

**STATE
CORPORATION
COMMISSION**

APR 20 2012

**PUBLIC AFFAIRS
AND
CONSUMER PROTECTION**

April 19, 2012

Kansas Corporation Commission
Office of Public Affairs and Consumer Protection
1500 SW Arrowhead Road
Topeka, Kansas 66604-4027

RE: Additional Information
Docket No. 12-KCPE-722-COM

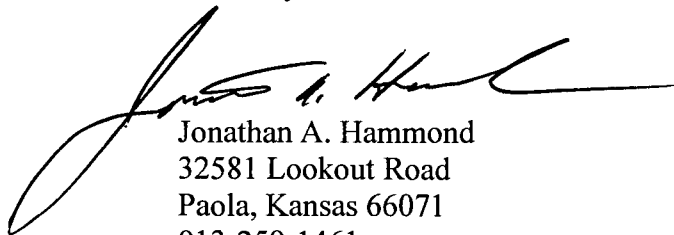
Members of the Commission:

I am enclosing a copy of the April 16, 2012 I just received from Kansas City Light and Power. My current bill for April is \$91.92. I do not understand the late charges they assessed as of March 16, 2012. They just seem to make up numbers and add them on. The energy charge which is under dispute is \$59.00. This is still far less than the energy company is attempting to charge me.

I am also enclosing a copy of a letter I received from K.C.P. & L. I have paid my monthly bills plus the surge protection but I have not paid the \$1,463.51 amount I am disputing. It is now apparent that the company will not accept the surge protection amount I have paid each month until the entire amount is paid in full. On May 16, 2012 they intend to remove my surge protection unless I pay the bill in full.

I respectfully ask the Commission to continue to review the facts of my formal complaint and to require Kansas City Power & Light Company to remove the \$1,463.51 charge plus the unwarranted late charges in the amount of \$29.22 from my account.

Sincerely,



Jonathan A. Hammond
32581 Lookout Road
Paola, Kansas 66071
913-259-1461

Message Board

Below are the Energy Cost Adjustment (ECA) factors for the second quarter of 2012. The ECA charge is calculated by multiplying your total kWh usage each month by the corresponding factor. For details, go to www.kcpl.com/ECA.

April	\$0.01749
May	\$0.01876
June	\$0.02037

Reminder: Summer rates are slightly higher. It is more expensive to produce energy during the summer months, when demand is at its highest. To even out your seasonal billing highs and lows, enroll in KCP&L's Budget Billing plan. You must have 12 months billing history at your home to qualify. Learn more at www.kcpl.com/budgetbilling.

You can make a difference. Celebrate Earth Day on April 22, by going paperless. It's safe, simple and saves trees. Sign up today at www.kcpl.com/earthday.

Are you planting trees this spring? Before you start digging, check out our quick video at www.kcpl.com/tree. You will learn what trees work best near power lines and other electrical equipment.

Account Summary

Previously Billed	\$ 1,583.24
Payment Received 03/21/2012 - Thank you	- 119.73
Current Charges (details on back)	
32581 LOOKOUT RD	91.92
Surge Protection Service Fee (details on back)	
32581 LOOKOUT RD	6.39
Adjustments (details on back)	29.22
Due upon receipt	\$ 1,591.04
Late charge if received after May 9, 2012	1.87
Amount due with late charge	\$ 1,592.91

Past Due Balances	
Electric Service	\$ 1,444.34
Other Services	\$ 19.17

Additional customer name : CANDACE HAMMOND

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Please return this portion with your payment. Thank you.

Customer Name : JONATHAN A HAMMOND
Service Address : 32581 LOOKOUT RD
Account Number : 9985-67-7684
Billing Date : 04/16/2012

Due upon receipt : \$ 1,591.04
Payment must be received by : May 9, 2012

Amount Enclosed : \$ _____

CHECK HERE
to indicate address or phone
changes on back of stub

Please return payment to:

KCP&L
PO BOX 219330
KANSAS CITY MO 64121-9330

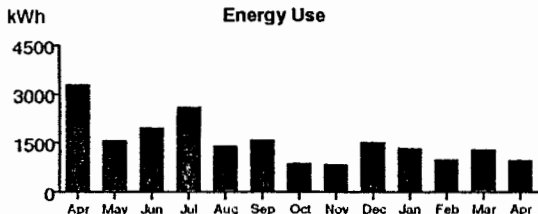


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32581 LOOKOUT RD

Res w/ Water & Sep Space Heat - 2RW3A

Billing Details - service from 03/12/2012 to 04/12/2012



Energy Charge	\$ 59.00
Heat Energy Charge	4.14
Customer Charge	9.83
ECA 03/13/12-03/31/12 for 593.29 kWh@\$0.01537	9.12
ECA 04/01/12-04/12/12 for 374.71 kWh@\$0.01749	6.55
EER for 968 kWh@\$0.00165	1.60
PTS for 968 kWh@\$0.00057	0.55
subtotal :	\$ 90.79
Miami county sales tax :	1.13
Current Charges :	\$ 91.92

Period	kWh	Days	kWh / day	Total \$ / day
Current	968	31	31.2	\$ 2.96
Previous	1,279	31	41.2	\$ 3.65
Last year	3,273	28	116.8	\$ 10.54

Adjustments

03/26/2012 - Late Payment Charge	\$ 0.71
03/26/2012 - Late Payment Charge	\$ 6.17
03/26/2012 - Late Payment Charge	\$ 1.75
03/26/2012 - Late Payment Charge	\$ 1.77
03/26/2012 - Late Payment Charge	\$ 3.40
03/26/2012 - Late Payment Charge	\$ 2.51
03/26/2012 - Late Payment Charge	\$ 2.93
03/26/2012 - Late Payment Charge	\$ 3.81
03/26/2012 - Late Payment Charge	\$ 3.87
04/11/2012 - Late Payment Charge	\$ 2.30

Total Adjustments : \$ 29.22

Meter		Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	Actual kWh Used
64008370	Heat	3/12	4/12	31	18231	18159	72	1	72
23503293	General	3/12	4/12	31	03261	02365	896	1	896

Contact Information Change Form

Account Number: 9985-67-7684

A current telephone listing on file simplifies outage and emergency reporting.
 Your service address is identified by the following telephone number:
 (913) 755-2152 Change to: () _____ - _____

Mailing Address changes only. For service address changes call 1-816-471-5275 or toll-free 1-888-471-5275.

Address Line 1: _____
 Address Line 2: _____
 Address Line 3: _____
 City: _____ State: _____ ZIP: _____ e-mail address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

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Customer Name : JONATHAN A HAMMOND
Service Address : 32581 LOOKOUT RD
Account Number : 9985-67-7684

32581 LOOKOUT RD (continued from page 2)

Meter-Based Surge Protection - MTRKS

Billing Details - service from 03/15/2012 to 04/13/2012

Meter-based Surge Protection Service	\$ 5.95
Kansas state sales tax :	0.37
Miami county sales tax :	0.07
Surge Protection Service Fee :	\$ 6.39

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April 16, 2012

JONATHAN A HAMMOND
32581 LOOKOUT RD
PAOLA KS 66071-4861

STATE
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RE: Past Due balance on Meter-based Surge Protection Service

Dear JONATHAN A HAMMOND:

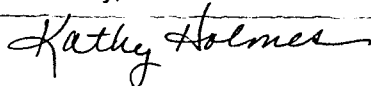
As of this date, our records indicate **\$25.56** is past due on your **KCPL meter-based surge protection** service. Your current electric account balance of **\$1591.04** includes the sum of all electric charges plus the meter-based surge protection service fees. If payment is in the mail, please disregard this notice. Otherwise, use the enclosed envelope to remit payment. The "**Total Amount Now Due**" on your electric bill must be paid in full each month for payments intended for the meter-based surge protection to be covered because all payments are applied to your electric service charges first and the meter based surge protection service last.

Your meter-based surge protection warranty is suspended when your meter-based surge protection fee becomes past due. ***This letter does not override or grant extended time for payment on past due electric bills.***

If you fail to bring your account current within 30 days from receipt of this letter, the meter-based surge protection device may be removed from your house. If you want the surge protector removed, please call the number at the bottom of this letter. Send a check in the amount of \$25.56, made payable to Kansas City Power & Light Company. Please include your account number (9985677684) on your check. Based on the terms and conditions of the meter-based surge protection program, a \$150 removal fee will apply if the surge protection device is removed within the initial 12-month period after installation. If the device has been in place for longer than the initial 12-month period, a \$15 removal fee will apply. Should re-installation be requested, an additional \$15 re-install fee will apply.

If you have access to the Internet, check your account balance on-line at "kcpl.com" using AccountLink or call 816-472-0432 if you have any questions.

Sincerely,



Kathy Holmes
Residential Surge Protection

This is an attempt to collect a debt. Any information obtained will be used for that purpose. Unless you notify us within 30 days after receiving this notice that you dispute the validity of the debt or any portion thereof, we will assume the debt is valid. If you notify this office in writing within 30 days from receiving this, we will obtain verification of the debt or obtain a copy of the judgment, if any, and mail you a copy of such judgment or verification. If you request, in writing within 30 days after receiving this notice, we will provide you with the name and address of the original creditor, if different from the current creditor.

Meter-based surge protection is not regulated by the Missouri Public Service Commission or the Kansas Corporation Commission.