

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2013.06.17 16:32:28
Kansas Corporation Commission
/S/ Jackie Montfort Paige
Formal Complaint
April 2011

Received
on

FORMAL COMPLAINT

JUN 17 2013

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

by
State Corporation Commission
of Kansas

IN THE MATTER OF THE COMPLAINT AGAINST

WESTER ENERGY
(Respondent, name of utility company)

by

JOSEPHINE WACHEKE
(Complainant, your name)

For Commission
use only

DOCKET NO.
13-WSEE-780-COM

Please provide complainant (your) contact information:

Full Name(s): JOSEPHINE WACHEKE

Address: 9000 E. LINCOLN Apt 2202

Daytime Phone: (316) 993-8882

E-mail address (optional): _____

FORMAL COMPLAINT

JOSEPHINE WACHEKE
(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.

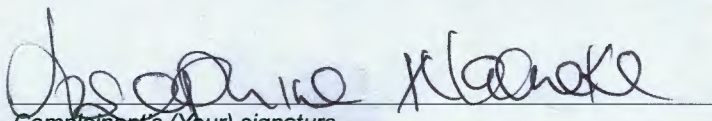
The facts and circumstances surrounding the complaint are set out in detail below:
(Be specific and as brief as possible. If necessary, attach additional sheets.)

WESTER ENERGY is billing me based on previous people who lived in my apartment because I just moved in and also based on previous month example is in March 2013 when I moved I accept using lots of electricity but in April and May I was barely home and my thermostat being off since April 28th when I called the manager of ~~the~~ Wester Energy in ^{late} April she said that if I used that much electricity in March that means April I used a lot too. To me Wester Energy is estimating the Bill

(Continued on the other side)

~~The~~ ~~water~~ energy send aguy to check my meter.
and ~~he~~ ~~he~~ he was testing the meter for 21/ hours
after he was done he said I am ~~using~~ ^{NOT} using that
much electricity according to his find and he dont UNDERSTAND why my Bill is
Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following HIGH
action be ordered by the Commission. (State action or result desired.) **WESTER ENERGY IS CHEATING AND**
OVERCHARGING
~~and~~ ~~instead~~ instead of charging my bill
on what I owe they I looking at how
much electricity ~~was~~ ^{was} used the previous
month and estimating the bill and saying
that's how I using the electricity in the
present month which is not fair to the
customers. IF I used alot of electricity
in March its because it was cold and
that doesnt mean I am using the same
amount now because its warm and my thermostat
being off therefore I want be charged on what I owe and not
on estimates
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

06/13/13
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.