

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2012.03.30 11:23:23
Kansas Corporation Commission
Patrice Petersen-Kie April 2011

FORMAL COMPLAINT

Received
on

MAR 30 2012

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

by
State Corporation Commission
of Kansas

IN THE MATTER OF THE COMPLAINT AGAINST

Kansas City Power + Light (KCPL)
(Respondent, name of utility company)

For Commission
use only

DOCKET NO.

12-KCPE-722-COM

by

Jonathan A. Hammond
(Complainant, your name)

Please provide complainant (your) contact information:

Full Name(s): Jonathan A. Hammond Account # 9985-67-7684

Address: 32581 Lookout Rd., Paola, KS 66071

Daytime Phone: 913-259-1461

E-mail address (optional): _____

FORMAL COMPLAINT

Jonathan A. Hammond
(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:
(Be specific and as brief as possible. If necessary, attach additional sheets.)

See Attached

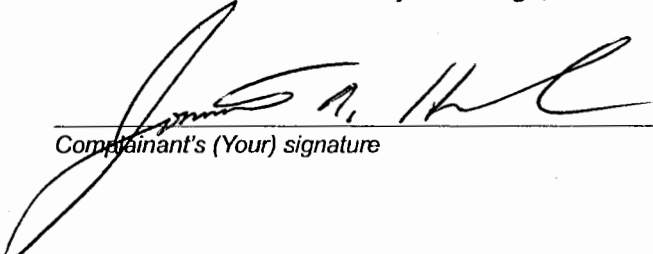
Formal Complaint *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (*State action or result desired.*)

The rebilling charge in the amount of \$1,463.51 is to be removed from our account. There is no basis for this charge and considering the stress and time involved in defending ourselves, we are justified in requesting removal of this charge.

and for such further order or orders as the Commission may deem necessary.

VERIFICATION: I do solemnly, sincerely and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.


Complainant's (Your) signature

3-29-2012
Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or go the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free number at 1.800.662.0027 or by e-mail at public.affairs@kcc.ks.gov.

March 28, 2012

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

Members of the Commission:

Imagine going to your mailbox on a Saturday morning and finding a bill from your electric company for \$2,029.42. That happened to me on January 21, 2012. It certainly ruined our weekend. On Monday, I made an appointment with my attorney who suggested I contact the Kansas Corporation Commission. I decided I would try my best to resolve the issue with KCP&L.

I called KCP&L's customer service representative to start the process of trying to resolve this issue. I spoke to Susan (employee #9512) who took my information and said she would forward it to the appropriate people. I received a call from Elizabeth Sowle (employee #9278) who was not helpful at all. She indicated that they were correct and I should pay the bill. I told Elizabeth that was not a satisfactory response. I had outlined my position but she was not interested. I told her I would need to speak to someone else. She said she would have someone call me. I received a call from Katherine Winters (816-737-7743). I went through my position and she just insisted that the bill was correct and I should pay the bill. I said to her that I would have no alternative but to ask the Kansas Corporation Commission for help if we could not resolve this because I was not going to pay the bill as presented. Katherine said she would have Paul Meyers call me.

Paul Meyers (816-737-7403) did call and we spoke several times over the next weeks. We agreed to wait until he had the February 15th bill to see what it was. After I received the February 15th bill from KCP&L, I again talked to Paul. He said he could understand my position and would personally recalculate the bill. I told Paul that it is my position that they are the experts and they should be able to properly bill for their services. I did tell him that I would pay a new bill if it were for no more than \$500.00 just so I did not have to go through the process of filing complaints and/or going to court.

I just received the new recalculated bill and it is for \$1,463.51. It is scary to me that they can just pull numbers out of the air and expect us to pay them. I have excellent credit and I always pay my bills when presented but I need someone to explain to me that this bill is correct before I pay it. That is all I am asking. They are guessing at how much electricity I use. This is unacceptable. Again, they are the experts they should be able to bill properly.

In order to understand my position it is necessary to understand that I have two electric meters to my house. The first meter is for my heat pump which provides for heating and cooling. KCP&L has no issue with the heat pump meter just the general use meter. The

general use meter is for my lights, refrigerator, etc. KCP&L employees seemed to have a hard time grasping the concept of a heat pump. The largest part of my bill should be for heating and cooling.

KCP & L installed a new general use meter on 11-17-2011. After the new meter was installed our general use bills were \$48.63 for 12-21-11, \$42.64 for 01-17-12, \$18.95 for 02-15-12, and \$45.90 for 03-16-12.

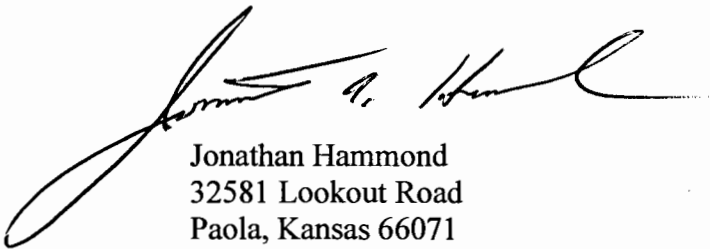
On KCP & L's adjusted billing dated January 20, 2012 they ask me to pay \$1,892.66 for service they think I received over and above what I paid on my regular bills. That is an increase of \$157.72 per month for each of the prior twelve months. My entire bill after the new meter was installed was \$129.43 for December 2011, \$123.98 for January 2012, \$87.50 for February 2012, \$113.34 for March 2012.

On KCP & L's adjusted billing dated February 28, 2012 they ask me to pay \$1,463.51. This equals \$121.96 per month over what I originally paid.

My 01-11 bill was \$89.38 my 01-12 bill was \$123.98 a difference of \$34.60.
My 02-11 bill was \$148.64 my 02-12 bill was \$87.50 a difference of -(\$61.14).
My 03-11 bill was \$63.23 my 03-12 bill was \$113.34 a difference of \$50.11.
The new meter read \$23.57 more for the first quarter of 2012 than 2011. They are asking me to pay \$365.88 for this period.

I really need some help with this situation. My wife and I make a conscious effort to conserve electricity and I cannot believe that we are in this situation of having to defend ourselves when we haven't done anything wrong except conserve energy and pay our bills when and as presented.

We would like to do what is right but we do not feel this is right. We will appreciate any help you can give to us. We have provided Ms. Lori Forster with a complete set of bills and correspondence from KCP & L.



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

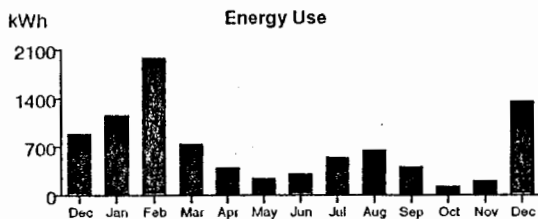
Enclosures – KCP & L bills since new meter was installed.

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

32581 LOOKOUT RD

Res w/ Water & Sep Space Heat - 2RW3A

Billing Details - service from 11/09/2011 to 12/12/2011



Energy Charge	\$ 48.63
Heat Energy Charge	34.99
Customer Charge	9.82
ECA 11/10/11-11/30/11 for 857.82 kWh@\$0.02366	20.29
ECA 12/01/11-12/12/11 for 490.18 kWh@\$0.02423	11.88
EER for 1348 kWh@\$0.00165	2.22

subtotal :	\$ 127.83
Miami county sales tax :	1.60
Current Charges :	\$ 129.43

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	1,348	33	40.8	\$ 3.92
Previous	200	29	6.8	\$ 0.92
Last year	885	35	25.2	\$ 1.68

Meter		Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	Actual kWh Used
64008370	Heat	11/9	12/12	33	16180	15571	609	1	609
63519342	General	11/9	11/17	8	21925	21918	7	1	7
23503293	General	11/17	12/12	25	00732	00000	732	1	732

Note: Meter was exchanged.

Meter-Based Surge Protection - MTRKS

Billing Details - service from 11/10/2011 to 12/12/2011

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



For billing and service information : **1-816-471-5275** (1-816-471-KCPL)
 or toll-free : **1-888-471-5275** (1-888-471-KCPL)
 For emergencies or lights out : **1-888-544-4852** (1-888-LIGHT-KC)

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

Due upon receipt : **\$ 135.82**

Page 1 of 2
 Billing Date: 12/21/2011

Message Board

We hope you and your family have a safe and happy holiday. We are proud to be your energy provider and community partner. This year, we are partnering with The Salvation Army to make the season a little brighter for those in need.

Lower your energy usage this holiday by switching to LED holiday lights. They are eighty percent more efficient than incandescent light bulbs, and omit less heat, lowering the risk of fire.

Would you like a consistent monthly bill? KCP&L's Budget Billing option allows you to make consistent monthly bill payments based on an average of your bills from the last 12 months. For more information, visit www.kcpl.com/residential/Billing_Budget.html. To enroll, pay the Budget Billing amount shown on this bill.

Give a gift that no one will return. Request an Energy Gift order form if someone you know would benefit from a payment made toward their KCP&L bill. For more information, visit www.kcpl.com/energygift or call **816-471-5275** or **1-888-471-5275** toll-free.

Account Summary

Previously Billed	\$ 33.27
Payment Received 11/18/2011 - Thank you	- 33.27
Current Charges <i>(details on back)</i>	
32581 LOOKOUT RD	129.43
Surge Protection Service Fee <i>(details on back)</i>	
32581 LOOKOUT RD	6.39
Due upon receipt	\$ 135.82
Late charge if received after January 13, 2012	2.62
Amount due with late charge	\$ 138.44

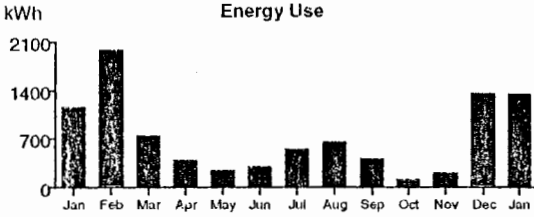
Additional customer name : CANDACE HAMMOND

To join KCP&L's Budget Billing, pay \$72.39 before 01/13/2012. This includes your monthly Budget Billing amount of \$66.00 plus past due amounts and other balances totaling \$6.39.

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

32581 LOOKOUT RD

Res w/ Water & Sep Space Heat - 2RW3A



Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	1,343	32	41.9	\$ 3.87
Previous	1,348	33	40.8	\$ 3.92
Last year	1,160	30	38.6	\$ 2.97

Billing Details - service from 12/12/2011 to 01/13/2012

Energy Charge	\$ 42.64
Heat Energy Charge	39.93
Customer Charge	9.82
ECA 12/13/11-12/31/11 for 797.41 kWh@\$.02423	19.32
ECA 01/01/12-01/13/12 for 545.59 kWh@\$.01561	8.52
EER for 1343 kWh@\$.00165	2.22
subtotal :	\$ 122.45
Miami county sales tax :	1.53
Current Charges :	\$ 123.98

Meter		Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	Actual kWh Used
64008370	Heat	12/12	1/13	32	16875	16180	695	1	695
23503293	General	12/12	1/13	32	01380	00732	648	1	648

Meter-Based Surge Protection - MTRKS

Billing Details - service from 12/12/2011 to 01/16/2012

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

JA $\frac{1.24}{1.3995}$



For billing and service information : **1-816-471-5275** (1-816-471-KCPL)
 or toll-free : **1-888-471-5275** (1-888-471-KCPL)
 For emergencies or lights out : **1-888-544-4852** (1-888-LIGHT-KC)

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

Due upon receipt : **\$ 130.37**

Page 1 of 2
 Billing Date: 01/17/2012

Message Board

Energy Cost Adjustment (ECA). Below are the ECA factors for the first 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 and click on "About KCPL" and "Rate Information."

January	\$0.01561
February	\$0.01570
March	\$0.01537

Did you resolve to save time and money this year? Save both by signing up for paperless billing. It's safe and secure, and will make life easier. Learn more at www.kcpl.com/paperless.

Find out if you qualify for free weatherization services based on income. For information about services offered in your county, call United Way at 2-1-1 or visit www.kcpl.com/weatherize to obtain your county's weatherization phone number.

Remember: never touch or attempt to pick up a fallen power line. Assume any downed power line is energized. If you see a downed power line, call KCP&L immediately at **1-888-LIGHTKC (1-888-544-4852)**.

Account Summary

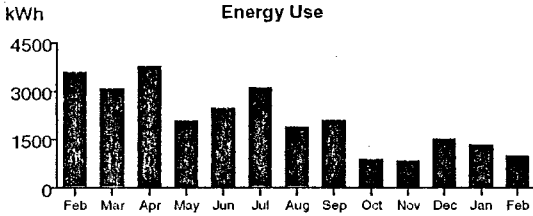
Previously Billed	\$ 135.82
Payment Received 12/28/2011 - Thank you	- 135.82
Current Charges (<i>details on back</i>)	
32581 LOOKOUT RD	123.98
Surge Protection Service Fee (<i>details on back</i>)	
32581 LOOKOUT RD	6.39
Due upon receipt	\$ 130.37
Late charge if received after February 9, 2012	2.51
Amount due with late charge	\$ 132.88

Additional customer name : CANDACE HAMMOND ✓

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

32581 LOOKOUT RD

Res w/ Water & Sep Space Heat - 2RW3A



Period	kWh	Days	kWh / day	Total \$ / day
Current	990	28	35.3	\$ 3.12
Previous	1,343	32	41.9	\$ 3.87
Last year	3,590	31	115.8	\$ 9.02

Meter		Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	Actual kWh Used
64008370	Heat	1/13	2/10	28	17577	16875	702	1	702
23503293	General	1/13	2/10	28	01668	01380	288	1	288

Billing Details - service from 01/13/2012 to 02/10/2012

Energy Charge	\$ 18.95
Heat Energy Charge	40.34
Customer Charge	9.82
ECA 01/14/12-01/31/12 for 636.43 kWh@\$0.01561	9.93
EER for 636.43 kWh@\$0.00165	1.05
ECA 02/01/12-02/10/12 for 353.57 kWh@\$0.0157	5.55
EER for 353.57 kWh@\$0.00165	0.58
PTS for 353.57 kWh@\$0.00057	0.20
subtotal :	\$ 86.42
Miami county sales tax :	1.08
Current Charges :	\$ 87.50

Meter-Based Surge Protection - MTRKS

Billing Details - service from 01/16/2012 to 02/14/2012

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



For billing and service information : **1-816-471-5275** (1-816-471-KCPL)
 or toll-free : **1-888-471-5275** (1-888-471-KCPL)
 For emergencies or lights out : **1-888-544-4852** (1-888-LIGHT-KC)

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

Due upon receipt : **\$ 1,992.94**

Page 1 of 2
 Billing Date: 02/15/2012

Message Board

The rate you pay for electricity includes property taxes incurred by KCP&L. Effective **February 1**, property tax amounts above or below what is included in rates are now itemized separately on your bill and adjusted annually to better align with actual costs. For more information go to kcpl.com/kspropertytax.

Rate Change: The Kansas Corporation Commission approved recovery of additional expenses as part of a 2010 ratemaking process. Effective February 1, 2012, you will see a slight increase in the base rate you pay for electricity resulting in an increase of less than 75 cents per year for an average residential customer.

Do you qualify for an EARNED INCOME TAX CREDIT (EITC)? This tax credit reduces the amount of tax owed and may also produce a refund for working individuals with low to moderate income. For more information, visit www.irs.gov or call **1-800-829-1040**.

Get the year started with a little less mess. Set up online access to manage your account. Make payments, view historical usage and get bill reminders all from one secure, convenient spot. Sign up today at www.kcpl.com/myaccount.

Account Summary

Previously Billed	\$ 2,029.42
Payment Received 01/23/2012 - Thank you	- 130.37
Current Charges <i>(details on back)</i>	
32581 LOOKOUT RD	87.50
Surge Protection Service Fee <i>(details on back)</i>	
32581 LOOKOUT RD	6.39
Due upon receipt	\$ 1,992.94
Late charge if received after March 9, 2012	1.77
Amount due with late charge	\$ 1,994.71

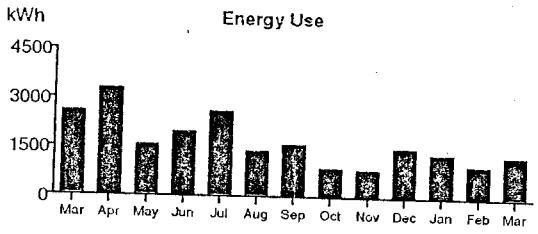
Past Due Balances	
Electric Service	\$ 1,892.66
Other Services	\$ 6.39

Additional customer name : **CANDACE HAMMOND**

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

32581 LOOKOUT RD

Res w/ Water & Sep Space Heat - 2RW3A



Billing Details - service from 02/10/2012 to 03/12/2012

Energy Charge	\$ 45.90
Heat Energy Charge	33.45
Customer Charge	9.83
ECA 02/11/12-02/29/12 for 783.9 kWh@\$.0157	12.31
ECA 03/01/12-03/12/12 for 495.1 kWh@\$.01537	7.61
EER for 1279 kWh@\$.00165	2.11
PTS for 1279 kWh@\$.00057	0.73
subtotal :	\$ 111.94
Miami county sales tax :	1.40
Current Charges :	\$ 113.34

Comparative Usage Information

Period	kWh	Days	kWh / day	Total \$ / day
Current	1,279	31	41.2	\$ 3.65
Previous	990	28	35.3	\$ 3.12
Last year	2,572	31	82.9	\$ 6.96

Meter		Start Read Date	End Read Date	Days	End Read	(-)	Start Read	(=)	Read Difference	(x)	Meter Multiplier	(=)	Actual kWh Used
64008370	Heat	2/10	3/12	31	18159		17577		582		1		582
23503293	General	2/10	3/12	31	02365		01668		697		1		697

Meter-Based Surge Protection - MTRKS

Billing Details - service from 02/14/2012 to 03/15/2012

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



For billing and service information : **1-816-471-5275** (1-816-471-KCPL)
 or toll-free : **1-888-471-5275** (1-888-471-KCPL)
 For emergencies or lights out : **1-888-544-4852** (1-888-LIGHT-KC)

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

Due upon receipt : **\$ 1,583.24**

Page 1 of 2
 Billing Date: 03/16/2012

Message Board

Did you know you can make payments, get bill reminders and payment confirmation all from your mobile phone? When you sign up for KCP&L text messaging you can manage your account while you're on the go. Learn more at www.kcpl.com/textme.

Do you need to report a power outage and don't want to wait on hold? Save time by going to www.kcpl.com/outage. You can report your outage and get outage information from your laptop or your phone.

Don't waste money replacing your electronics. Get Surge Protection today. It will stop surges at the source, before they enter your home. Sign up today at www.kcpl.com/surge1 or call **816-472-0432**.

Account Summary

Previously Billed \$ 1,463.51
 Current Charges *(details on back)*
 32581 LOOKOUT RD 113.34
 Surge Protection Service Fee *(details on back)*
 32581 LOOKOUT RD 6.39
Due upon receipt **\$ 1,583.24**
 Late charge if received after April 9, 2012 2.30
 Amount due with late charge \$ 1,585.54

Past Due Balances	
Electric Service	\$ 0.00
Other Services	\$ 6.39

Additional customer name : CANDACE HAMMOND

*pd 119.73
 3/20/12*



February 28, 2012

Jonathan Hammond
32581 Lookout Rd
Paola, KS 66071

Account Number: 9985-67-7684
Service Address: 32581 Lookout Rd; Paola, KS

Dear Mr. and Mrs. Hammond:

As agreed upon with Mr. Paul Myers, Billing Manager of Kansas City Power and Light, your bills have been reduced by 500 kWh, per month, between December 13, 2010 and September 12, 2011. By recalculating the usage, you have a total savings of \$469.98.

Now that there is a properly registering meter at your location, I will monitor the usage monthly to ensure our estimations have been correct for your usage. With being all electric, your summer usage will vary from the winter usage and we want to ensure you have not been overbilled.

We apologize for any inconvenience this may have caused, as it is our intention to provide accurate and timely billing. If you have any questions, please call KCP&L Customer Service at 1-888-471-KCPL (5275); customer service representatives are available 24 hours a day, 7 days a week.

Sincerely,

KCP&L Billing Services

Very interested, we
can set you up on
a monthly budget
of \$293 per month.

\$122 to pay rebill
\$171 to pay monthly
bills.