

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2014.05.06 11:53:34 Formal Complaint

Kansas Corporation Commission

Received on  
Kim Christensen

**FORMAL COMPLAINT**

APR 15 2014

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

by  
State Corporation Commission  
of Kansas

IN THE MATTER OF THE COMPLAINT AGAINST

KCP&L

(Respondent, name of utility company)

by

Jennifer Henry

(Complainant, your name)

For Commission  
use only

DOCKET NO.

14-KCPE-469-com

Please provide complainant (your) contact information:

Full Name(s):

Jennifer Henry

Address:

21808 S. Vine St Spring Hill, KS 66083

Daytime Phone:

913-998-0249

E-mail address (optional):

jenmhenny@gmail.com

**FORMAL COMPLAINT**

Jennifer Henry

(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.)

At the beginning of January 2014, our bills in our city from KCP&L began to arrive. Our city was surprised and outraged over the amounts ranging from \$450-\$800 for one month. Our usage was double what it was from year prior.

(Continued on the other side)

**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.)

At no time were we using double the amount of usage during that time. We live in an all electric house and are very aware of how heat pumps work. We would spend most days using fire wood so our heat wouldn't turn on as much. We reached out to KCP&I and was told our meter was right. We started keeping track of our meter after that bill. KCP&I came out to

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

Date signed

4-12-14

**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](mailto:public.affairs@kcc.ks.gov).



"check" our meter. I was told the meter was fine but soon as they left I went to look at meter and the usage was set back a couple hundred from the previous day. This just doesn't make sense. KCPL hasn't been very great with dealing with the customers when they were calling in. Many of their customers in our town were rudely talked to and simply told "too bad" about their bills. KCPL agreed to a meeting at our city council meeting after our mayor reached out to them. The meeting didn't provide much in answers to our bills but pointed fingers everywhere else but them. The Representative KCPL sent couldn't even say what one of the charges meant on the bill when asked what that charge was for. We were told it was cold and we have all electric houses. While yes it was cold and yes we do have all electric houses, but these houses have been here 14 years and these are the highest bills they have ever seen. It was colder at least one year during those 14 years these houses have been year but yet the bills were never this high. The concerning part of the whole thing is everyone saw double in usage for that month. There didn't seem to be a variation but a straight up double in usage. That means everyone had to be using the same amount of energy at the same time. This doesn't make sense because some people had no upgrades (heating systems/pumps, windows, insulation, etc) and some did. My bill remained high even after becoming aware of the situation and us cutting back a ton. My February bill came in the mail at the beginning of March (after KCPL "checked" my meter and my bill went down over 200 dollars! It was pretty darn cold in February as well. This just doesn't make sense.

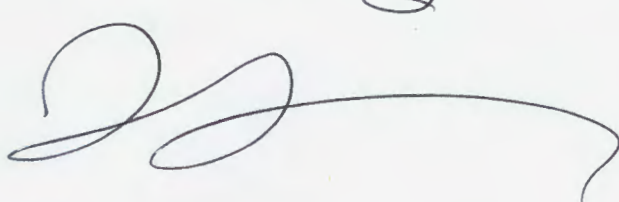
In the process of all of this we learned that KCPL lobbied for a 10% rate increase somewhere in 2009 but Kansas Corporation Commission said no, they wanted a 27% rate increase for the first 1,000 kWh and then 47% increase over that amount. Do you realize what a huge deal that is? When houses in our city had close to 5,000 kWh for one month. We also learned about the rate design that took away all electric homes discount. All electric homes are not the most efficient way to heat a home during winter and these rate design discount provided us with some relief during the winter months. Now we no longer have that and add the rate increase to that discount being taken away and we are stuck with high

bills. How are we suppose to ever sell our homes with \$500+ bills for one month? We had to skip family vacations and really be careful with how we spend so that we can afford to feed our family because these bills our taking away from our pay. These bills could end up costing a family their home because they can't afford to keep up with payments. We need to get the rate design fixed and get the all electric discount back into effect. We also need to fix the rate increase that all customers are affected by.

I hope that KCC truly looks into this matter with not only the usage discrepancies but also helping out Kansas customers by looking into the rate design and increases. KCPL truly dropped the ball when dealing with these bills and customers. We all walked away feeling hurt and not important to them. KCC should also look into the company KCPL hired to do energy audits for some of the people who complained. I know several people (I have no idea if they all will file complaints) who said the audits were not fair and these people were out to get money and seemed to be making up stuff in their reports that they gave KCPL.

I have included my bill with the usage over the past 1 ½ years with hopes you can see what I mean about the usage.

Jennise Henry

A large, stylized handwritten signature in dark ink, appearing to be 'Jennise Henry', with a long horizontal flourish extending to the right.

## Statement of Usage

Printer Friendly Version

[Download data](#)

Account 2736560772 -- 21808 S VINE ST

	Bill Date	Bill Amount	kWh Usage	Days
My Account Info	10/04/2012	\$246.98	2,145	38
Pay My Bill	11/01/2012	\$141.41	1,395	28
Manage My Bill	12/05/2012	\$199.61	2,057	34
My Energy	01/08/2013	\$314.98	3,334	34
Usage Statement	02/06/2013	\$280.51	2,854	29
Year-End Report	03/07/2013	\$277.39	2,703	29
Personal Profile	04/05/2013	\$199.32	1,891	29
Email Options	05/06/2013	\$91.11	795	31
Text Msg Options	06/04/2013	\$174.55	1,348	29
Contact Us	07/05/2013	\$542.81	4,014	31
	08/02/2013	\$290.94	2,121	28
	09/03/2013	\$321.51	2,356	32
	10/01/2013	\$351.82	3,151	28
	11/04/2013	\$164.60	1,666	34
	12/06/2013	\$226.92	2,379	32
	01/08/2014	\$438.69	4,764	33
	02/11/2014	\$421.84	4,441	34
	03/06/2014	\$242.02	2,415	23
	04/07/2014	\$202.54	1,939	32
<b>Totals</b>		<b>\$5,129.55</b>	<b>47,768</b>	<b>588</b>

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THIS wage  
was due  
to an  
Estimated  
Bill,

3 these  
were bills  
in question  
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next month  
was down  
\$1200. This  
was after kcp  
checked meter.

Other Great Plains Energy Web sites: [ Great Plains Energy ]  
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