20190618155644 Filed Date: 06/18/2019 State Corporation Commission

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## KANSAS CORPORATION COMMISSION OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION Of Kamas Composition Commission Kansas Corporation Commission

of Komman Complaint

## **FORMAL COMPLAINT**

JUN 18 2019

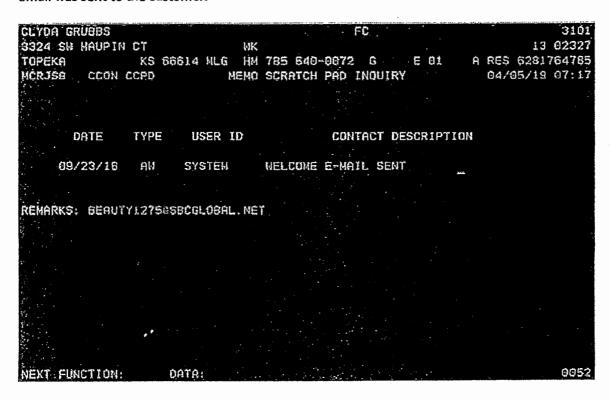
Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and public record and may be posted on the KCC's website. Any Office and Life strong and 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.

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BEFORE THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS	
IN THE MATTER OF THE COMPLAINT AGAINST	For Commission use only
Westar Energy (Respondent, name of utility company)	DOCKET NO.
by	19-WSEE-410-COM
(Complainant, your name)	
Please provide complainant (your) contact information:	
Full Name(s): E(vi) 3 Grabbs	////
Address: 3324 SW Maup in CT Topeka, Ks Daytime Phone: (785) 640-0072	6661 Y
Daytime Phone: (785) 640-0072	
E-mail Address (optional):	
FORMAL COMPLAINT  Elvis 3 Grubbs  (Your name)	
states that the above-named respondent is a public utility providing service in Kansa State Corporation Commission.	as and is subject to the jurisdiction of the
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.)	_
Mr Grabbs was not notified of the 395,00 deposit from Energy is inviolation of General Terms and Condition	Wester Energy, Theretore Wester 15 3.02,02 Security Deposits
after Time of Application of Service; Company may at	any time affer application of
Energy is inviolation of General Terms and Conditions 3.02,02 Security Deposits after Time of Application of Service; Company may at any time after application of Service, Upon Five (57 days written, Leguire a New or Modified deposit To	
Guarantee Payment of the bills Kov Electric Seri	lice Newderd IF
Buarantee Payment of the bills Kov Electric Service Newdord If Wester Energy answer Sherri from the KCC, Sherri told Mr Grubbs Wester	

Sherri.

Per the Customer Relations Center Technology team and a Business Analyst from our Information Technology group, we only keep 60 days of outgoing emails. Email data from January (when the deposit email was sent to Mr. Grubbs) was not available. As far as Mr. Grubbs indicating that he received an email from us on 4/1/19, there is no note on his account that an email message was sent as the customer removed their email from the account on 3/28/19 and updated their preferred method of contact to a phone call (785 640-0072).

The email address of <u>beauty1275@sbcglobal.net</u> was added by the customer during web registration on 9/23/18. There is a note on the account indicating that web registration was complete and a welcome email was sent to the customer.



Please let me know if you have any other questions.

Thank you,

Alison



## Formal Complaint continued

action be ordered by the Commission. (State action or result desired.)
Energy stated in January (when the deposit email was sent to Mr Guidos) Mr Guidos
Energy stated in January (when the deposit email was sent to MiGulds) MrGulds all Sherri Forprost from Westa Energy Westar Energy answer we only keep bldays of outgoing email furthernore in the same letter Westar Energy stated a email is over 60 days. Westar Energy sent no proof of the January email of the January email of the January email of the Sanuary emails of the Sanuar
Keep bodays of outgoing email furthermore in the same letter Wester Energy
stated a email is over 60 days. Wester Energy sent no proof of the January ema
Wester Energy is in violation of General Terms and Condition 3,02.02, Wester
Wester Energy is in violation of General Terms and Condition 3.02.02, Wester Energy have misrepresent Mr Grubbs and Theoffice of Kanses
Corporation Commission,
Further, Plaint its Elvis 3 Grubbs, prays that Waster Energy, be found
Further, Plaintiff Elvis 3 Grubbs, prays that Waster Energy, be found liable For damages of the deposit in the amount of 395,00 as a result of no five days written Notice to Mr Grubbs
result of no five days written Notice to Mr Grubbs
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

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following

Complainant's (your) signature

viewing.

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.