

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

FILED
November 14, 2023
Data Center
Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Larry Deshotel
(Your name here)

Complainant,

v.

Evergy

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address]
(Address of complainant)

[Redacted City] (City) [Redacted State] (State) [Redacted Zip Code] (Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City) (State) (Zip Code)

Public

3. Respondent's address is:

(Address of complainant)

(State)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ () (Please state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

I am seeking payment for a damaged microwave and a service upgrade that was not needed

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

June 2023 Envy was called to my address to look at a surge problem. The tech put a new connection on the line on my house and told me I would need to have an electrician upgrade my service (He said that was the problem). I asked about the pole that my service comes from because it has been a problem before he said that wasn't the problem. But he never went to look at it. After having the upgrade complete and inspected I called them to look it up and remove the temp power. The tech that came out removed my old line.
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and my meter can from the house when he left
I still had surge problems, I called them again that Tech said
the neutral line going to the pole was bad but he could not change
it that night. I called the next day and after visiting the
neutral was the problem they finally went to the pole and
found a bad connection with that was the problem all along

8. The Complainant has taken the following steps to present this matter to

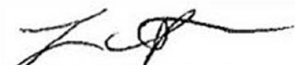
the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I have sent a formal complaint and damage
claim form to Evergy and an informal complaint
with Missouri Public Service Commission

I am sending the claim form and complaint that
was sent to Evergy

11/3/2023
Date


Signature of Complainant


Complainant's Phone Number

Larry Oshoteb
Complainant's Printed Full Name

Alternate Contact Number


Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not
send originals of any supporting documentation.

Public

Property Damage Claim Form

SALE -
SALES#: S1058GBZ 4910132 TRANS#: 08-07 23

696910 CLD WORLD RUE YOUR CHICKE
878060 MP CTR MICRO VMH31017H2 ([REDACTED]
SUBTOTAL: [REDACTED]
MO STATE TAX: [REDACTED]
MO JACKSON COUNTY TAX: [REDACTED]
INDEPENDENCE - CITY TAX: [REDACTED]
TOTAL TAX: [REDACTED]
INVOICE 91625 TOTAL: [REDACTED]
DEBIT: [REDACTED]
DEBIT XXXXXXXXXXXX [REDACTED] XXXXXX
CHIP REFID: [REDACTED] 08/07/23 18:27:15
*PIN Verified
TRACE: [REDACTED]
PURCHASE CASH BACK TOTAL DEBIT
[REDACTED] 0.00 [REDACTED]
TVR: 8000048800
AID: A0000000042203 TSI: 6800
1098 35 08/07/23 18:27:22 REF#: [REDACTED]
END OF REPORT

Microwave

Contractors Invoice

TO:

Larry Deshotel

WORK PERFORMED AT:



DATE

8/2/2023

YOUR WORK ORDER NO.

OUR BID NO.

DESCRIPTION OF WORK PERFORMED

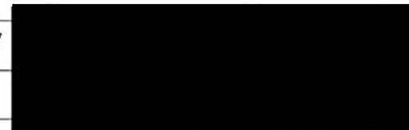
AMB, Inc

James Robertson

Up Grade Electrical Service
to 200 Amp

Material & Labor

\$



James Robertson
[Signature]

All Material is guaranteed to be as specified, and the above work was performed in accordance with the drawings and specifications provided for the above work and was completed in a substantial workmanlike manner for the agreed sum of

Dollars (\$

This is a ☐ Partial ☐ Full invoice due and payable by:

in accordance with our ☐ Agreement ☐ Proposal

No.

Dated

Month

Day

Year

In June of this year, I called in a problem with my power. It was surging. The lineman that you sent out told me the problem was on my side. I told him about the power pole and that the line had to be stretched some time earlier. He never went to the pole to check. He insisted the problem was on my end, he told me to hire ~~and~~ an electrician and replace everything from the weatherhead to my box. I did that and for 2 weeks it was never hooked up. I still had a pigtail installed and was surging. I called and someone was sent out. He removed the pigtail and connected my power. He acted like he did not want to be there, he was in a rush and didn't check my power thorough enough. He touched the meter to the power for a second then he was ready to leave. He left parts in my driveway and left with my meter can. Soon after he left I still had surging. Another lineman was sent out. He said the problem was looking like a bad neutral, and would probly need a new line from the pole. The next day after I called twice they sent 2 linemen to work on it. They found a bad connection on the power pole. They were the only ones to check the pole. As you can see I spent [REDACTED] to upgrade my end that did not need to [REDACTED] upgraded at that time. The very first lineman could have gone to your pole and fixed the problem with out me spending money for nothing!

Public

Retail

KANSAS CITY



U.S. POSTAGE PAID
FCM LETTER
RAYTOWN, MO 64133
NOV 08, 2023

\$0.90

RDC 99

R2304M116035-90

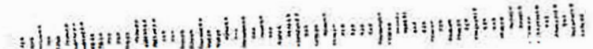
Missouri Public Service Commission
PO Box 360
Jefferson City MO 65102

RECEIVED

NOV 14 2023

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

ES10280660 B050



Public