

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

Before Commissioners: Mark Sievers, Chairman
 Thomas E. Wright
 Shari Feist Albrecht

In the Matter of Kansas City Power & Light)
Company's Compliance Filings as Required) Docket No. 12-KCPE-791-CPL
by Commission Order Dated September 17,)
2008 in Docket No. 07-KCPE-1064-ACQ.)

**ORDER GRANTING KCP&L'S REQUEST TO DISCONTINUE REPORTING
REQUIREMENT**

The above-captioned matter comes before the State Corporation Commission of the State of Kansas (Commission) for consideration and determination. Having examined its files and records and being fully advised in the premises, the Commission finds and concludes as follows:

I. Background

1. On May 15, 2008, the Commission issued its Order Granting Joint Motions to Adopt Stipulation and Agreement and Approving Agreements in Dockets 07-BHCG-1063-ACQ and 07-KCPE-1064-ACQ. In its Order, the Commission approved Kansas City Power & Light Company (KCP&L) and Black Hills Corporation's (Black Hills') acquisition of certain utility assets of Aquila, Inc. (Aquila). As part of the approval, the Commission required both companies to report quarterly on particular Quality of Service (QoS) standards.

2. On August 16, 2013, KCP&L filed its Request to Discontinue Reporting Requirement in this docket. In its Request, KCP&L lists a number of reasons why the Commission should eliminate the QoS reporting requirements.

3. First, KCP&L states it has "demonstrated its commitment to service reliability and customer service" and provides support for this claim.¹

4. Next, KCP&L notes that no other electric or gas utility in Kansas has QoS reporting requirements. Specifically, KCP&L notes "Black Hills recently sought and was granted discontinuance of the [QoS] reporting requirement put in place as the result of its acquisition of Aquila's Kansas gas utility assets at the same time KCP&L acquired Aquila's Missouri electric utility assets."²

5. KCP&L further contends many of the reporting requirements are no longer necessary, as KCP&L has met or surpassed customer service center and meter reading metrics every year. Also KCP&L remarks that it has reported information on Service Order/Work Order completion, and "no concerns regarding this metric have ever been raised."³

6. Next, KCP&L argues the "reliability reporting requirements of the QoS Reports are duplicative."⁴ In this section, KCP&L points to other Commission dockets where it reports similar information and claims "[t]he Commission will be able to monitor KCP&L's reliability performance" through those dockets.⁵

7. Finally, KCP&L informs the Commission it "has repeatedly been recognized for its high level of reliability by national organizations across the country. . . . As for customer service, KCP&L was recognized by J.D. Power and Associates in its 2010 Electric Utility Business Customer Satisfaction Study™ as the highest ranked large electric utility in the Midwest segment for business satisfaction."⁶

¹ Request of KCP&L to Discontinue Reporting Requirement, August 16, 2013, Section II.A. (Request, Sect. II.A.)

² Request, ¶ 9.

³ Request, ¶ 12.

⁴ Request, Sect. II.D.

⁵ Request, ¶ 13.

⁶ Request, ¶ 4.

8. Commission Staff has not filed opposition to KCP&L's Request.

II. Findings and Conclusions

9. The Commission appreciates KCP&L's commitment to quality of service matters, and agrees with KCP&L's assessment of the current situation. The Commission further finds KCP&L has cited numerous rational reasons why it should be allowed to discontinue its reporting requirement. Therefore, the Commission grants KCP&L's Request to Discontinue Reporting Requirement.

IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT:

A. Kansas City Power and Light Company's Request to Discontinue Reporting Requirement is granted.

B. Parties have 15 days from the date of this Order, plus three days if service is by mail, in which to petition the Commission for reconsideration.⁷

C. The Commission retains jurisdiction over the subject matter and parties for the purpose of entering such further order, or orders, as it may deem necessary and proper.

BY THE COMMISSION IT IS SO ORDERED.

Dated: SEP 19 2013



ORDER MAILED SEP 20 2013

Kim Christiansen
Executive Director

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⁷ K.S.A. 66-118b; K.S.A. 77-529(a)(1).

PLEASE FORWARD THE ATTACHED DOCUMENT (S) ISSUED IN THE ABOVE-REFERENCED DOCKET TO THE FOLLOWING:

NAME AND ADDRESS	NO. CERT. COPIES	NO. PLAIN COPIES
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ANDREW FRENCH, LITIGATION COUNSEL KANSAS CORPORATION COMMISSION 1500 SW ARROWHEAD RD TOPEKA, KS 66604-4027 ***Hand Delivered***		

ORDER MAILED SEP 20 2013

The Docket Room hereby certified that on this _____ day of _____, 20____, it caused a true and correct copy of the attached ORDER to be deposited in the United States Mail, postage prepaid, and addressed to the above persons.