

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

MAY 21 2003

Name: Edward K. Moses Sr.  
(Complainant)

vs.

Case No.

Missouri Public  
Service Commission

Company Name: Kansas City Power & Light  
(Respondent)

COMPLAINT

Complainant resides at 6306 E. 99th St. KCMO 64134  
(address of complainant)

Mailing Address: P.O. Box 35681 KCMO 64134

1. Respondent, Kansas City Power & Light Company  
(company name)  
of Jackson County, Kansas City Mo.  
(location of company) is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

That on the afternoon of April 29, 2003, I arrived home to find a turn off notice attached to my door. As I proceeded to go and pay the requested amount, I noticed that my German Shep. Dog was loose. I took him to the back yard and tied him up. At that point went to Price Chopper Store to pay the requested amount of \$143<sup>00</sup> plus \$25<sup>00</sup> reconnection fee. I paid \$170<sup>00</sup> when I received notice to insure that my services would be restored. My receipt # is 8119170030. I called KCP&L from the store's parking lot. I then drove back to KC ks because I was told by KCP&L that it could take up to 24 hours to reconnect my service. I was okay with that so I stayed in Kansas for the night. The next day I returned home to find no lights when I inquired with KCP&L, I was told that the field r suspected that the meter had been tampered with.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

I called on 3 separate occasions to speak with Supervisors to get this matter resolved. I spoke with Melissa Juice and she referred me to the Missouri Service Commission.

WHEREFORE, Complainant now requests the following relief:

That my services be restored immediately. That I be reimbursed the 25<sup>00</sup> Reconnection Fee plus \$600<sup>00</sup> that I had to spend on a generator. That I be reimbursed for fish & meat that I had to throw out. Finally, the maximum compensation allowed for the loss of use of my home and the mental frustration that this ordeal has caused. I've been without service from 4/29/03 - 5/14/03. Pay for ADT Service & Road Runner Internet until service restored.

May 15, 2003

Edward K. Moses Jr.  
Signature of Complainant

(Services are currently off)

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

05/17/2003 01:49 8167635287

05/15/2003 03:02 8167635287

EDWARD K MOSES  
EDWARD K MOSES

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# Kansas City Power & Light

E N E R G I Z I N G L I F E

For emergencies or lights out: 1-888-544-4852 (1-888-LIGHT-KC)  
For billing and service information: 816-471-5276 (816-471-KCPL)  
or toll-free: 1-877-260-7785

Customer Name : MOSES, EDWARD K  
Service Address : 6308 E 99TH ST  
Account Number : 4073-46-3217

Important Notice Date: 04/17/2003  
Original Bill Date: 04/09/2003

**\*\*\* FINAL NOTICE \*\*\***  
**\*\* IT IS TOO LATE TO MAIL YOUR PAYMENT \*\***  
**\*\* IMMEDIATE PAYMENT REQUIRED \*\***

Your account is **\$143.16 past due**. A new or additional deposit may be required and your service could be disconnected if this amount is not received on or before **4/21/2003**.

Should disconnection become necessary, the following charges will apply:

- \$25 for reconnection at the meter, or
- \$50 for reconnection at the pole

Disregard this notice if you have either paid the past due amount or made payment arrangements.

*pd* 4/29/03

(Price Chopper receipt to light to fax)

## IMPORTANT NOTICE