

Attach extra pages as necessary.

FILED
June 3, 2026
Missouri Public
Service Commission

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Bethann C Hill
(Your name here)

Complainant,

V.

File No.

Every Missouri West

(Utility's name here)

Respondent,

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

(Address of complainant)

(City)

(State)

(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)

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3. Respondent's address is:

One Kansas City Place, 1200 Main Street, P.O. Box 418679

(Address of respondent)

Kansas City

(City)

Missouri

(State)

64105

(Zip Code)

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

5. The amount at issue is:

(If your complaint is about money 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.)

Please order Evergy Missouri West to adhere to CCN 9470 and the NESC. Placing poles within the MoDOT utility corridor satisfies NESC requirements and meets the public need. MoDOT is not forcing or otherwise requiring Evergy to depart from the MoDOT right-of-way.

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.)

Evergy Missouri West's ongoing Fayetteville project, initiated in 2023, is violating CCN 9470 as they are placing poles in violation of CCN 9470. Specifically, the ordered paragraph 2 in CCN 9470 relates to the National Electric Safety Code. Since 1978, the MPSC has adopted parts of the National Electric Safety Code (NESC) in its rules. The current rule is contained in 20 CSR 4240-18 Safety Standards. The MPSC staff stated they are not aware of Evergy Missouri West receiving a Commission-ordered variance from any part of the NESC. Nor are they aware of any exception granted to CCN Order 9470. In certain areas of the Fayetteville Project, along MO-13, the Missouri Department of Transportation, through planning with all impacted utilities, secured an additional two feet of easement to accommodate Evergy pole placements. MoDOT has accommodated Evergy pole placements to remain within the MoDOT right-of-way.

The Evergy Fayetteville project has remained active since its 2023 public presentation per https://web.archive.org/web/20260000000000*/https://www.evergy.com/partner-with-us/transmission-projects/fayetteville

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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.)

On May 18, 2026 I received a letter from Evergy dated May 13, 2026. In response to Evergy's letter, I submitted an email on May 20, 2026 to the persons cited in the letter as I was seeking answers. I requested a response by May 29, 2026. Two weeks later, as of this date, Evergy remains unresponsive.

June 3, 2026
Date


Complainant's Phone Number

Alternate Contact Number

Bethann C Hill
E-Signature of Complainant

Bethann Campbell Hill
Complainant's Printed Full Name


Complainant's E-mail Address

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

May 13, 2026

Mark Andrew & Bethann Campbell Hill


Dear Mark Andrew & Bethann Campbell Hill,

The Missouri Department of Transportation (MODOT) is preparing to make improvements to MO Route 13. In order for MODOT to do so, Evergy must relocate the existing transmission line in your area.

Upgrading this infrastructure will enhance electric reliability and support the regional power grid.

- Turning structures (poles on street corners or where the line changes direction) will likely be replaced with steel single poles. Steel poles are utilized for additional reliability and resiliency with the harsh weather conditions our communities can face.
- In-line structures (poles between turning structures) will likely be replaced with wood single poles.
- New structures without distribution equipment will be approximately 10 feet taller than existing structures. New structures with distribution equipment will be approximately 30 feet taller than existing structures.
- A mix of self-supporting structures and structures that utilize guywires for support will be used.

In the coming weeks, an Evergy project representative will contact you to discuss purchasing the easements necessary to relocate the line. They will continue to share information with you as the project progresses.

For your safety and the safety of our crews, please do not approach our employees or contractors when they are working on job sites in your area.

If you have questions or concerns, contact Lisa White, project representative, at 816-616-9831 or lisa.white@evergy.com. Project details are available online at www.evergy.com/fayetteville. If you have a tenant on the property where the transmission line is located, please call us with your tenant's contact information so we can address any of their concerns or give your tenant our contact information so they can call us directly.

Thank you,



Zachary Roeschlein
Real Estate Services Project Manager

From: Bethann Hill [REDACTED]
Date: May 20, 2026 at 9:50:21 PM CDT
To: [REDACTED]
Subject: Questions

Lisa,

We received Zach's letter dated May 13, 2026. Zach indicated questions should be directed to you.

Please provide a complete description of the Fayetteville Transmission Line Upgrade project which directly impacts our property including:

- (1) the purpose of the requested width,
- (2) explain why the poles must depart from the MoDOT right of way and the additional two foot easement already procured on our property
- (3) provide all supporting National Electrical Safety Code citations requiring the additional easement/distance from the edge of the MoDOT right of way,
- (4) the status of the design and
- (5) please provide the Evergy drawings for this.
- (6) and how many kilovolts will the new lines and poles be carrying

We request a response from you or Zach via email by May 29, 2026.

Thank you,

Mark & Bethann Hill

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