

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
Scott Worthey
(Complainant, your name)

For Commission
use only

DOCKET NO.

21-EKME-081-COM

Please provide complainant (your) contact information:

Full Name(s): Scott E Worthey
Address: 13033 W 359th Street PAOLA KS 66071
Daytime Phone: 913-259-9055
E-mail Address (optional): Scott.Worthey@AIG.com or ScottWorthey@yahoo.com

FORMAL COMPLAINT

Scott Worthey
(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.)

ON 6/23 Evergy Had pole Failure when cracked Arm
which caused 34 wires to fall into 12 wires, caused Surge into
Home and Failure to multiple Electronics in Home that
are not Able to Repair, Geothermal Blower motor, Biometric Safe
Multiple power charging Stations and Sump pump primary motor.
most All items Have Been Replaced or Are on order,

(Continued on the other side)

1-11-2020
20200811161815
Filed Date: 08/11/2020
Case # 21-11376
Complaint of Kansas Complaint
June 2017

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.)

Claim was denied by Every stating they must be in gross negligence in order to be liable. Multiple photos have been sent to KCC showing gross negligence to power poles and wires all within one mile of home.

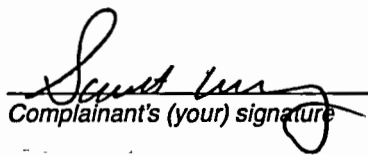
Same issue happened in 10/2015 with same exact issues we simply paid for items that were not warranted.

Every needs to own up to heavy issues with gross neglect of maintenance on poles and pay our damages. See Enclosures for proof claim for gross neglect.

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.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.


Complainant's (your) signature

8/7/2020
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.

1. Power went out on 6/23 approximately 5:30 PM heard what we thought was transformer blow.
2. At 7:45 on 6/23 went down road and witnessed Evergy Trucks working on lines ¾ mile east of house.
3. 6/24 Filed report on line with Evergy to report outage. Then called in outage at 8:30 to ensure they had it, left address on recording.
4. Located and went and bought Generator used on market place to plug in Fridge and Freezer, to keep from losing all food, as well as to keep enough power to continue to work from home.
5. Finally Noon still had not heard from Evergy and still no power. Called local Paola Service Center, Spoke with a Shelly, she was understanding and could not believe we were still without power, however advised she would look to see if she could get someone dispatched out.
6. Technician showed up, and was able to see that the fuse had blown on the pole, which was direct incident of the other problem that took place, however he advised Evergy would not have known at that level, and it would have taken us calling in.
7. He advised us to shut off main circuits, he would repair and then check at meter to ensure power was good prior to kicking back on power.
8. Powered back up, AC unit would not kick on. Cycled fuse panel as per ECS request after calling them, they had technician call back, walked thru cycling unit on and off again. He had me open cover check fuses on unit. Top line fuse was blown, reset, and unit came back on. Started back up, however once compressor kicked on, condenser started to cool, blower did not come back on, which caused unit to kick back to fault mode. Tested wiring to blower, found harness back on ends, no power from harness and unit would not test.
9. Call back to Shelly at Evergy, and advised blower motor was not working. As well as biometric safe was not working, could smell burnt wire smell.
10. Called Evergy main line 888-471-5275 spoke with Lara and opened damage claim 9:30 AM 6/25. She advised someone from claims would call me back.

6/26/2020

Called to Evergy spoke with Rachel, she advised a claim form has been sent out, once I have filled out the form and returned; they will review and follow up. I asked if we could escalate to speed up the process, as I paid ECS Geothermal 1,187.00 for repairs, and do not have time to wait for mail to show up when I can email all documents needed, she advised there was not a person that I could speak with direct. I asked for a supervisor. Ryan took over call, we was understanding of the situation however advised the same, I asked if I could email the receipts over to speed up the process, and he advised they must have original documents not email form. He further advised once I returned the form to call back so they could attempt to escalate. He did advise he would send a note to the claim department and let them know the situation based on the high bill that had to be paid.

6/29/2020

Received Everygy Property Claim Worksheet in Saturday Mail. Filled out and emailed the form to Everygy on 6/29/20 as well send photos and copies of invoices for support.

6/29 placed call to 816-654-1562 reached a voice mail for what appears to be Maria ? However hard to tell exactly, LVM to follow up on claim and looking for confirmation paperwork was received.

Cost:

Water Furnace Blower Motor Replacement, ECS repair in the amount of \$1,187.00.

Gun Vault Biometric Safe GVB 2000 \$259.00 (Not Purchased) Key still opens unit. However Fingerprint read does not work to open safe, inside light as well is not working. Strong odor of electrical burning smell.

Hayward GLX pod Remote for Pool \$74.10 Purchased

From: Leo Haynos
To: Worthey, Scott E
Cc: Tim Stringer
Subject: [EXTERNAL] RE: Information on cross arm inspections
Date: Friday, August 07, 2020 8:54:31 AM

This message is from an external sender; be cautious with links and attachments.

I had two staff drive the circuit yesterday. And they met with Evergy personnel as well. A few items: the ribbons on two poles are not Evergy ribbons. They have no work scheduled there. My staff did find several poles with either crossarm problems or insulator problems on the 12 miles of circuit that they drove. They focused only on the 34.5kV lines (the top group of lines). The 7.2kV lines (bottom set of distribution lines) are owned by Evergy for most of the circuit. But part of the distribution circuit belongs to a cooperative which has a joint use agreement with Evergy.

At this point we are sending a list of the pole numbers to Evergy that we believe have problems and asking for their maintenance records for those poles. We will also ask for them to assess the problems we saw and report back on a plan of action.

A couple of questions for you. When you have had your outages, did Evergy perform any work in the transformer in your yard? We are wondering if the transformer fuse opened as well as the one on the pole. Also, did you have an electrician check the grounding system at your house when they did any repairs.

If you want to discuss, feel free to give me a call. 785-271-3278

Leo

From: Worthey, Scott E <Scott.Worthey@aig.com>
Sent: Friday, August 7, 2020 8:16 AM
To: Leo Haynos <l.haynos@kcc.ks.gov>; Laura Gomez Solis <l.gomezsolis@kcc.ks.gov>
Subject: RE: information on cross arm inspections

This is an EXTERNAL EMAIL. Think before clicking a link or opening attachments.

Leo

I hope you are well. I am wanting to follow up and see what has taken place with my informal complaint. Last we spoke you were going to have someone drive the circuit and then follow up.

Can you please touch base.

Thanks Scott

Scott Worthey
Regional Material Damage Manager
Heavy Equipment
Private Client Group
AIG Property Casualty
17200 W 119th Street
Olathe KS, 66061

Tel (Direct) 913-495-3136
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scott.worthey@aig.com

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From: Leo Haynos [<mailto:l.haynos@kcc.ks.gov>]

Sent: Friday, July 24, 2020 9:41 AM
To: Worthey, Scott E
Cc: Tim Stringer
Subject: [EXTERNAL] RE: Information on cross arm inspections

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I have no idea as to what Evergy is doing out there. We'll touch base with them next week. It sounds like they are planning to take some sort of action though and if they upgrade the line, that could be a positive result.

From: Worthey, Scott E <Scott.Worthey@aig.com>
Sent: Friday, July 24, 2020 9:37 AM
To: Leo Haynos <l.haynos@kcc.ks.gov>
Subject: RE: information on cross arm inspections

This is an EXTERNAL EMAIL. Think before clicking a link or opening attachments.

Leo

Thank you for the information. I received the paperwork from Laura yesterday to file the formal complaint and I will be working on that documentation today. I am not sure what is taking place however poles in the area are now being surveyed for some reason, multiple poles are being flagged with various colors of Ribbon, so I assume Evergy is working to cover or address their past poor maintenance? Can you confirm what they may be doing?

Thanks

Scott Worthey
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From: Leo Haynos [<mailto:l.haynos@kcc.ks.gov>]
Sent: Friday, July 24, 2020 9:29 AM
To: Worthey, Scott E
Cc: Tim Stringer
Subject: [EXTERNAL] Information on cross arm inspections

This message is from an external sender; be cautious with links and attachments.

Scott, I've been looking for a discussion of cross arm inspection and not finding anything that is concise. So I reached out to my colleagues in other states and got some good feedback on how the National Electric Safety Code (NESC) -which is adopted into regulation by Kansas- applies to cross arm inspections.

comments (from Pennsylvania) are as follows:

We have had issues where a top cross arm had failed and allowed the top lines of a higher voltage make contact with lines of a lower voltage below them, which has caused different degrees of damage. We have had cases where a primary line

had failed and came down on the distribution neutral or service neutral causing structure fires. We have been picking up on potentially hazardous cross arm conditions during our overhead (OHD) observations prior to the COVID-19 pandemic. Presently, we have been restricted from going out on any inspections; we only go out for complaints and electrical contacts (involving injury or property damage).

When we are out, we look for leaning cross arms due to cracks, deterioration, loosened attachments, or other influences. We also look for leaning pin insulators and similar defects. We look at loose or missing cross arm braces and cite them as well. We also look at the lines and equipment for condition and adequate vegetation management.

Most of the EDCs have a 5 or 6 year circuit inspection cycle that includes the cross arms and equipment. Some EDCs do better than others with their inspection cycles to catch and replace the defective cross arms. Some of the EDCs claim that the entire structure is examined during their 12-year cycle pole inspections, but we don't see that as being truly effective.

We reference Table 261-1 for the strength requirements, and we also reference 214.A.5 for the corrections requirements to keep the utility companies from postponing the replacements.

The crux of his comments really focus on paragraph 214.A.5 of the NESC. I have copied that paragraph below.

214. Inspection and Tests of Lines and Equipment

A. When In Service

1. Initial Compliance With Rules Lines and equipment shall comply with these safety rules when placed in service.

2. Inspection

Lines and equipment shall be inspected at such intervals as experience has shown to be necessary.

3. Tests

When considered necessary, lines and equipment shall be subjected to practical tests to determine required maintenance.

4. Record of Defects

Any defects affecting compliance with this code revealed by inspection or tests, if not promptly corrected, shall be recorded; such records shall be maintained until the defects are corrected.

5. Remedying Defects

Lines and equipment with recorded defects that could reasonably be expected to endanger life or property shall be promptly repaired, disconnected, or isolated

Also, the link below is a good general reference on electric pole maintenance. It discussed cross arms in general, but not really helpful. Basically it's a visual examination that is conducted looking for split wood or leaning insulators.

Hope this helps. Tim Stringer from my staff will be driving down the circuit sometime next week.

Leo

http://poles.com/WebRoot/Store4/Shops/08fd78c5-abfa-4217-9263-68fec9605ccc/MediaGallery/External_Treatment_Data_Documents/OSU_Wood_Pole_Maintenance_Manual_2012_ed..pdf

see p. 20