

2009-00271

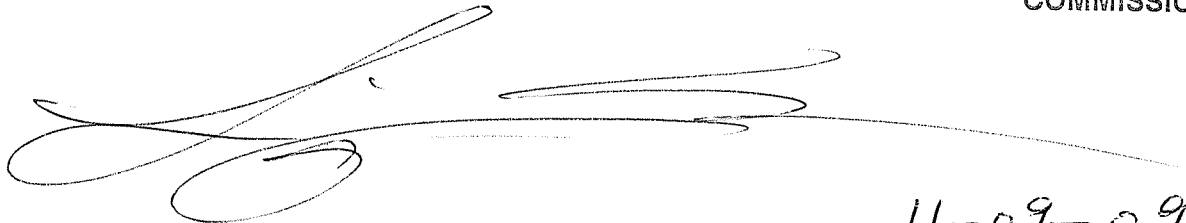
I believe that in my case, it should be very easy to solve the problem. When I asked Ms. Sheila Newcome, the supervisor to send someone to my house to test the meter again. She refused and said that I must pay the bill. When I showed her the photos of the meter, She refused them and said She would not admit these. I talked to her for a long time and also to her boss. I still got the same answer. I would like to express my frustration as they wasted too much time and their attitude was very bad and unprofessional. I hope that KU will read this complaint and train their employees on professionalism and customer service.

Sincerely,

RECEIVED

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COMMISSION



11-09-09

Linglee Su