

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2015.04.20 11:46:12
Kansas Corporation Commission
Formal Complaint
April 2011

FORMAL COMPLAINT

Received
on

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

APR 20 2015

IN THE MATTER OF THE COMPLAINT AGAINST

Westar Energy
(Respondent, name of utility company)

by

Richard L. Schulze
(Complainant, your name)

by
State Corporation Commission
For Commission
use only

DOCKET NO.

15-WSEE-384-com

Please provide complainant (your) contact information:

Full Name(s): Richard L. Schulze

Address: 5444 W 152 Terr Leawood KS 66224

Daytime Phone: 913/402-6967

E-mail address (optional): _____

FORMAL COMPLAINT

Richard L. Schulze
(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.)

Attached

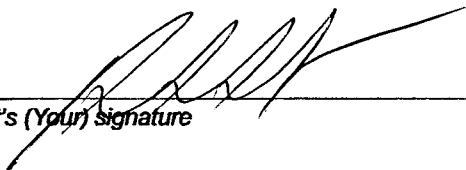
(Continued on the other side)


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.*)

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


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:

Executive Director
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 go the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free number at 1.800.662.0027 or by e-mail at public.affairs@kcc.ks.gov.

Attachment to Kansas Corporation Commission AMENDED FORMAL COMPLAINT.

On 10/23/2000 I sold the property at 205 Ridgeview Rd, Olathe, KS 66061. (Documents attached) Sometime before this date, I don't recall exactly when, I called Kansas Power & Light and told a person in customer service that I no longer owned this property and wanted the revert to owner agreement taken off the record. I was told that it would be taken off. There was no mention of a written notice requirement.

In October 2014 I received a past due bill from Westar Energy for electricity usage at 205 Ridgeview Rd for September and October 2014.

I called Westar Energy customer service to ask what was going on. I explained to the customer service representative that I have not owned this property for 14 years. The representative ask that I hold while she looked into it. The representative came back on the phone and said that I had a revert to owner agreement on file and that was the reason for the charges. I asked that the agreement be deleted from the file since I no longer was the owner of the property in question. The representative said she would delete the agreement from the record. Again, there was no request for written documentation from the customer service representative. I then ask to be refereed to someone who could excuse these charges. The individual I was refereed to offered no help.

In January 2015, I became aware of Kansas Corporation Commission. I started an informal complaint with Steven. Steven heard my case and told me he would have it reviewed. Within a few days Steven reported back that the revert to owners agreement stated that written notice is required.

I then called Westar Energy customer service and asked the representative to look at my account and tell me if I had a revert to owner agreement in effect for the address in question. She reported that the revert to owner agreement was deleted from the record on October 28, 2014, the day I requested that it be deleted from the record.

It appears that there are inconsistencies in KP&L/Westar Energy protocols. If a verbal request to delete a revert to owner agreement worked on October 28, 2014, why did it not work in October 2000?

In both instances , October 2000 & October 2014, my verbal notice to delete the revert to owner agreement was accepted without notice in writing and without a conformation number given by the customer service agent. For some unknown reason, my notice in October 2000 did not get filed properly. This resulted in service charges in September and October of 2014, 14 years after notice given, billed to me.

I am claiming that, according to West Star Energy rates and regulations, general terms and conditions, section 2, 2.06B/(2), the company has not properly followed protocol in both of the above stated situations. I, therefore ask that the charges billed to me of \$68.02 for service in September & October of 2014 be dropped.

Handwritten signature and date 4/18/15.

ATTACHED:

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on**

APR 20 2015

**by
State Corporation Commission
of Kansas**

**AMENDED FORMAL COMPLAINT In the Matter of
the complaint against Westar Energy by Richard Schulze.**

Docket No. 15-WSEE-384-COM