Services Specialist II
Missouri Public Service Commission

Enclosure: Bill copies



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

WARREN WOOD
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

January 26, 2007

Ms. Leesa Forsee
2624 Faroan Street
St. Joseph, MO 64501

Dear Ms. Forsee:

This letter is a follow up to the informal complaint that you filed on December 11, 2006 regarding your concerns relating to your account with Aquila, Inc. (Aquila). After my initial review of the complaint matter, I contacted the company to obtain additional information. Following is a summary of the information I received regarding the issues involved in the informal complaint.

According to Aquila's records, the address listed on each bill since August 2006 was 2624 Faroan Street and there is no record of any returned mail in Aquila's system. Prior to changing the address on the account in August 2006, the address was 917 N. 24th Street, St. Joseph. I have included copies of the bills for your review.

With regard to the payment that was returned in June 2006, due to incorrect banking information, Aquila did charge a \$20.00 Returned Check fee. However, Aquila waived the fee as a one-time courtesy credit since it appears the payment was returned because incorrect banking information was inadvertently submitted via Aquila's automated payment system. Unfortunately, Aquila's system will continue to reflect that payment as "returned" since it was returned by the financial institution. However, this has not affected the payment methods available to you since you are still able to remit payment by check.

A deposit of \$300.00 was assessed in August 2006 when you requested service at 2624 Faroan St; however, the deposit amount should not have exceeded \$72.00, based on the usage history at this address at that time. Therefore, to adjust the deposit, Aquila issued the following adjustments to the account to lower the deposit amount. On October 1, 2006, Aquila received a payment of \$195.00 toward the deposit. On November 1, 2006, Aquila lowered the deposit by \$105.00, which was reflected as a credit adjustment on the November 2006 bill. On November 1, 2006, Aquila also lowered the deposit by an additional \$59.00. On December 12, 2006, Aquila again lowered the deposit by an additional \$64.00. These adjustments reduced the amount of the deposit to \$72.00 (\$195.00 - \$59.00 - \$64.00 = \$72.00). Aquila also adjusted the remaining unpaid portion of the deposit on November 1, 2006, as well.

You questioned how customers are advised of the possibility of being assessed a deposit. The notice sent to customers regarding delinquent accounts indicates a deposit may be assessed;

Ms. Leesa Forsee
January 26, 2007
Page 2 of 3

however, it does not specify how the deposit amount is calculated due to space limitations. Since you questioned the assessment and calculation of the deposit, I have included a copy of the appropriate tariff pages for your review.

On December 11, 2006, Aquila dispatched a technician to the premise to disconnect the service for non-payment of the past due amount of \$117.14. The payment was made to the technician and the disconnection was cancelled. Aquila also waived the collection fee assessed.

You also questioned Aquila's policy regarding billing disputes. This policy is set internally by Aquila; therefore, I contacted Aquila regarding this issue and was advised that when a customer indicates there is a billing dispute on an account, a "note" is placed on the account requesting additional contact with the customer. For example, when you contacted Aquila on November 1, 2006, the initial representative you spoke with noted the dispute and then, per your request, transferred your call to a supervisor for additional explanation. The notes on the account indicate that the supervisor explained the transferred bill on the account was due to the outstanding balance at your prior address; however, you indicated that you would be contacting the Commission regarding your concerns.

Based on the information received, it appears that Aquila has taken the necessary steps to address your concerns. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter. If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 4 CSR 240-13.070 (4), you may file a formal complaint.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

Michelle Bocklage
Consumer Services Specialist II
Missouri Public Service Commission

Enclosure: Tariff Pages

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

01/19/07

2624 FARAON ST

Amount Billed:

\$56.17

ELECTRIC METERED SERVICE (MO910)

Meter Number: SA82582401

Customer Charge

\$6.28

Reading 01/17/07

84928

Energy Charge 550 kWh @ \$0.0632

41.47

Reading 12/15/06

84110

Energy Charge 162 kWh @ \$0.3469

7.56

Reading 33 days

818

Kilowatt Hours (kWh)

Transit Fee

0.56

Your average daily usage was 24.76 kWh

Total charge this service

\$56.17

Fees/Adjustments

Interest on Dep Refunded to Acct

\$2.31 CR

Total Fees/Adjustments

\$2.31 CR



24 hour Customer Service call 1-800-303-0752
24 hour Emergency Service call 1-800-303-0357

We are currently holding a deposit of \$72.00

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

The Energy Policy Act provides tax credits to consumers and businesses for installing energy efficiency improvements. For more information, visit www.energy.gov/taxbreaks.htm or call 1-800-829-1040.

Aquila is offering a \$1,000 Customer Referral Award for Journeymen Lineman positions. Award applies to Missouri residential customers who refer a successfully hired Journeyman Lineman. Go to www.aquila.com for rules and referral form.

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Account Number:	2724 8750 58
Amount Now Due:	\$87.12
Billing Date:	02/19/07
Please Pay By:	03/12/07

Previous Account Balance	544.43
Payments Received	0.00
Previous Balance Due	44.43
Fees/Adjustments	0.22
Current Charges	
Electric	343.47
Total This Bill	42.47
New Account Balance	587.12

Please Pay By Mar 12 **\$87.12**
Pay \$87.56 after Mar 12
Make checks payable to :
Aquila

See back for billing details

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Mar 12 \$87.12

PLEASE WRITE THIS ACCOUNT NUMBER ON YOUR CHECK.

Amount due after Mar 12	\$87.55
-------------------------	---------

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$	Other	\$5	\$10	\$20
----	-------	-----	------	------

● 电话: 020-8333 3333
● 地址: 广州市天河区珠江新城

See Part 241 for Chapter 242 and 243 of the 2000 Census

1. The first group of variables includes the following:

AQUILA (L&P)
PO BOX 4849
CAROL STREAM IL 60197-4849

|||||||

LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633

1.3) Bandenkopf, f.d.) Besondere Merkmale des Bandenkopfes:

272487505800000008755000000087125314

LEESA L FORSEE

Account Number: 2724 8750 58

Details of your utility service at:

Billing Date: 02/19/07

2624 FARAON ST

Amount Billed: \$42.47

ELECTRIC METERED SERVICE (MO910)

Customer Charge \$6.26

Meter Number: SA82582401

Energy Charge 561 kWh @ \$0.0638 35.79

Reading 02/16/07 06499

Transit Fee 0.42

Reading 01/17/07 04928

Total charge this service \$42.47

30 days 561 Kilowatt Hours (kWh)

Your average daily usage was 18.70 kWh

Fees/Adjustments

Late Payment Charge \$0.22

Total Fees/Adjustments \$0.22



24 hour Customer Service call: 1-800-303-0752
24 hour Emergency Service call: 1-800-303-0357

The Energy Policy Act provides tax credits to consumers and businesses for installing energy efficiency improvements. For more information, visit www.energy.gov/taxbreaks.htm or call 1-800-829-1040.

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

Supply Cost: - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Account Number:	2724 8750 58
Amount Now Due:	\$126.55
Billing Date:	03/21/07
Please Pay By:	04/11/07

Previous Account Balance	\$87.12
Payments Received	9.00
Previous Balance Due	67.12
Fees/Adjustments	0.43
Current Charges	
Electric	\$39.00
Total This Bill	50.00
New Account Balance	\$120.55

Please Pay By Apr 11 **\$126.55**
Pay \$127.18 after Apr 11
Make checks payable to :
Aquila

See back for billing details

7 AUGUST 1962 FLENNER COWLEY 1962-2043

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

03/21/07

2624 FARAON ST

Amount Billed:

\$39.00

ELECTRIC METERED SERVICE (MO910)

Meter Number: SA82582401

Customer Charge \$8.26

Reading 03/19/07 98992

Energy Charge 507 kWh @ \$0.0632 \$32.35

Reading 02/16/07 95482

Transit Fee 0.39

31 days 507 Kilowatt Hours (kWh)

Total charge this service \$39.00

Your average daily usage was 16.35 kWh

Fees/Adjustments

Late Payment Charge \$0.43

Total Fees/Adjustments \$0.43



24 hour Customer Service call: 1-800-303-0752
24 hour Emergency Service call: 1-800-303-0357

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

The Energy Policy Act provides tax credits to consumers and businesses for installing energy efficiency improvements. For more information, visit www.energy.gov/taxbreaks.htm or call 1-800-829-1040.

Customer Charge covers part of the fixed costs of delivering your energy, regardless of usage.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

Questions or comments about your bill? Visit www.aquila.com, call us at 1-800-303-0752 or write to P.O. Box 11660, Kansas City, MO 64138. Please send payments to the address on front of the payment stub.

Account Number:	2724 8750 58
Amount Now Due:	\$158.33
Billing Date:	04/19/07
Please Pay By:	05/10/07

Previous Account Balance	\$128.55
Payments Received	0.00
Previous Balance Due	<u>128.55</u>
Fees/Adjustments	0.00
Current Charges	
Electric	<u>31.78</u>
Total This Bill	<u>31.78</u>
New Account Balance	\$160.33

Please Pay By May 10 **\$158.33**
Make checks payable to :
Aquila

See back for calling details

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Please Pay By May 10

\$158.33

Please write this account number on your check.

Make checks payable to Aquila. Allow 3 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of:

\$	Other	\$5	\$10	\$20
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Please refer
enquiry enclosed

(See back) of CI for Checkmate sign up or address change

Abstract

AQUILA (L&P)
PO BOX 4649
CAROL STREAM IL 60197-4649

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

[illegible]

LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

272487505800000015833000000158338314

LEESA L FORSEE

Account Number:

2724 8750 58

Details of your utility service at:

Billing Date:

04/19/07

2624 FARAON ST

Amount Billed:

\$31.78

ELECTRIC METERED SERVICE (MO910)

Customer Charge

\$6.26

Meter Number: SA82562401

Energy Charge 385 kWh @ \$0.0632

\$24.20

Reading 04/18/07 06321

Transit Fee

0.32

Reading 03/19/07 05992

Total charge this service

\$31.78

30 days 395 Kilowatt Hours (kWh)

Your average daily usage was 13.17 kWh



Aquila

PO BOX 4649
CAROL STREAM, IL 60197-4649

24 hour Customer Service call 1-800-303-0752
24 hour Emergency Service call 1-800-303-0357

Helpful Information

We are currently holding a deposit of \$72.00

Aquila Cares helps eligible people meet energy needs through your voluntary tax-deductible donations. To give, please mark your payment stub (below) with the amount you wish to be billed monthly. Aquila matches donations \$1 for \$1, up to \$375,000. To stop giving, call 1-800-303-0752.

The Energy Policy Act provides tax credits to consumers and businesses for installing energy efficiency improvements. For more information, visit www.energy.gov/taxbreaks.htm or call 1-800-829-1040.

On April 4, 2007 Aquila, Great Plains Energy, and Kansas City Power & Light filed joint application seeking merger approval. Customers may send comments on Case No. EM-2007-0374 to: Secretary, Missouri Public Service Commission, P.O. Box 360, Jefferson City, MO 65102-0360 or www.psc.mo.gov.

If you have a previous balance, that amount is due immediately; the remaining balance is due on the due date.

Supply Cost - Your bill may include an adjustment or rate change due to the cost of purchasing energy from suppliers. The charge may appear as PGA, GCR, ECA or ICA dependent upon the state you reside in.

LEESA L FORSEE

Account Number: 2724 8750 58
Amount Now Due: \$185.16
Billing Date: 05/18/07
Please Pay By: 06/08/07

Previous Account Balance	\$158.33
Payments Received	0.00
Previous Balance Due	158.33
Fees/Adjustments	0.79
Current Charges	
Electric	\$26.04
Total This Bill	26.04
New Account Balance	\$185.16

Please Pay By Jun 8 \$185.16
Pay \$186.08 after Jun 8
Make checks payable to :
Aquila

See back for billing details.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

Account Number 2724 8750 58

Please Pay By Jun 8 \$185.16

Please write this account number on your check

Amount due after Jun 8 \$186.08

Make checks payable to Aquila. Allow 5 to 7 days for delivery and processing when sending payment by mail.

I want to support Aquila Cares with a monthly gift of

\$ Other \$5 \$10 \$20

Please enter
amount enclosed

(See back of bill for CheckLINE sign up or account change)



AQUILA (L&P)
PO BOX 4649
CAROL STREAM IL 60197-4649



LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633



272487505800000018608000000185164314

LEESA L FORSEE

Account Number: 2724 8750 58

Details of your utility service at:

Billing Date: 05/18/07

2624 FARAON ST

Amount Billed: \$26.04

ELECTRIC METERED SERVICE (MO910)

Meter Number: SA82582401

Customer Charge \$8.26

Reading 05/18/07 06097

Energy Charge 306 kWh @ \$0.0638 19.52

Reading 04/18/07 06397

Transit Fee 0.26

28 days

306 Kilowatt Hours (kWh)

Total charge this service \$26.04

Your average daily usage was

10.93 kWh

Beginning with bills issued June 1, electric rates are increased to reflect Aquila's higher summer rates and cost of service. These seasonal rates remain in effect for bills dated June 1 - Sept. 30 and are in accordance with Aquila's tariff on file with the Missouri Public Service Commission. Check out the new face for aquila.com! A new look and new features have been added. User segmentation provides quick navigation tailored to each specific user. Check out our improved customer account access. We also feature services and programs we offer and how they apply to you.

Fees/Adjustments

Late Payment Charge \$0.79

Total Fees/Adjustments \$0.79

✓ Detach and mail this portion with your payment. Bring entire bill if paying in person.

Important: Please use Black or Blue ink to enroll in CheckLINE or update personal information below

CheckLINE Enrollment Form		Name or Address Change Information	
<p>When enrollment becomes effective, your balance due will be deducted from your bank account on your due date. Please continue to mail your payment until your bill stub indicates that the auto withdrawal is effective. This process normally takes 30-60 days whether enrolling for the first time or making changes to bank information. You must enclose a copy of a voided check or savings withdrawal slip. Please make sure to sign below. We cannot process your enrollment request without your voided check or savings withdrawal slip and signature.</p>		<p><u>Enter Correct Information Below</u></p>	
Name on bank account (Please Print)		Name	Attn
BANK NAME		Address	City
Routing # (9 digit)	Bank Account #	State	Zip Code
Signature X	Date X	Phone (Home)	(Work)
<p>I authorize Aquila to debit the financial account listed above for monthly payment of my future bills. I understand that I may stop this service three (3) business days before the due date by calling 1-800-303-0752.</p>		<p>Additional Comments</p>	
		<p>2724875058 LEESA L FORSEE</p>	



24 hour Customer Service call 1-800-303-0752

Notice Date	03/29/2007	LEESA L FORSEE
Disconnect Date	04/09/2007	Account Number : 2724 8750 58
Past Due Amount	\$87.12	Service Address : 2624 FARAON ST
		ST JOE MO MO 64501-2633
Last Payment Date	12/16/2006	
Last Payment Amount	\$117.14	

ATTENTION.....Your account has become past due. If you have already submitted payment, please disregard this notice. To avoid service interruption please read disconnect information below. If payment is not received by the disconnect date shown above, service will be disconnected.

Please submit payment immediately, or to see if arrangements are available, contact our Customer Service Center toll-free at 1-800-303-0752, 24 hours a day, seven days a week

Should your service be disconnected, additional fees will apply as follows:

Electric Minimum Reconnect Fee, per meter: \$30.00 *Collection fee of \$25.00

Service calls made after normal business hours, on weekends, and on holidays, will require additional charges per meter. In the event service is discontinued it cannot be reconnected until your account is paid. If payment is made to Service Technician, a *Collection Fee is assessed. An additional security deposit may also be required at that time.

Thank you for your attention to this request

Detach and mail this portion with your payment. Bring entire bill if paying in person.

**** SHUT OFF NOTICE ****

Account Number	Disconnect Date	Amount Due
2724 8750 58	04/09/2007	\$87.12

|||||
AQUILA
PO BOX 4649
CAROL STREAM IL 60197-4649
|||||

|||||
LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633
|||||

272487505800000008712000000087126314

AQUILA FORM 17 0007419 / 0007030



Aquila

24 hour Customer Service call 1-800-303-0752

Notice Date	05/18/2007	LEESA L FORSEE
Disconnect Date	05/29/2007	Account Number : 2724 8750 58
Past Due Amount	\$158.33	Service Address : 2624 FARAON ST
		ST JOE MO MO 64501-2633
Last Payment Date	12/16/2006	
Last Payment Amount	\$117.14	

ATTENTION.....Your account has become past due. If you have already submitted payment, please disregard this notice. To avoid service interruption please read disconnect information below. If payment is not received by the disconnect date shown above, service will be disconnected.

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Thank you for your attention to this request.

Detach and mail this portion with your payment. Bring entire bill if paying in person.

**** SHUT OFF NOTICE ****

Account Number	Disconnect Date	Amount Due
2724 8750 58	05/29/2007	\$158.33



AQUILA
PO BOX 4649
CAROL STREAM IL 60197-4649



LEESA L FORSEE
2624 FARAON ST
ST JOSEPH MO 64501-2633



272487505800000015833000000158338314

AQUILA POWER SERVICES, INC.

6/6/2007