

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

In the Matter of Kansas City Power & Light)
Company's Request for Authority to) **Case No. ER-2012-0174**
Implement a General Rate Increase for)
Electric Service.)

In the Matter of KCP&L Greater Missouri)
Operations Company's Request for Authority) **Case No. ER-2012-0175**
to Implement General Rate Increase for)
Electric Service.)

FIRST COMPLAINT REPORT

COMES NOW the Staff ("Staff") of the Missouri Public Service Commission ("Commission") and, pursuant to the Commission's April 26, 2012, *Order Consolidating Cases for Hearing and Setting Procedural Schedule, and Amended Notice of Hearing*, states as follows:

1. On April 26, 2012, the Commission ordered, *inter alia*, that:

The Commission's Consumer Services Department shall prepare a report identifying and describing all complaints, formal or informal, filed against Kansas City Power & Light Company ("KCPL") or KCP&L Greater Missouri Operations Company ("GMO") (together, "companies") or both. The First Complaint report shall address the period between approval of the companies' last rate increase through the filing this action. The Second Complaint Report shall address the period beginning with the filing of this action through filing of the Second Complaint report.

2. Such *First Complaint Report* has been prepared, and is attached hereto as Appendix A.

WHEREFORE, Staff respectfully submits, on behalf of certain parties, this *First Complaint Report* in compliance with the Commission's April 26, 2012, order.

Respectfully submitted,

/s/ Sarah L. Kliethermes

Sarah L. Kliethermes
Senior Counsel
Missouri Bar No. 60024

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 17th day of May, 2012.

/s/ Sarah L. Kliethermes

REPORT OF THE STAFF

TO: Missouri Public Service Commission Official Case File
Case No. ER-2012-0174 and ER-2012-0175

FROM: Carol Gay Fred, Consumer Services Manager

DATE: May 17, 2012

/s/ Carol Gay Fred / 05/17/12 /s/ Sarah Kliethermes/ 05/17/12
Consumer Services Department/Date Staff Counsel's Office/Date

On April 26, 2012, the Missouri Public Service Commission (Commission) issued an *Order Consolidating Cases for Hearing and Setting Procedural Schedule, and Amended Notice of Hearing* ("Order"). The Order includes that, "[n]o later than May 17, 2012, the Commission's Consumer Services Department shall file its first report that identifies and describes all consumer complaints, formal and informal filed against Kansas City Power & Light Company ('KCPL') or KCP&L Greater Missouri Operations Company ("GMO") (together, "companies") or both.

Executive Summary

KCP&L has a total of 270,171 customers and GMO has a total of 309,206 customers for a total combined number of 579,377 customers. The Commission's Consumer Services Unit (CSU) has received a total of 539 informal complaints, 31 inquiries, 4 formal complaints, and 635 quick hits for the companies combined.

Informal complaints are those complaints received by Staff that require communication between the utility and the customer, in an attempt to resolve the matter within the Commission Rules/Regulations and the utilities' Commission-approved tariff. An example of an informal complaint is where a customer calls upset with a high bill and would like to have their meter tested and an extension of time to make payment on their account.

Formal complaints are generally informal complaint that Staff has been unable to resolve to the customer's satisfaction, even after communication with the utility. Therefore, the

consumer is advised of their opportunity to appeal their complaint through the Commission's formal complaint process in accordance with 4 CSR 240-2.070.

Quick hits are any phone or electronic contact from an external entity that is referred to another agency or transferred to another MPSC staff member where the communication does not result in a complaint, inquiry or public comment and is provided education where able. An example of a quick hit is where a customer calls the Commission's hotline and inquires how many days does a company have to turn on new service or would like the utility to send out a disconnect notice for the full amount due on the account.

Inquiries are consumer contacts with Staff whereby Staff has been able to respond to the customer's inquiry and has been able to satisfy the customer's inquiry without the need to communicate with the utility. An example of an inquiry is where a customer calls the Commission's hotline and requests information regarding a late charge that appears on their bill or ask what is the current rate the utility can charge.

Commission complaints are generally broken down into five distinct complaint issues/categories: 1) Billing, 2) Rates and Tariff, 3) Rules and Regulations, 4) Service Quality and 5) Other Miscellaneous. Within those five categories there are a number of sub-complaint issues/categories that identify the complaint issue more specifically. In addition, there is a complaint resolution code that generally describes the resolution.

Informal complaints are generally considered confidential information given the consumer specific account information related to the complaint. For this reason consumer complaints are not available to the public. However, the Commission in its Order not only asked to identify consumer complaints but asked that Staff to describe all consumer complaints filed against KCPL and GMO. For this purpose Staff has created the attached matrix, Attachment A, that identified and describes all consumer complaints, broken out by company and demonstrates the general resolution for each type of complaint sub-issue/category.

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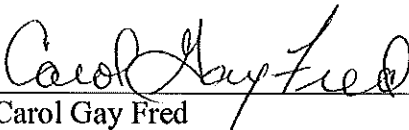
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Service.)

AFFIDAVIT OF CAROL GAY FRED

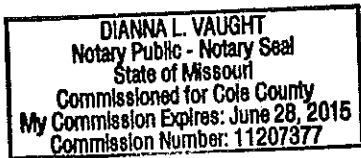
STATE OF MISSOURI)
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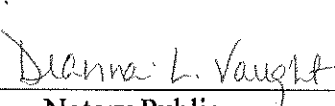
Carol Gay Fred, of lawful age, on oath states: the information in the attached *Report of the Staff* is true and correct to the best of her knowledge and belief.



Carol Gay Fred

Subscribed and sworn to before me this 17th day of May, 2012.





Notary Public

My commission expires: June 28, 2015.

ER-2012-0174 / ER-2012-0175

KCPL / GMO

Overall Summary

KCPL - Time Period from last rate case April 22, 2011 - May 14, 2012

GMO - Time Period from last rate case May 15, 2011 - May 14, 2012

Company	Number of Customers	Informal Complaints	Percentage	Inquiries	Percentage	Quick Hits	Percentage	Formal Complaints	Percentage
KCPL	270,171	310	0.00114742	22	0.0000814	497	0.0018395	1	0.0000037
KCP&L-GMO	309,206	229	0.00074061	9	0.0000291	138	0.0004463	3	0.0000076
	579,377	539		31		635		4	

Informal Complaint Summary

Billing	59
Rates/Tariff	0
Rules/Regulations	201
Service Quality	31
Other Misc.	19
Total	310

Complaint Sub-Issue**Billing**

Billing in General	2
Budget Plan	10
Cold Weather Rule	1
Delinquent Account	1
Disputed Bill	15
High Bill	11
Rebill	10
Refunds	2
Transferred Bill	7
Total	59

Rates/Tariff

NONE	
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Resolution Generally Found:

Billing Sustained

Education/Educational Material Provided

Utility Resolved

ER-2012-0174**KCPL****Rules/Regulations**

Denial of Service	64
Discontinuance of Service	131
Discontinuance/Unauthorized Use	4
Easement	1
Delayed Restoral	1
Total	201

Resolution Generally Found:

Billing Sustained
 CWR Payment Arrangement Reached
 Extension Granted
 Requested Service Provided
 Utility in Compliance with Tariff and/or Rules & Regulations

Service Quality

Safety	3
Installation Delay	5
Refusal of Service	1
Repair Service	1
Service in General	3
Outages	17
Street Lighting	1
Total	31

Resolution Generally Found:

Utility Resolved

Other Miscellaneous

Damage Claim	3
General Information	1
Landlord Leave-On Agreement	1
Possible Complaint	5
Property Restoration	1
Tree Trimming	8
	19

Resolution Generally Found:

Information Provided
 Utility Resolved Matter

Informal Complaint Summary

Billing	43
Rates/Tariff	2
Rules/Regulations	144
Service Quality	25
Other Misc.	15
Total	229

Complaint Sub-Issue

Billing

Billing in General	3
Budget Plan	6
Disputed Bill	12
Estimated Bill	1
High Bill	8
Incorrect Bill	1
Payment Posting Problem	2
Rebill	4
Received No Bills	2
Transferred Bills	4
Total	43

Resolution Generally Found:

- Billing Sustained
- Billing Adjustment Given
- Utility in Complainance w/Tariff and/or Rules & Regulations

Rates/Tariff

Rates in General	2
Total	2

Resolution Generally Found:

- Utility Resolved

ER-2012-0175

GMO

Rules/Regulations

Denial of Service	37
Deposits in General	6
Discontinuance of Service	99
Discontinuance of Service-Unauthorized Use	2
Total	144

Resolution Generally Found:

Billing Sustained
CWR Payment Arrangement Reached
Extension Granted
Requested Service Provided
Utility in Compliance with Tariff and/or Rules & Regulations

Service Quality

Electric Safety	4
Installation Delay	2
Service in General	1
Service Outages	17
Street Lighting	1
Total	25

Resolution Generally Found:

Educational/Information Provided
Utility Has Scheduled Repairs
Utility Resolved Matter

Other Miscellaneous

Damage Claim	1
General Information	1
Possible Complaint	6
Tree Trimming Policy	7
Total	15

Resolution Generally Found:

Utility in Compliance w/Tariff and/or Rules & Regulations