

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

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3-16-17
Kansas Corporation Commission
Formal Complaint
September 2016

FORMAL COMPLAINT

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

IN THE MATTER OF THE COMPLAINT AGAINST

Kansas City Power and Light Company
(Respondent, name of utility company)

by

Ruth Richardson
(Complainant, your name)

For Commission
use only

DOCKET NO.

17-KCPE-447-COM

Please provide complainant (your) contact information:

Full Name(s): Ruth Richardson
Address: 8417 W. 91st St., Overland Park KS 66212
Daytime Phone: 913 - 642 - 2482
E-mail Address (optional): rrichardson@everestkc.net

FORMAL COMPLAINT

Ruth Richardson
(Your name)

Received
on

APR 03 2017

by
State Corporation Commission
of Kansas

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 sheets

(Continued on the other side)

Ruth Richardson v KCPL: Formal Complaint 3/30/2017

8417 W 91st St., Overland Park, KS 66212

913-642-2482; rurichardson@everestkc.net

My "APP", average payment plan, for KCPL was \$115 in 2015, and \$79 in 2016. My APP from KCPL increased 216% on March 1, 2017 to \$171. I called KCPL customer service on March 4, 2017, and spoke with a representative, and much later that day, a supervisor. Both employees told me that I have drastically increased my usage. I told them that my electric usage has not increased, that I am the only person in my house. I told them that in June, 2016, there had been a lightning strike that ruined a TV (not grounded) I had plugged in my basement, on the other side of the wall where the electric meter is installed outside. I also asked if there was a possibility if a neighbor's meter was being read instead of mine. Neither KCPL employees addressed my concerns about this significant rate increase. A supervisor insisted that KCPL equipment was accurate, insisting that my usage had increased as shown by their equipment, and refused to have their KCPL meter/equipment at my house checked.

To my present knowledge, no one from KCPL has come out to check their equipment, nor has come to my house or has spoken with me in person or by phone.

Both my furnace (purchased 4/11/2009) and air conditioner (purchased 6/09/2011) were purchased from K.B. Complete Air Conditioning and Plumbing, and have been serviced and maintained yearly by them. I set my air conditioner at 78 to 80 degrees during the summer, as needed, and the furnace (I have gas heat) is set at 66 to 68 degrees during winter, as needed. My house is well insulated with James Harding Siding for the last 4 1/2 years. Over this past year I have not suddenly or drastically increased my electrical usage, especially to explain the huge 216% APP increase.

Attached with this complaint please find the following:

KCPL bill for 1/30/2017 to 03/01/2017

KCPL information from my account 4911905202

My Energy Usage, March 2014-Jan 2015

My Energy Usage, Feb 2015-Feb 2016

My Energy Usage, March 2016-Feb 2017

24 Month Report (2 pages)

My Payments to KCPL (from 3/30/2015 to 3/29/2017)