

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2/13/17  
# 105118 SE  
Formal Complaint  
September 2016

Received  
on

**FORMAL COMPLAINT**

FEB 23 2017

**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

LISA RICHEY  
(Complainant, your name)

by  
State Corporation Commission  
of Kansas

For Commission  
use only

DOCKET NO.  
17-WSEE-392-COM

Please provide complainant (your) contact information:

Full Name(s): LISA RICHEY  
Address: 103 Hatfield Rd. Apt. B1 Hiawatha, KS. 66434  
Daytime Phone: 785-741-2142  
E-mail Address (optional): \_\_\_\_\_

**FORMAL COMPLAINT**

LISA RICHEY  
(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.)

I had my Electric turned off in July of 2016 to have my Apartment  
Renovated. It was finished in October of 2016. I had my Electric  
Restored October 31, 2016. I received a Bill from Westar Energy  
in the amount of 50<sup>00</sup>. 30<sup>00</sup> dollars was for Electric Service and  
20<sup>00</sup> was for Restore. I had not moved back into my Apartment. That  
Bill was for 29 days of service. The next month my Bill was

(Continued on the other side)

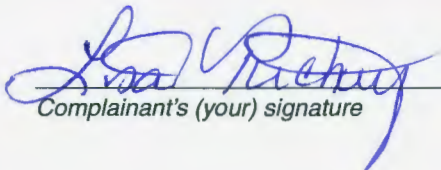
**Formal Complaint** *continued*

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.)

WAS 94.<sup>00</sup> FOR 31 DAYS. I STILL HAVE NOT MOVED BACK INTO MY APARTMENT  
THE ELECTRIC USAGE ON THE FIRST BILL WAS \$10 DOLLARS - THE ELECTRIC  
USAGE ON THE SECOND BILL WAS \$49. DOLLARS AND THE KILOWATT USAGE  
HAD TRIPLED IN USE - THIS WAS OUTRAGEOUSLY HIGH CONSIDERING I  
HAD NOT BEEN LIVING IN MY APARTMENT. THE ONLY THING RUNNING WAS MY  
REFRIGERATOR WITH THE THERMOSTAT FOR HEAT AT 60°. THE THIRD BILL  
I RECEIVED WAS FOR 191.<sup>00</sup> DOLLARS, THE ENERGY USAGE WAS \$114.<sup>00</sup>  
DOLLARS AND KILOWATT USAGE WAS 1650. I WAS IN LAS VEGAS FROM  
DEC. 20 TO JAN 10, AND I HAVE STILL NOT MOVED OR LIVED IN MY  
ONE BEDROOM APARTMENT - I SEEMED TO BE ONE OF THE PEOPLE THAT  
GET OR WAS GETTING PRICE GOUGED BY WESTAR. I HAVE STILL NOT LIVED IN MY  
APARTMENT YET - SEE ATTACHED PAGE -

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

2-20-17  
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).



I don't know why Westar is doing this, but I feel like they are picking and choosing what they want to charge people. I have not lived in my apartment since July 2016. There is no way that I am going to let this happen to me. I want them to charge me the same amount they charge everyone else. I ~~was~~ am refusing to pay those two outrageously high bills. I live in a one bedroom apartment and the bill should not be that high. I have neighbors that have the same bill amount every month but mine seems to go up each month with no one living in the apartment. I want the regular rate that everyone else pays. I still have not moved into my apartment yet.