

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

evergy
(Respondent, name of utility company)

by
Virginia Lauppe
(Complainant, your name)

For Commission
use only

DOCKET NO.

21-EKCE-381-COM

Please provide complainant (your) contact information:

Full Name(s): Virginia B Lauppe
Address: [REDACTED] Wichita KS
Daytime Phone: [REDACTED]
E-mail Address (optional): _____

STATE
CORPORATION
COMMISSION

MAR 31 2021

PUBLIC AFFAIRS
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Virginia Lauppe
(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.)

The Account # [REDACTED] with the address of [REDACTED] Winfield KS 67156-7068 is where the problem is. The Ele bill is always between \$20.00 + \$35.00 each month. The house is empty and in the winter the water is Drained and the pump is shut off. There is a refrigerator that is on. The bill 12/7/2020 to 1/5/2021 was \$55.00 which I thought maybe End of the year adjustment so I paid it. The next bill was 1/6/2021 to 2/9/2021 was 268.00. So I hired a Electrician and could not find anything Drawing That kind of KW. He said the Refrigerator was drawing the correct KW (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.*)

I do not feel like I owe this bill there is something wrong with the Meter or someone else's Usage

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.

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Virginia Lauppe
Complainant's (your) signature

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.