

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

DOCKET NO.
19-WSEE-410-COM

WESTAR ENERGY
Respondent

Elvis J Grubbs
Complaint

Elvis J Grubbs
3324 SW Maupin CT
Topeka, Ks 66614

Mr Grubbs was not notified of the 395.00 deposit Westar Energy stated in(EXHIBIT A1) ON 1-25-19 Mr Grubbs was sent a deposit email stating defaulted payment agreements. Mr Grubbs call Sherri for proof from Westar Energy (EXHIBIT A2) we only keep 60 days of outgoing email. (EXHIBIT A2) outgoing email date 9-23-18 was sent to the customer Westar Energy have copy of 60 day (EXHIBIT A2). no email sent to Mr Grubbs on 1-25-19 in (EXHIBIT A2) Westar Energy stated we only keep 60 days of outgoing emails. Copy show outgoing email was sent to the customer 9-23-18 Westar Energy do keep over 60 days outgoing emails (EXHIBIT A2). Mr Grubbs call Westar Energy to remove email from the account on 3-28-19. Mr Grubbs receive a email from Westar Energy on 4-1-19(EXHIBIT A2) (EXHIBIT A3). Westar Energy have misrepresent the office of Kansas Corporation Commission. Westar Energy is in violation of Kansas Statutes 12-822, Kansas Statutes 50-6,107, CAN-SPAM Act, and 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,require a new or modified deposit to guarantee payment of the bills for electric service rendered if:

Elvis J Grubbs

Elvis J Grubbs 4-12-19

PI

2/1/19 – Non pay shut off 5-day call – answering machine.

2/5/19 – Mrs. Grubbs pays \$150 to reset the pay agreement (installments are \$26.92 in addition to the current bill for the next 9 months).

2/21/19 – Bill generates for \$241.62 (current charges \$115.95 + \$26.92 pay agreement installment + \$98.75 deposit installment). Deposit installment 1 of 4.

3/18/19 – Mrs. Grubbs pays \$241.62.

3/28/19 – Elvis Grubbs calls and speaks to a customer service representative about the deposit that was charged on the account and requests a letter be mailed explaining the deposit. Mr. Grubbs advised that he did not think that Westar could charge a deposit during CWR and asked that the email be removed from the account.

3/28/19 – Westar mailed a deposit explanation letter.

Date of Response:	3/28/19
Response Target:	3/29/19
Customer Relations Contact:	Alison Lee

Response To Commission:

Mr. Grubbs was charged a deposit since there were 2 broken pay agreements on his account within a 12-month period. The deposit showed as a line item on the bill statement dated 2/21/19. Prior to this, on 1/25/19 Mr. Grubbs was sent a deposit email stating that we "discovered two or more defaulted payment agreements within the most recent 12-month period, and in accordance with our General Terms and Conditions, a security deposit in the amount of \$395.00 is now required. The deposit will be billed in 4 equal installments of \$98.75 and will be included in your monthly bill". Mr. Grubbs was made aware of the deposit being applied to the account prior to viewing it on the bill statement via email due to two or more broken pay agreements.

(p.2)

EXHIBIT (A1)

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 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 66814 MLG  HM 785 640-0072  G      E 01      A RES 6281764785
MCRJSB   CCON CCPD                        MEMO SCRATCH PAD INQUIRY          04/05/19 07:17

      DATE      TYPE      USER ID      CONTACT DESCRIPTION
      09/23/18   AM       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

A3
EXHIBIT A2

From: The Westar Energy
Sent: Monday, April 1, 2019 3:27 PM
To: beauty1275@sbcglobal.net
Subject: .

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EXHIBIT A3