

**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	)	

**RESPONSE FROM JOHN MAGGARD TO THE
MEDIATION HELD ON MAY 31, 2012**

During proceedings yesterday, in the presence of the mediator, KCPL verbally indicated that they are willing to connect our system at no charge as originally requested but only if I remove my filing with the PSC. The complaint I filed with the PSC is valid in every aspect and I have no intention of removing it EVER. I am not a lawyer but I cannot believe that the PSC would even allow such records to be removed especially as a condition to connect power to an existing customer. Six months after my request, I still have not received an unconditional offer (verbal or written) to re-connect my service.

In light of the facts that were made clear to all parties in yesterday's mediation, I respectfully request that the PSC allow me to proceed immediately with change of service provider.

Justification to change provider is as follows:

1. The effect the loss of the customer would have on the present supplier;
I am one of KCPL's (NYSE-GXP) 825,800 customers. My business has been closed for four years therefore there would be no negative impact on KCPL's business. If KCPL had connected power as I requested we would account for increase in revenue of less than 0.000004 of their total revenue.
2. Whether a change of supplier would result in a duplication of services or facilities:
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. The monies spent by all parties yesterday alone exceed all costs required to transfer my service.
3. Overall burden on the customer caused by the inadequate service, including any economic burden:
The overall burden inflicted by KCPL has exceeded 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.
4. Efforts that have been made by the present supplier to solve or mitigate the problems;
KCPL's only efforts to resolve this matter have always started by applying pressure to the customer, in an attempt to force me to remove my written complaint. In fact it appears that KCPL is not even slightly interested in restoring my electric service, their only concern is forcing me to remove my complaint.

5. The impact the Commission's decision may have on economic development, on an individual or cumulative basis;

My business will provide employment for myself and other local people in an area where unemployment is significantly higher than the state and national averages (near 12%).

At yesterday's mediation our conversation was recorded by KCPL, please forward me a copy of that recording or a certified transcript.

Sincerely
John Maggard