

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

Before Commissioners:                    Mark Sievers, Chairman  
    Ward Loyd  
    Thomas E. Wright

In the Matter of The Empire District Electric            )  
Company Filing Tariff Revisions Seeking                )        Docket No. 12-EPDE-758-TAR  
Approval to Implement Changes in Billing                )  
Options by Allowing Electronic Billing.                    )

**ORDER APPROVING TARIFF REVISIONS**

The above-captioned matter comes before the State Corporation Commission of the State of Kansas (Commission) for consideration and determination. Having examined its files and records, and being duly advised in the premises, the Commission finds and concludes as follows:

1. On April 18, 2012, The Empire District Electric Company (Empire) filed a request with the Commission to modify its tariff to include the option of electronic billing as a method the Company may deliver bills to its customers.

2. On April 20, 2012, The Commission Staff (Staff) submitted its Report and Recommendation dated April 20, 2012, recommending the Commission grant Empire's Application and approve the company's tariff revisions.

3. According to Staff, of the three regulated investor-owned utilities that serve the State of Kansas, Empire is the only one that does not offer a paperless billing option. Currently customers may be delivered bills by either physical mail or hand delivery by Empire. This order would give Empire's customers the ability to choose the option of electronic billing via email instead of receiving paper statements each month. Staff further views electronic billing and payments options as ways for both the company and customer to save money and conserve

resources. Electronic billing saves paper, postage, and manpower for the company and electronic payment saves postage for the customer and labor for both the customer and the company. They also create an opportunity to compile information that can be easily viewed by both parties at a later date and could be used by the customer to alter usage and/or usage patterns to conserve both money and electricity. Concluding, Staff recommends the Commission approve Empire's request to alter its tariff to allow electronic billing.

4. The Commission adopts Staff's recommendation of April 20, 2012, as stated in its Report and Recommendation, which is attached hereto and made a part hereof by reference, and finds that Empire's Application should be granted and the requested tariff revisions approved, as requested, to become effective as the date of this Order.

**IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT:**

A. Empire District Electric Company's Application requesting approval of revisions to its Rules and Regulations section of its Tariff is hereby granted and the requested tariff revisions are hereby approved and shall become effective as of May 18, 2012.

B. The parties have fifteen (15) days, plus three (3) days if service of this order is by mail, from the date this order was served in which to petition the Commission for reconsideration of any issue or issues decided herein. K.S.A. 66-118b; K.S.A. 2011 Supp. 77-529.

C. The Commission retains jurisdiction over the subject matter and the parties for the purpose of entering such further order, or orders as it may deem necessary.

**BY THE COMMISSION IT IS SO ORDERED**

Sievers, Chmm.; Loyd, Comm.; Wright, Comm.

Dated: MAY 02 2012

  
ORDER MAILED MAY 02 2012

Patrice Petersen-Klein  
Executive Director

aos

1500 SW Arrowhead Road  
Topeka, KS 66604-4027



Phone: 785-271-3100  
Fax: 785-271-3354  
<http://kcc.ks.gov/>

Mark Sievers, Chairman  
Ward Loyd, Commissioner  
Thomas E. Wright, Commissioner

Sam Brownback, Governor  
STATE CORPORATION  
COMMISSION

**REPORT AND RECOMMENDATION  
UTILITIES DIVISION**

APR 20 2012

PATRICE PETERSEN-KLEIN  
EXECUTIVE DIRECTOR

**TO:** Chairman Mark Sievers  
Commissioner Ward Loyd  
Commissioner Thomas E. Wright

**FROM:** Jaime Stamatson, Senior Research Economist

**DATE:** April 19, 2012

**DATE SUBMITTED TO EXECUTIVE DIRECTOR:** 4/20/12

**DATE SUBMITTED TO LEGAL:** 4/20/12

**DATE SUBMITTED TO COMMISSIONERS:** 4/25/12

**SUBJECT:** *12-EPDE-758-TAR: In the Matter of The Empire District Electric Company Filing Tariff Revisions Seeking to Implement Changes in Billing Options by Allowing Electronic Billing.*

**EXECUTIVE SUMMARY:**

The Empire District Electric Company (Empire) wishes to modify its tariff to add the option of electronic billing to the methods the Company may deliver bills to its customers. Staff does not oppose this request and recommends the Commission allow the proposed revisions in Empire's tariff.

**BACKGROUND:**

On April 18, 2012, The Empire District Electric Company (Empire) filed a request with the Commission to modify its tariff to include the option of electronic billing as a method the Company may deliver bills to its customers. Currently customers may be delivered bills by either physical mail or hand delivery by Empire. If approved by the Commission, customers could choose the option of electronic billing via email instead of receiving a paper statement each month.

## **ANALYSIS:**

Currently of the three regulated investor-owned utilities that serve the State of Kansas, Empire is the only one that does not offer a paperless billing option.

Western Resources Inc. and Kansas Gas and Electric Company (collectively Westar) offers customers the option of receiving monthly paperless billing statements coupled with online bill pay, with the option of automatic bill pay. Customers receive an email when their statement is ready to view at Westarenergy.com. Customers must log on to view and pay their bill. Customers can also use the system to view past bills, payment history, meter reading history, and scheduled meter reading dates.<sup>1</sup>

Kansas City Power and Light Company (KCPL) offers customers the option to enroll in paperless billing. Customers receive an email when their monthly statement is ready to view at KCPL's AccountLink. Customers must then log on to view their billing statement and pay their bill online. Past usage information along with payment details are also able to be viewed.<sup>2</sup>

## **RECOMMENDATION:**

Staff views electronic billing and payment options as ways for both the company and customer to save money and conserve resources. Electronic billing saves paper, postage, and manpower for the company and electronic payment saves postage for the customer and labor for both the customer and the company. They also create an opportunity to compile information that can be easily viewed by both parties at a later date and could be used by the customer to alter usage and/or usage patterns to conserve both money and electricity. Staff recommends the Commission approve Empire's request to alter its tariff to allow electronic billing.

cc: Patrice Petersen-Klein, Executive Director  
Jeff McClanahan, Director of Utilities  
Bob Glass, Chief of Economics and Rates

---

<sup>1</sup> <http://www.westarenergy.com/wcm.nsf/content/paperless>

<sup>2</sup> [http://www.kcplsave.com/residential/billing\\_and\\_payment\\_options/online\\_account\\_access/default.html](http://www.kcplsave.com/residential/billing_and_payment_options/online_account_access/default.html)

PLEASE FORWARD THE ATTACHED DOCUMENT (S) ISSUED IN THE ABOVE-REFERENCED DOCKET TO THE FOLLOWING:

NAME AND ADDRESS	NO. CERT. COPIES	NO. PLAIN COPIES
KELLY WALTERS, VICE PRESIDENT EMPIRE DISTRICT ELECTRIC COMPANY 602 S JOPLIN AVE (64801) PO BOX 127 JOPLIN, MO 64802		
ANDREW SCHULTE, LITIGATION COUNSEL KANSAS CORPORATION COMMISSION 1500 SW ARROWHEAD ROAD TOPEKA, KS 66604-4027 <b>***Hand Delivered***</b>		

ORDER MAILED **MAY 02 2012**

The Docket Room hereby certified that on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, it caused a true and correct copy of the attached ORDER to be deposited in the United States Mail, postage prepaid, and addressed to the above persons.