

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

**FORMAL COMPLAINT**

*Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.*

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

IN THE MATTER OF THE COMPLAINT AGAINST

Westar Energy  
(Respondent, name of utility company)

by Elvis J Grubbs  
(Complainant, your name)

For Commission use only
DOCKET NO.
19-WSEE-410-COM
Received on

JUN 04 2019

Please provide complainant (your) contact information:

by  
State Corporation Commission  
of Kansas

Full Name(s): Elvis J Grubbs  
Address: 3324 SW Maupin CT Topeka, KS 66614  
Daytime Phone: (785) 640-0072  
E-mail Address (optional): \_\_\_\_\_

**FORMAL COMPLAINT**

Elvis J Grubbs  
(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.)

Mr Grubbs was not notified of the \$390.00 deposit from Westar Energy. Therefore Westar Energy is in violation of the GENERAL TERMS AND CONDITIONS 3.02.02 SECURITY DEPOSITS AFTER TIME OF APPLICATION OF SERVICE. Company MAY AT ANY TIME AFTER APPLICATION OF SERVICE, UPON FIVE (5) DAYS WRITTEN NOTICE.

(Continued on the other side)

Formal Complaint *continued*

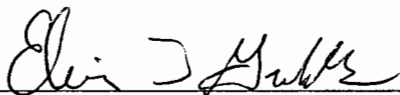
Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (*State action or result desired.*)

REQUIRE A NEW OR MODIFIED DEPOSIT TO GUARANTEE PAYMENT OF THE BILLS FOR ELECTRIC SERVICE RENDERED;  
(EXHIBIT B1) Westar Energy answer Sherri from the Office of KCC, Sherri told Mr Grubbs Westar Energy stated in January (when the deposit email was sent to Mr Grubbs) Mr Grubbs call Sherri for proof from Westar Energy. Westar Energy answer we only keep 60 days of outgoing email; furthermore in the same ~~letter~~ letter Westar Energy stated a email was sent on 9-23-2018 to Mr Grubbs and show a picture of the email, but the outgoing email is over 60 days. Westar Energy sent no proof of the email Westar Energy is in violation of General Terms and Conditions 3.02.02, Westar Energy have misrepresent Mr Grubbs and the office of Kansas Corporation Commission

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.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.



Complainant's (your) signature

6-4-2019

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:

Secretary to the Commission  
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 visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at [public.affairs@kcc.ks.gov](mailto:public.affairs@kcc.ks.gov).

Sherri,

Per the Customer Relations Center Technology team and a Business Analyst from our Information Technology group, we only keep 60 days of outgoing emails. Email data from January (when the deposit email was sent to Mr. Grubbs) was not available. As far as Mr. Grubbs indicating that he received an email from us on 4/1/19, there is no note on his account that an email message was sent as the customer removed their email from the account on 3/28/19 and updated their preferred method of contact to a phone call (785 640-0072).

The email address of [beauty1275@sbcglobal.net](mailto:beauty1275@sbcglobal.net) was added by the customer during web registration on 9/23/18. There is a note on the account indicating that web registration was complete and a welcome email was sent to the customer.

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CLYDA GRUBBS                                FC                                3101
3324 SW HAUPIN CT                            WK                                13 02327
TOPEKA KS 66614 NLG HM 785 640-0072 G      E 01      A RES 6281764785
MCRJSB CCON CCRD                            MEMO SCRATCH PAD INQUIRY          04/05/18 07:17

      DATE      TYPE      USER ID      CONTACT DESCRIPTION
      09/23/18   AW       SYSTEM      WELCOME E-MAIL SENT

REMARKS: BEAUTY1275@SBCGLOBAL.NET

NEXT FUNCTION:      DATA:                                0052
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Please let me know if you have any other questions.

Thank you,

Alison

EXHIBIT B1