

**From:** Rebecca Shepherd [<mailto:mssluciousb@yahoo.com>]

**Sent:** Wednesday, May 22, 2013 12:03 PM

**To:** EFIS Messenger; Thompson, Kevin; [lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com); [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov); [roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com); GCO/Chief Staff Counsel - Service; Voss, Cherlyn\*; Jordan, Daniel; Steck, Deborah; Vaught, Dianna; Fred, Gay; Dodson, Jan\*; Wheeler, Janet; Luebbert, Jessica; Borgmeyer, John; Harden, Joshua; Finnell, Kay\*; Happy, Kim\*; Myers, Leslie; Hughes, Mark\*; Anderson, Melissa; Woodruff, Morris; Williams, Nathan; Lewis, Rachel; Wiles, Sharon; [nicole.wehry@kcpl.com](mailto:nicole.wehry@kcpl.com); [tracy.fuson@kcpl.com](mailto:tracy.fuson@kcpl.com); [call4ACTION@kshb.com](mailto:call4ACTION@kshb.com); [msbosslady2@gmail.com](mailto:msbosslady2@gmail.com); m bonny

**Subject:** Re: Notification For Case: EC-2013-0024

I have received verbal that no such compromise is being offered doesn't seem fair or humane but OK...so Now I see my balance has increased yet again....by tomorrow AM my payment should appear. If I am hindered from receiving assistance because the balance is not reflecting payment or the amount gets higher and higher making it impossible for us to Secure other housing or to pay out this ENORMOUS balance. We "Perceive" this as RETALIATION for Filing a complaint in the first place...DISCRIMINATION and COERCION as we are in the RED LINE district of KCMO billing status , for the consistent and systematic PROFILING of Minorities and Impoverished customers....and will be filing in FEDERAL court on Friday AM . We are aware that we may not be reflective of A1 credit we are POOR and DISABLED and IN a blighted neighborhood. Sad that KCPL can be so hated by its customers and remains impervious to any of its POOR CUSTOMER SERVICE procedures and Collection practices that resemble MAFIA tactics. Let it be so noted that we perceive any other action taken on our part to be totally ADVERSARIAL and all means and methods to GIVE AWARENESS to the COMMUNITY both PUBLICILY and in Private to PROTEST, REPORT and EXPOSE KCPL practices will resume.

Respectfully,

Rebecca Shepherd

MsBee in KC

BLESSINGS ON YOUR HOUSE!

**From:** Rebecca Shepherd <[mssluciousb@yahoo.com](mailto:mssluciousb@yahoo.com)>

**To:** "[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)" <[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)>; "[kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov)" <[kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov)>; "[lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com)" <[lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com)>; "[opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov)" <[opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov)>; "[roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com)" <[roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com)>; "[staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov)" <[staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov)>; "[cherlyn.voss@psc.mo.gov](mailto:cherlyn.voss@psc.mo.gov)" <[cherlyn.voss@psc.mo.gov](mailto:cherlyn.voss@psc.mo.gov)>; "[daniel.jordan@psc.mo.gov](mailto:daniel.jordan@psc.mo.gov)" <[daniel.jordan@psc.mo.gov](mailto:daniel.jordan@psc.mo.gov)>; "[deborah.steck@psc.mo.gov](mailto:deborah.steck@psc.mo.gov)" <[deborah.steck@psc.mo.gov](mailto:deborah.steck@psc.mo.gov)>;

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**Sent:** Wednesday, May 22, 2013 11:18 AM

**Subject:** Re: Notification For Case: EC-2013-0024

I recently made a payment in the amount of \$1000 more than half of the balance due...leaves me with \$273.00 to live off of after other expenses of this case. I am currently in Contact with USCAA and Metropolitan Lutheran Ministry and Salvation Army with regards to energy assistance under LIHEAP . We would ask for a stay and remand for the 891.80 pending Energy Assistance and suspend SHUT OFF for May 24th in good faith of the dispensation of this case not withstanding. Until at least til June 3rd when another payment will not place the household in further distress.

Respectfull,

Rebecca Shepherd & Emma Mc Farlin

MsBee in KC

BLESSINGS ON YOUR HOUSE!

**From:** "[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)" <[efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov)>

**To:** [kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov); [lois.liechti@kcpl.com](mailto:lois.liechti@kcpl.com); [msluciousb@yahoo.com](mailto:msluciousb@yahoo.com); [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov); [roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com); [staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov); [cherlyn.voss@psc.mo.gov](mailto:cherlyn.voss@psc.mo.gov); [daniel.jordan@psc.mo.gov](mailto:daniel.jordan@psc.mo.gov); [deborah.steck@psc.mo.gov](mailto:deborah.steck@psc.mo.gov); [dianna.vaught@psc.mo.gov](mailto:dianna.vaught@psc.mo.gov); [gay.fred@psc.mo.gov](mailto:gay.fred@psc.mo.gov); [jan.dodson@psc.mo.gov](mailto:jan.dodson@psc.mo.gov); [janet.wheeler@psc.mo.gov](mailto:janet.wheeler@psc.mo.gov); [jessica.luebbert@psc.mo.gov](mailto:jessica.luebbert@psc.mo.gov); [john.borgmeyer@psc.mo.gov](mailto:john.borgmeyer@psc.mo.gov); [joshua.harden@psc.mo.gov](mailto:joshua.harden@psc.mo.gov); [kay.finnell@psc.mo.gov](mailto:kay.finnell@psc.mo.gov); [kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov); [kim.happy@psc.mo.gov](mailto:kim.happy@psc.mo.gov); [leslie.myers@psc.mo.gov](mailto:leslie.myers@psc.mo.gov); [mark.hughes@psc.mo.gov](mailto:mark.hughes@psc.mo.gov); [melissa.anderson@psc.mo.gov](mailto:melissa.anderson@psc.mo.gov); [morris.woodruff@psc.mo.gov](mailto:morris.woodruff@psc.mo.gov); [nathan.williams@psc.mo.gov](mailto:nathan.williams@psc.mo.gov); [rachel.lewis@psc.mo.gov](mailto:rachel.lewis@psc.mo.gov); [sharon.wiles@psc.mo.gov](mailto:sharon.wiles@psc.mo.gov); [msluciousb@yahoo.com](mailto:msluciousb@yahoo.com); [nicole.wehry@kcpl.com](mailto:nicole.wehry@kcpl.com); [tracy.fuson@kcpl.com](mailto:tracy.fuson@kcpl.com)

**Sent:** Tuesday, May 21, 2013 10:38 AM

**Subject:** Notification For Case: EC-2013-0024

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**Notice a submission in EC-2013-0024**

**Title of Submission:** Email Regarding Payment - Redacted

**Style of Case:** Emma J. McFarlin and Rebecca Shepherd, Complainants v. Kansas City Power & Light Company, Respondent

**Company Name(s):** Rebecca Shepherd-(All)

**Type of Filing:** Other

**Date Filed:** 5/21/2013 **Time:** 10:37:59 AM

**Please be advised that the Commission reserves the right to refuse or reject filings that contain deficiencies.**