

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

FORMAL COMPLAINT

#103642
8/23/16 SE
Formal Complaint
February 2015

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

IN THE MATTER OF THE COMPLAINT AGAINST

Empire District Corp
(Respondent, name of utility company)

by Brooke Lynn Sheppard
Ricky Dale Sheppard
(Complainant, your name)

2016.09.02 13:57:12
Kansas Corporation Commission

For Commission
use only

DOCKET NO.

Received
on

AUG 31 2016

Please provide complainant (your) contact information:

Full Name(s): Ricky Dale Sheppard
Address: 2300 Sunset Drive Baxter Springs, MO KS 66713
Daytime Phone: 620-202-3354
E-mail Address (optional): the3sheppards@gmail.com

by
State Corporation Commission
of Kansas

FORMAL COMPLAINT

Ricky Dale Sheppard
(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.)

AS of 12-20-14 I Ricky Sheppard left my home in Baxter Springs KS to move to new home in Farwell Michigan. I had turned off all circuit breakers inside home with the exception of one 115 volt necessary to allow one small light on in kitchen and the 115 volt home security system. There were no appliances in the home except the water

(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.)

Tank and Heating Furnace which the power supply to those were shut off not used. The home was under contract with Real Estate Company with pictures on internet proving this fact. Each month I received a bill from Empire that was outrageously high I called explained they kept charging me more every month despite the fact no power except very small amount for one light and security system was on. January, February, March of 2015 are the bills at question. Empire refused to accept the truth so I called on March 4th or 5th instructing them to turn power all off to home and they ~~refused~~ said they would but didn't until March 20th for unknown reasons.

continued

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:

Acting Executive Secretary
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.

Extra
page 1-3

Formal Complaint

Kansas Corporation Commission
Office of Public Affairs Consumer Protection
Matter of Empire District
by
Ricky Dale Sheppard

As of May 1st 2015 I Ricky Dale Sheppard moved from Farwell Michigan back to Baxter Springs KS to my home and I phoned Empire District several times and was instructed that \$1,145.71 for past due charges from the 3 months of false electric usage from which no person ever used in those times. I will provide now undeniable proof that from January 1st to March 20th of 2015 that in no way this home of mine could have used anywhere close to \$1,145.71 worth of electric. I however do admit it could have used at most up to a total of \$40.00. The Real Estate Agent for my home in 2300 Sunset Baxter Springs was Mardy Allen, Employed by Kingrey-Kellum Real Estate CO. Her Listing will show pictures of every room of home showing there's no residents in home nor nothing plugged into plug ins. All rooms, outside showing nothing using Electric not even outdoor lights only instead the one light in kitchen. Mardy can

Extra
page 2 of 3

write written statement as well to this Fact. Mardy Allen can be reached by phone or Fax if necessary as well at office #620-856-2452, Fax 620-856-2145, or cell phone 620-717-1877. Statements From immediate neighbors to the home, Charles Wren is southside and nearest at 2302 Sunset phone is 620-674-2035, Debbie Ogle on west side of home 620-875-4992, north side Jim and Mary Kirkpatrick 620-856-4219. Security System Provider Neil Spencer 417-850-3380 Neil can give statement or testify that the home could not have been Broken into by strangers without Alarm horns alerting neighbors as to a break in and that the alarm horn is within 40 Ft of neighbors door but on my home so no way Any person could have been Stealing electric From my home cause it would have been stopped within one hour at any given time between December 20th 2014 to May 1st of 2015 which is also why the truth of my security system used actually 16 volts of power. Also I called him in February 2015 had him go by the home and check to make sure nothing was on and nobody there and of course there wasn't. I pleaded with Empire District in all of May 2015 to allow them to admit

Extrapage 3 of 3 of Complaint

that they were maybe not reading meter correctly, or just guessing the usage, and they refused and still do as of Aug 22nd 2016 that I must have had all my appliances on as normal which is opposite of the truth. I'm just asking anyone from the Kansas Consumer Protection Agency to persue the Facts that are in place and that are a common sense to see real estate pictures showing a Empty house, plenty of individuals as witnesses to nobody living in home. My wife and I are seperated now which is why I moved home in May of 2015 she will tell you the truth as well. I wouldn't say the home was empty and shut off for no reason unless it was true. The Electric water tank I had in home during this period was off on power, drained empty so it wouldn't rust plus I had City Shut water service At end of December 2014 so that water lines wouldn't bust cause I had the power to the Electric Furnace off also during these months that Empire was charging me up to \$ 300 per month, and one was \$ 320 they Billed me For which is more than a average Family of 5 could use. I appreciate your time and services in this resolution of this matter. Thanks Ricky Sheppard

Expectation
Expected

Formal Complaint

Kansas Corp Commission Office of Public
Affairs Consumer Protection

	Complaint #
Matter of Empire District	103642
by	8-23-16
Ricky Dale Sheppard	
Brooke Sheppard	

My Expectation of said matter in which Empire District Corp unnecessarily charged Ricky Brooke Sheppard for Electric Usage that were never actually used. Of course a refund of the \$1,145.71 that was paid on Account # 797145-41-680 on June 1st 2015 by Ricky Sheppard, plus the additional \$400 of deposit money forced to pay for a new account they forced me to open for same address, same family but just so it was listed under Ricky Sheppard instead of Brooke. Also expect a written and verbal apology from Empire District for the Unethical Theft of our funds for services we never used. Also in writing a admission of Guilt from Empire District for their unnecessary and unethical actions being perpetrated against Ricky and Brooke Sheppard in which they called us dishonest and for causing us hardships and embarrassment.