

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

In Feb. 2011, KCP&L coerced me into a pay arrangement that was way out of my budget. I was in the office of an agency which was prepared to help me keep my electric service but KCP&L would not agree to stop the disconnect unless I agreed to a budget amount of \$314/month. I told them I could not afford that as I am on a fixed income and that was over 25% of my monthly income. Since I really had no choice but to agree or lose my service, I agreed. I was told at that time, that when I got my balance below \$1000, they would re-figure and, if possible, reduce my payment based on my current balance and usage. If my current balance was below \$1000 and my usage had dropped compared to the same time the previous year, my payment would be reduced. However, when I asked them to do so in Sept. 2011, which is when my balance went below \$1000, they refused even though I had met both requirements for having the payment re-figured. Had they kept their word, my payment would have become \$225/ month. I could have paid that from then until Jan. 2012, when I had to pay my personal property tax in order to license my car. If that was the case, I would not have had to get help from West Central in Nov. 2011. Therefore, that help would have been available in Jan. 2012 and I could have avoided a disconnect notice and my current situation. This would have kept me on the Cold Weather Rule (CWR) budget plan at \$225/month or I could have asked them to re-figure again in Feb. 2012. It is also possible, and highly likely (based on my bills from Nov. 2011 through Feb. 2012), that by then, my account would have been caught up and in good standing which would have made it unnecessary to remain on the budget plan.

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

On Feb. 27, 2012, I contacted KCP&L wanting to get back on the CWR budget plan to avoid disconnect. I spoke with Judy and was told I had to pay \$339.99 by the close of business followed by \$317.47 in 1 week and \$411.49 in 30 days. As I am on a fixed income and only get money at the beginning of the month, that was not possible. I asked to speak to a supervisor and was transferred to Jennifer. In addition to the previously mentioned arrangement, she offered 2 others, pay \$704.47 immediately and \$364.48 in 30 days or pay \$855.16 immediately (80% of current balance) and put back on the CWR at \$314/month. I then explained to her what I detailed above. She agreed that it should have been re-figured in Sept. 2011. She then re-figured it based on the Sept. 2011 balance and usage which came out to be \$225/month. She agreed to put me back on the CWR budget at \$225/month but only with 3 months (\$675) down.

**WHEREFORE, Complainant now requests the following relief:**

to be put back on the CWR budget:

a) either at the \$225/month that should have been re-figured in Sept. 2011 but with only 1 month down or

b)start a new CWR budget with 12% (\$117) down and payments of \$210/ month which is what a new agreement would have been in Feb. 2012.