

BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS

In the Matter of the Complaint Against)
Evergy Kansas Central, Inc. by Sheila D.) Docket No. 25-EKCE-123-COM
Hudson)

ANSWER OF EVERGY KANSAS CENTRAL, INC.

Evergy Kansas Central, Inc. (“Evergy”) submits the following Answer to the Complaint filed by Sheila D. Hudson (“Ms. Hudson”).

1. On or about August 8, 2024, Ms. Hudson filed her Complaint in this matter. The Commission authorized service on Evergy of the Complaint in an Order on August 15, 2024, and service was completed after that.

2. Ms. Hudson contends that Evergy has kept inconsistent records regarding the amounts due on her account and that she has been without power since April 2024.

3. Evergy disagrees with Ms. Hudson’s allegations. Evergy’s records have been consistent, and Ms. Hudson’s service was disconnected in April 2024 due to non-payment, consistent with the terms and conditions of Evergy’s Tariff.

4. Ms. Hudson suggests that she received two different Financial History statements and that they were inconsistent. While it is true that the information contained in the two statements was different – they encompassed different time periods and one statement included much more detail – they were not inconsistent. The second, more detailed statement simply included more information from Evergy’s accounting system. When a customer sets up a pay arrangement, Evergy, in its accounting system, sets up different service agreements (“SA”) for the electric charges, pay agreements, average pay, deposits, etc. When a pay agreement breaks, the money is transferred from the pay agreement SA to the main SA. Some of this detail was included

in the second Financial History statement that Ms. Hudson received. However, when the total due is reviewed for any given month, the amounts are consistent between the two Financial History statements.

5. Ms. Hudson also alleges that she was charged for electricity after her service was disconnected. Evergy's records show that Ms. Hudson's service was disconnected at 8:01 AM on 4/1/24. The final bill, which was sent on 4/10/24, indicated that it was for service provided from 3/11/24 to 4/1/24. The only new charge after that date was a late fee in the amount of [REDACTED], which increased the balance to ** [REDACTED] **. A payment in the amount of ** [REDACTED] ** posted on 7/10/24. That reduced the balance to ** [REDACTED] ** which is what Evergy's records still show is owed on the account.

6. The reality is that Ms. Hudson's account was on a pay agreement that broke due to nonpayment on 3/06/2024. This was her second broken agreement since November. Evergy sent a disconnect notice, which stated that ** [REDACTED] ** must be paid in full before 4/01/2024. Ms. Hudson's final bill balance is ** [REDACTED] **. Unfortunately, Evergy has only received ** [REDACTED] ** since 2022 (Including LIEAP). LIEAP made a payment of ** [REDACTED] ** on 02/13/2024. This was the last payment received on this account.

7. Evergy has notified Ms. Hudson that she can find information for other energy assistance at United Way 2-1-1 or set up an appointment to apply for Evergy Cares through <https://www.evergy.com/landing/evergy-cares>.

8. Evergy has complied with the provisions of its Tariff and none of Ms. Hudson's allegations establish otherwise. As a result, there is no basis for her Complaint and Evergy requests that the Commission deny the requests made in Ms. Hudson's Complaint.

WHEREFORE, having fully answered, Evergy respectfully requests that the Commission deny the Complaint and for such other and further relief as may be appropriate.

PUBLIC

Respectfully submitted,

EVERGY KANSAS CENTRAL, INC.

1s/ Cathryn J. Dinges

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VERIFICATION

STATE OF KANSAS)
) ss
COUNTY OF SHAWNEE)

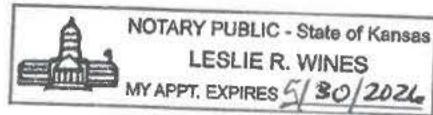
The undersigned, Cathryn Dinges, upon oath first duly sworn, states that she is Senior Director and Regulatory Affairs Counsel for Evergy Kansas Central, Inc., that she has reviewed the foregoing pleading, that she is familiar with the contents thereof, and that the statements contained therein are true and correct to the best of her knowledge and belief.

Cathryn Dinges
Cathryn Dinges

Subscribed and sworn to before me this 22nd day of August 2024.

Leslie R. Wines
Notary Public

My appointment expires: May 30, 2026



CERTIFICATE OF SERVICE

I hereby certify that on this 22nd day of August, 2024, the foregoing Answer was electronically served on the following parties of record:

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