

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

In the Matter of the application of	)	
John Maggard for a Change of Electric	)	File No. EO-2012-0286
Supplier	)	

**RESPONSES FROM JOHN MAGGARD TO THE STATUS REPORT OF
KCP&L GREATER MISSOURI OPERATIONS COMPANY**

Since opening the case with PSC this is the first time I have seen anything in writing from KCPL except for their request for an extension of time. I have not seen anything from the PSC that would indicate the KCPL extension was granted and therefore I do not know if the document they have submitted will be considered in this case. However I will respond to their letter for the record.

1. KCPL contacted me on April 12, 2012 as stated in paragraph number 1 of their May 4 status report. During the call the KCPL rep stated that "if I withdraw my complaint to the PSC they would work with me" implying that they would connect my service as previously requested. At that time I requested that they put in writing what they were offering including whether or not their rules had changed and how this might affect me in the future. As I have already stated this was never provided. The status report states that they are offering to put my service back as it was, while on previous occasions they have told me that they lost my very unique dual meter, next they informed me that they did not buy from that meter company, later they told me that the meter company was out of business. If any of this is true then I am not sure what they mean when they say "back as it was". I asked them to call me back on Tuesday. KCPL did not call back on Tuesday as they said they would.
2. Since that time, another KCPL employee has contacted me in person on April 26th the representative was a field serviceman. Therefore the statement in paragraph number 2 is also a lie. During the discussion with the KCPL rep he indicated that his bosses wanted to talk to me but he did not offer anything in writing. I asked how they could suddenly allow this installation when as recent as March 29 the KCPL representative told me over and over "you just don't understand it's our policy". The rep stated that the policy had not changed and that any future change in service would require a substantial reconfiguration. I let him know that KCPL had already cost me the early fishing season (due to good weather) and Spoonbill Snagging season which is our busiest time of year. In addition due to power being off we have had two air conditioners stolen.
3. The Motel has been closed for 4 years therefore the loss of a customer would have no effect on the present supplier.
4. The Motel site is already served by Sac Osage as is the adjacent USDA office and several other nearby customers. Therefore this switch would not constitute a duplication of infrastructure.

5. The overall burden on the customer caused by the inadequate service is approaching 50% of annual gross earnings potential. As a retired individual on a fixed income this has been an overwhelming strain on my finances and my health.
6. I contacted KCPL several times and tried to work with them. I have spoken to several different representatives and I always got the same story. I believe that the efforts I made to resolve this issue far exceed standard and customary.
7. During Ronnie's first visit when he insisted that we use 4 meters and bragged about how much money he forced his customers to pay. His statement about the wiring inside the transformer was as follows. There was a lot of trouble in the transformer because there were a lot of wires taped up and he didn't know why. This was especially frustrating since I was the electrician foreman for the Truman Dam powerhouse and I know that any 2nd year apprentice would have understood that the wires were taped to avoid contact with the buss or flag. I am seriously concerned about lack of understanding and experience demonstrated by KCPL personnel and I consider this a huge safety issue. I realize that my switching to Sac Osage won't eliminate the safety risks at KCPL but it will avoid the potential conflict of my forcing their personnel to leave my property if they are incompetent. The only way I would allow KCPL to use incompetent people on my property would be after the police had escorted me offsite. Even though I clearly don't care for Ronnie I would not be willing to allow him to endanger himself in my presence.
8. The delays caused by KCPL have had a much larger financial impact on me than several years of electric charges. The financial impact will continue to increase if their lawyers are allowed to continue these stall tactics against me.
9. This case is not about electric rates, which is clearly demonstrated by the fact that I am willing to pay more for the work required to connect to Sac Osage and Sac Osage electric rates are higher than KCPL rates.

It would seem appropriate that KCPL should be required to make all necessary upgrades to comply with their internal policies. I would like to see how many of KCPL's customers have been improperly forced to upgrade their systems that would not have been forced to upgrade under the previous power companies. I do not have the access or expertise required to review the documents that allowed KCPL to acquire my electric company but I have to believe that some protection was provided for the consumer against this type of unfair behavior.

Sincerely,
John Maggard