

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
December 17, 2007
Data Center
Missouri Public
Service Commission

Name: Adam P. Zimmerman
Complainant

VS.

Case No.

Company Name: Kansas City Power & Light Co.
Respondent

COMPLAINT

Complainant resides at (landlord) 8133 Holmes # 303 Kansas City, Mo.
(address of complainant)

1. Respondent, Kansas City Power & Light Co.
(company name)
of P.O. Box 219330 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:

- 1) Jan 2007 Ms. Williams, new tenant, Placed KCP&L in her name.
- 2) A short time later Ms. Williams did not move in to unit.
She called and Cx'd Service.
- 3) I Paid my final Bill. Landlord - See attached Copy
All Bills were being mailed to my 2515 Florida Ct. Address.
- 4) No Bills came to my address Jan - Sept. 2007
- 5) KCP&L had no record of a recent to Landlord Agreement.
- 6) Oct. 2007 I called to have the Power turned on Due
to weather changes. Couple Days later I Received
3 individual Statements totaling \$272.01.
- 7) The unit was vacant all of 2007. How could I
have had that high of a Bill for 3 months when
the first 6 mo. was less.

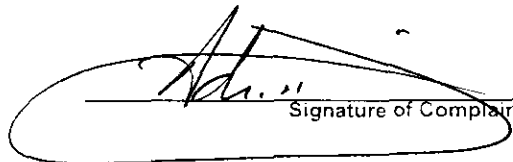
3. The Complainant has taken the following steps to present this complaint to the Respondent:

- 1) First I heard of the 3 mo. Bills was in Oct. 2007
- 2) KCPH did not know who to send the 3 bills to until I call in to turn on power in Oct. however, for the first 6 mo. KCPH sent me each month a Bill for Service. I Paid.
- 3) Nov. I contacted the Mo. Public Service Commission and lodged my complaint.
- 4) Nov. 30, 2007 I received a letter with their Conclusion.
- 5) Dec. 2007 Contacted Mo. Public Service Commission to file a formal Complaint.

WHEREFORE, Complainant now requests the following relief:

- 1) To credit my account \$272.01. I have a number of Properties and some KCPH Service. Never has this happened.

12/11/07
Date


Signature of Complainant

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

Customer Name : **ADAM ZIMMERMAN**
Service Address : **8133 HOLMES ST APT 303**
Account Number : **8357-15-5751**

Due upon receipt : **\$ 17.18**

Page 1 of 2
Billing Date: 06/20/2007

Message Board

Visit the KC Zoo for free. Show a copy of this month's KCP&L bill at the Kansas City Zoo to receive a free child admission (with purchase of an adult ticket) between June 1 and July 31. While you're there, stop by and feed the 40 Rainbow Lorikeets at the KCP&L-sponsored exhibit.

Beat the Heat. KCP&L is offering ways to help you reduce your energy usage and energy bills. If you go online and complete the Home Energy Analyzer - a free energy audit - ~~between June 1 and August 31, you get an e-coupon for a~~ free frozen treat from Sheridan's Frozen Custard. For more information, visit www.kcpl.com.

Save energy while on vacation. Before leaving on your summer getaway, draw all the blinds in your home and set the thermostat in the low 80s. To change temperature settings remotely from any location via secure Web site, join the Energy Optimizer program and receive a free programmable thermostat. For information, visit www.kcpl.com/energyoptimizer.

Account Summary

for service from 06/05/2007 to 06/18/2007

Previously Billed	\$ 10.99
Current Charges <i>(details on back)</i>	
8133 HOLMES ST APT 303	6.19
Due upon receipt	\$ 17.18
Late charge if received after July 11, 2007	0.13
Amount due with late charge	\$ 17.31

FINAL BILL

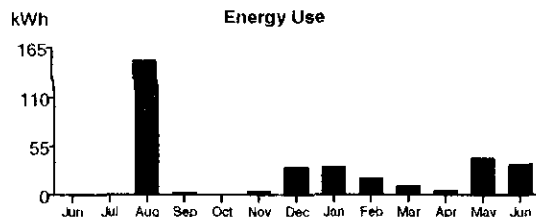
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Page 2 of 2
 Billing Date: 06/20/2007

8133 HOLMES ST APT 303

Residential Standard Service - 1RS1A

Billing Details - service from 06/05/2007 to 06/18/2007



Energy Charge	\$ 2.84
Customer Charge	2.98
subtotal :	\$ 5.82
Kansas City franchise fee :	0.37
Current Charges :	\$ 6.19

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	34	13	2.6	\$ 0.47
Previous	41	32	1.2	\$ 0.33

Meter	Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
43396438	6/5	6/18	13	28004		27970		34		1		34

Note: **Final Read** for this service.