

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

Before Commissioners: Andrew J. French, Chairperson
 Dwight D. Keen
 Annie Kuether

In the Matter of the Complaint Against)
Evergy Kansas Central, Inc., by Shelia D.) Docket No. 25-EKCE-123-COM
Hudson.

ORDER DENYING COMPLAINT

This matter comes before the State Corporation Commission of the State of Kansas (“Commission”). Having examined the pleadings and records and being fully advised in the premises, the Commission finds and orders as follows:

I. BACKGROUND AND PROCEDURAL HISTORY

1. On August 8, 2024, Shelia D. Hudson (“Complainant”) filed a Formal Complaint against Evergy Central, Inc. (“Evergy”) alleging that Evergy provided inconsistent billing records, and ultimately disconnected her service unlawfully in April 2024 for non-payment.¹ Specifically, Complainant alleged that two billing reports she received from Evergy showed inconsistent billing practices, did not credit payments properly, and that Evergy improperly billed her for services she did not receive in April 2024 after her service was disconnected for nonpayment.²

2. On August 15, 2024, the Commission found that the Formal Complaint met the requirements of K.A.R. 82-1-220(b) and (c), and should be served upon Evergy to answer within 10 days of service.³

¹ See Formal Complaint Against Evergy Central, Inc. by Shelia D. Hudson (Aug. 8, 2024).

² See *id.*

³ Order Making Prima Facie Determination (Aug. 15, 2024).

3. On August 26, 2024, Evergy filed its Answer, requesting that the Complaint be denied.⁴ Evergy argued that the two statements that were provided contained different timeframes, one provided more detailed information, and that any perceived discrepancies reflect accounting corrections for payment agreements that were made and then broken by the Complainant's nonpayment.⁵ Ultimately, Evergy argued, the monthly bills were consistent with what was owed, and that unfortunately the Complainant had made only five (5) payments since 2022, including those received by low income assistance programs.⁶

4. On January 14, 2025, Commission Staff ("Staff") filed its Report and Recommendation ("R&R") finding that, while sympathetic to the Complainant's predicament, Evergy did not violate any tariff, law, or Commission Order, after reviewing the Complaint, Evergy's Answer, and Complainant's billing records.⁷ Staff noted it had reviewed the submitted information, including the billing statements at issue, and found that Evergy provided accurate information.⁸ The R&R found the billing information provided to Complainant had different accounting filters, but that Evergy kept and provided accurate billing information.⁹ Staff also found Complainant was sent a corrected final bill for April 2024, and was not charged for service she did not receive.¹⁰ Further, Staff found no evidence that Complainant's bills were inflated.¹¹ Accordingly, Staff recommends the Complaint be dismissed in its entirety.¹²

5. Complainant has not replied to either Evergy's Answer nor Staff's R&R.

⁴ Evergy's Answer (Aug. 26, 2024).

⁵ *Id.*, p. 2.

⁶ *Id.*

⁷ Staff's Report and Recommendation (Jan. 14, 2025).

⁸ *Id.*, p. 2.

⁹ *Id.*, p. 3.

¹⁰ *Id.*

¹¹ *Id.*

¹² *Id.*

II. FINDINGS AND CONCLUSIONS

6. The Commission finds that jurisdiction exists to investigate the Complaint and resolve the same.¹³

7. Based on the above, the Commission further finds that Evergy provided accurate information and that Complainant's service was not disconnected unlawfully.

8. In view of the foregoing, the Commission finds that the Complaint is denied, and this matter should be closed.

THEREFORE, THE COMMISSION ORDERS:

A. The formal complaint filed by Ms. Hudson is denied and this Docket is closed.

B. Any party may file and serve a petition for reconsideration pursuant to the requirements and time limits established by K.S.A. 77-529(a)(1).¹⁴

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 02/04/2025



Abigail D. Emery
Acting Secretary to the Commission

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¹³ See K.S.A. 66-1,201 (the Commission has "full power, authority and jurisdiction to supervise and control" public gas utilities); *see also* K.S.A. 66-1,205(a) (the Commission may investigate any practice or act alleged by a written complaint to be "unreasonable, unfair, unjust, unreasonably inefficient or insufficient, unjustly discriminatory or unduly preferential").

¹⁴ *See also* K.S.A. 66-118b; K.S.A. 77-503(c); K.S.A. 77-531(b).

CERTIFICATE OF SERVICE

25-EKCE-123-COM

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of electronic service on 02/04/2025.

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