

#111906  
4-5-19  
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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

Westar Energy  
(Respondent, name of utility company)

by  
Elvis J Grubbs  
(Complainant, your name)

For Commission use only
DOCKET NO.
19-WSEE-410-COM

Please provide complainant (your) contact information:

Full Name(s): Elvis J Grubbs  
Address: 3324 SW Maupin CT Topeka, Ks 66614  
Daytime Phone: 785 640-0072  
E-mail Address (optional): \_\_\_\_\_

FORMAL COMPLAINT

Elvis J Grubbs  
(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.)

No email from Westar Energy on 1/25/19 but on 2/15/19 and 4/1/19  
Westar Energy is in violation of Kansas Statutes 12-822 and  
General Terms and Conditions Security Deposit 3.02.02 (5) day  
written notice, Westar Energy is in violation of CAN-  
SPAM Act, Kansas Statutes 50-6,107.



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 [beauty1275@sbcglobal.net](mailto:beauty1275@sbcglobal.net) 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.

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CLYDA GRUBBS                                FC                                3101
3324 SW HAUPIN CT                            WK                                13 02327
TOPEKA KS 66614 MLG HM 785 640-0072 G      E 01      A RES 6281764785
MCRJSB CCOH CCPD                            MEMO SCRATCH PAD INQUIRY          04/05/19 07:17

      DATE      TYPE      USER ID      CONTACT DESCRIPTION
      09/23/18   AW       SYSTEM      WELCOME E-MAIL SENT

REMARKS: BEAUTY1275@SBCGLOBAL.NET

NEXT FUNCTION:      DATA:                                0052
```

Please let me know if you have any other questions.

Thank you,

**Alison**

THE STATE CORPORATION COMMISSION OF KANSAS

WESTAR ENERGY, INC & KANSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY

(Name of Issuing Utility)

WESTAR SERVICE AREA

(Territory to which schedule is applicable)

Index \_\_\_\_\_

SCHEDULE GT&C

Replacing Schedule GT&C Sheet 3

which was filed April 18, 2012

No supplement or separate understanding shall modify the tariff as shown hereon.

Sheet 3 of 8 Sheets

GENERAL TERMS AND CONDITIONS

3.02 Security Deposit:

3.02.01 Security Deposits at Time of Application: The Company at the time of the application for service requires an initial deposit shall be defined as:

- a) Customers who apply for new service at a concurrent and separate metering point, residence, or location may be considered new applicants;
- b) Residential customers who have been disconnected and reconnected to service at the same premise within 30 days shall be considered existing customers. Residential customers who have been lawfully disconnected for over 30 days may be considered new applicants.
- c) Non-residential customers who have been disconnected, but not issued a final bill, shall be considered existing customers. Non-residential customers who have been lawfully disconnected and issued a final bill may be considered new applicants.
- d) New owners or leaseholders of an existing premise may be considered new applicants. New owners of the corporate or business entity that is the customer may be considered new applicants.
- e) Existing customers who file for bankruptcy may be considered new applicant.

3.02.02 Security Deposits After Time of Application of Service: Company may at any time after application of service, upon five (5) days written notice, require a new or modified deposit to guarantee payment of the bills for electric service rendered if:

- a) The customer fails to pay an undisputed bill before the bill due date for three (3) consecutive billing periods, one of which is at least thirty (30) days in arrears – the first day of the arrearage period is the first day after the due date on the bill;

Issued \_\_\_\_\_  
Month Day Year

Effective September 27 2018  
Month Day Year

By Darrin Ives  
Darrin Ives, Vice President

18-WSEE-328-RTS  
Approved *JPF*  
Kansas Corporation Commission  
September 27, 2018  
/s/ Lynn M. Retz

**From:** The Westar Energy  
**Sent:** Monday, April 1, 2019 3:27 PM  
**To:** beauty1275@sbcglobal.net  
**Subject:**

April 1, 2019  
Don [Signature] 4-8-19

**From:** Information from Westar Energy  
**Sent:** Friday, February 15, 2019 8:31 AM  
**To:** BEAUTY1275@SBCGLOBAL.NET  
**Subject:**

*Elmer* 4-18-19  
February 15, 2019

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