

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

2015.03.02 10:24:21
Kansas Corporation Commission
Formal Complaint
April 2011

FORMAL COMPLAINT

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

IN THE MATTER OF THE COMPLAINT AGAINST

Westar Energy
(Respondent, name of utility company)

by

Richard L. Schulze
(Complainant, your name)

For Commission
use only

DOCKET NO.

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 along with 3 supporting documents.

Received
on

MAR 02 2015

by
State Corporation Commission

of Kansas
(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 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?

Would it not make sense that Weststar Energy send the bill for the electricity to the individual who owned this property at the time the electricity was consumed?

Richard Schulze

A handwritten signature in black ink, appearing to be 'R Schulze', with a long horizontal flourish extending to the right.



Customer Relation Center
1-800-383-1183

Customer Service Inquiries:
PO Box 889
Topeka, KS 66601-0889

For service located at:
205 S RIDGEVIEW RD
OLATHE, KS 66061-4834

Statement Date Oct 28, 2014

Electric Outages

1-800-LIGHT-KS
(1-800-544-4857)

**3-DIGIT 662

CB0682846484026

00024981 01 AB 0.403 22 11



Online Information

www.WestarEnergy.com

RICHARD SCHULZE
RICHARD L SCHULZE
5444 W 152ND TER
OVERLAND PARK, KS 66224-3610

Deposit: NONE

Final Bill

Account Nbr: 0682846484

SVC TYP	SERVICE PERIOD FROM TO	NBR DAYS	METER READINGS PREVIOUS PRESENT	ENERGY USE KWH			
ELE	10-20-14 10-28-14	8	41726 41741	15			

SVC TYP	CUSTOMER CHARGE	ENERGY CHARGE		FUEL CHARGE	PROP TAX SURCHARGE	TRANSMN CHARGE	ENVRMTL CHARGE	ENERGY EFF CHARGE	CURRENT CHARGES
ELE	3.20	.96		.38	.03	.21	.06	.01	4.85

Franchise Fee

Sales Tax

Total Current Charges

.24

.14

5.23

Previous Balance

Balance Forward

62.79

62.79

Acct Nbr: 0682846484

BILL DUE UPON RECEIPT

COMPARATIVE USE INFORMATION						AMOUNT DUE	
PERIOD	DAYS	KWH	KWH/DAY			Upon Receipt	\$ 68.02
CURRENT	8	15	1.9			AMOUNT DUE	
LAST YEAR	N/A	N/A	N/A				\$

Please return this portion with your payment. Thank you.

Statement Date Oct 28, 2014

C15/O11/S1

RICHARD SCHULZE
RICHARD L SCHULZE
5444 W 152ND TER
OVERLAND PARK, KS 66224-3610

Account Nbr: 0682846484

Mail Payment To:

WESTAR ENERGY
P.O. BOX 758500
TOPEKA, KS 66675-8500



Amount Due Upon Receipt
\$ 68.02
Amount Due
\$ 68.02

A. U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
SETTLEMENT STATEMENT

B. 1 OF LOAN

1. ☐ FHA 2. ☐ FMHA 3. ☐ CONV. UNINS.
4. ☐ VA 5. ☐ CONV. INS.
6. FILE NUMBER: OP0007273 7. LOAN NUMBER:
8. MORTGAGE INS. CASE NO.:

C. NOTE: This form is furnished to give you a statement of actual settlement costs. Amounts paid to and by the settlement agent are shown. Items marked "(p.o.c.)" were paid outside the closing; they are shown here for informational purposes and are not included in the totals.

D. NAME & ADDRESS OF BORROWER: JOHN M. STEPHENSON 10550 MARTY STREET, OVERLAND PARK, KS 66212

E. NAME & ADDRESS OF SELLER: CAROL M. SCHULZE TRUSTEE OF THE CAROL M. SCHULZE DE CLARATION OF TRUST DATED AUGUST 14, 2000
10208 MOHAWK LN, LEAWOOD, KS 66206

F. NAME AND ADDRESS OF LENDER: THIS IS A CASH SALE

G. PROPERTY LOCATION: 205-207 RIDGEVIEW ROAD, OLATHE, KS 66061

H. SETTLEMENT AGENT: SECURITY LAND TITLE

PLACE OF SETTLEMENT: 6300 West 95th Street, Overland Park, KS 66212 (913)381-9820

I. SETTLEMENT DATE: 10/23/2000

FINAL

J. Summary of Borrower's Transaction

K. Summary of Seller's Transaction

100. Gross Amount Due From Borrower:

400. Gross Amount Due to Seller:

101. Contract sales price	74,368.00	401. Contract sales price	74,368.00
102. Personal property		402. Personal property	
103. Settlement charges to borrower: (line 1400)	85.00	403.	
104.		404.	
105.		405.	

Adjustments For Items Paid By Seller In Advance:

Adjustments For Items Paid By Seller In Advance:

106. City/town taxes to		406. City/town taxes to	
107. County taxes to		407. County taxes to	
108. Assessments to		408. Assessments to	
109.		409.	
110.		410.	
111.		411.	
112.		412.	

Kansas Warranty Deed

This Indenture, Made this 28th day of August A. D., ~~Nine-Hundred~~ One-Thousand

~~Nine-Hundred~~ Two Thousand by and between Richard Lee Schulze and Carol Marie Schulze, husband and wife

of Johnson County, in the State of Kansas, parties of the first part, and Carol M. Schulze, Trustee of the Carol M. Schulze Declaration of Trust Dated August 14, 2000, as amended, or her successors

of Johnson County, in the State of Kansas, party of the second part,

WITNESSETH: THAT SAID PARTIES OF THE FIRST PART, in consideration of the sum

of Ten and 00/100 DOLLARS,

the receipt of which is hereby acknowledged, do by these presents, Grant, Bargain, Sell and Convey unto the said party of the second part, her heirs and assigns, all the following described real estate, situated in the County of Johnson and State of Kansas, to-wit:

All of Lots 1 and 2, except the North 84 feet thereof, Block 6, WALDRON PLACE, an addition to the City of Olathe, Johnson County, Kansas, according to the recorded plat thereof.

STATE OF KANSAS } ss
COUNTY OF JOHNSON }
FILED FOR RECORD

\$800 200 AUG 31 P 2:22.5

SARA F. ULLMANN
REGISTER OF DEEDS

Entered In Transfer Record

Date 8-31-20
Beverly L. Baker, County Clerk
Johnson County, Kansas

Pursuant to K.S.A. 79-1437e,
a Real Estate Validation Questionnaire
is not required due to Exemption No. 4

TO HAVE AND TO HOLD THE SAME, Together with all and singular the tenements, hereditaments and appurtenances thereunto belonging or in any wise appertaining, forever. And said Richard Lee Schulze and Carol Marie Schulze for their heirs, executors or administrators, do hereby covenant, promise and agree to and with said party of the second part, that at the delivery of these presents they are lawfully seized in their own right of an absolute and indefeasible estate of inheritance, in fee simple, of and in all and singular the above granted and described premises, with the appurtenances, that the same are free, clear, discharged and unincumbered of and from all former and other grants, titles, charges, estates, judgments, taxes, assessments and incumbrances, of what nature or kind soever:

and that they will warrant and forever defend the same unto the said party of the second part, her heirs and assigns, against said parties of the first part, their heirs, and all and every person or persons whomsoever, lawfully claiming or to claim the same.

IN WITNESS WHEREOF, The said parties of the first part have hereunto set their hand the day and year first above written.

Richard Lee Schulze

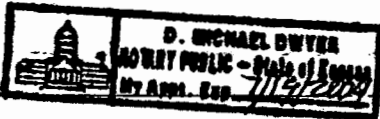
Carol M. Schulze
Carol Marie Schulze

KANSAS ACKNOWLEDGEMENT

STATE OF Kansas
County of Johnson } ss.

BE IT REMEMBERED, That on this 28th day of August, 192000
before me, the undersigned, a Notary Public in and for said County and State, came Richard LaSchulze
and Carol M. LaSchulze, husband and wife
who are personally known to me to be the same person 2 who executed the within instrument of writing, and
duly acknowledged the execution of the same.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my official seal the day and year last
above written.



My appointment expires _____

[Signature]

KANSAS ACKNOWLEDGEMENT

STATE OF _____ } ss.
County of _____

BE IT REMEMBERED, That on this _____ day of _____ A.D., 19____
before me, the undersigned, a Notary Public in and for said County and State, came _____
who _____ personally known to me to be the same person _____ who executed the within instrument of writing, and
duly acknowledged the execution of the same.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my official seal the day and year last
above written.

My appointment expires _____ 19____

Warranty Deed

FROM

TO

Entered in Transfer Record in my
office this _____
day of _____ 19____

County Clerk

STATE OF KANSAS, } ss.
County, }

Received for Record on the _____
day of _____ 19____, at _____ o'clock
M., and duly Recorded in Book _____
of _____ at Page _____

Register of Deeds.

Fee, \$ _____