

Office of Public Affairs and Consumer Protection

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House Energy and Environment Committee

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OVER 130 YEARS OF REGULATORY SERVICE FOR KANSAS

*from Railroads to
Electricity
Natural Gas
Oil & Gas
Telecommunications
Motor Carriers
Common Carriers
Energy*



SINCE 1883

Kansas Corporation Commission

Then & Now...

In 1883, the Board of Railroad Commissioners was established by the Legislature and signed into law by Governor George Glick. Under the new law, Commissioners worked to ensure safe and reliable service for the public on the developing railroads. The Commission was charged with balancing the needs of Kansans and industry in reaching reasonable rates.

The Kansas Railroad Commission was one of the first and strongest regulatory agencies in the country. The Commission's role was primarily investigatory and advisory. Only on specific complaints from governing bodies or voter petitions could Commissioners issue awards that had legal force. The act establishing the Commission was a compromise that reflected the challenge of an emerging and necessary industry in the development of the Midwest.

As electricity and telephones became part of daily life, the 1911 Public Utilities Commission replaced the Railroad Commission. The role expanded to include the regulation of telephone service, water, light, heat, and pipeline and power companies.

In 1920, the Court of Industrial Relations was created to combine regulatory tasks with the arbitration of wages, hours, and industry and labor disputes. This evolved into the Public Utilities Commission with powers of the previous Commission. In 1925, the body became the Public Service Commission.

Eight years later in 1933, the present regulatory State Corporation Commission was established. Today the Commission's challenge is the regulation of the ever

1883 – *established*

Board of Railroad Commissioners

1898

Court of Visitation

1901

Board of Railroad Commissioners

1911

Public Utilities Commission

1920

Court of Industrial Relations

1921

Public Utilities Commission

1925

Public Service Commission

1933 – *present*

State Corporation Commission

changing electric, natural gas, telecommunications, oil and gas, and transportation industries.

Only one regulatory agency which focused on public utilities has been in existence since 1883. Each form of the Commission maintained the mission of safe and reliable service to the public. The industries and issues regulated over time have changed, but the commitment to Kansans has remained the same.

Continuing to Serve the Citizens of Kansas

Organizational Structure

Commission

Three Commissioners appointed by the Governor

Core Divisions

Transportation

Utilities

Conservation

Energy

Support Service Divisions

Human Resources

Public Affairs and Consumer Protection

Fiscal

General Counsel

Litigation Counsel

Informational Technology

Public Participation: Regulatory Process

Requirements: Logistics/Notice Requirements (Bill Insert/Newspaper)/Public Hearings/Public Comment Period

Public Comments: Comments are documented and become part of the record.

FY 2014 Stats

- 1,832 Public Comments for 10 Dockets
- Four Public Hearings with 189 Participants

FY 2013 Stats

- 847 Public Comments for 10 Dockets
- Six Public Hearings with 259 Participants

FY 2012 Stats

- 2,709 Public Comments for 17 Dockets
- Eight Public Hearings with 184 Participants

Note: Public Hearings are only required for siting applications. The Commission can use discretion for all other cases.

Consumer Complaint Program

Primary Responsibility: Investigate/Resolve Consumer Complaints

Industries: Electric, Gas, Telecommunications, Water, and Other

Types of Complaints: Billing Issues, Customer Service, Disconnect/Refusal of Service, Quality of Service, Telephone Service Issues, Rates and Charges, Deposits, and Metering. *811 Call Before You Dig*.

KCC Billing Standards: Sets forth standards for billing practices, delayed payment charges, security deposit practice, disconnects, etc. that regulated utilities must comply with.

Notice: Regulated utilities are required to notify customers of KCC Complaint Process annually.

Complaint Program – Continued

Informal Complaint

- 1 – Consumer is encouraged to first work with the utility to resolve complaint.
- 2 – If consumer cannot reach a resolution, PACP staff works with the utility and consumer to reach a resolution (within 10 days (95%)).
- 3 – If unable to reach a resolution, consumer has option of filing a formal complaint.

Formal Complaint

K.S.A. 66-101d,e guarantees a formal complaint procedure allowing ratepayer to bring complaint to Commission for legal review.

- Must be submitted in writing (form available).
- Docketed, handled by Legal Division, and decided by the Commission.

Consumer Complaint - FY 2014 Stats

- 1,766 Complaints Received
- 746 Electric, 431 Gas, 479 Telecom, 11 Water, and 99 Other
- \$81,581.25 Dollars Returned to Consumers
- Average Resolution Time – 2 Days

Note: 2012 Legislature passed HB 2201, telecom deregulation, effective 7/1/2013. As a result, billing standards no longer apply to AT&T, new law still allows the KCC to “administer” complaint program.

FY 2014 Stats - Continued

Top Concerns

- Billing: 451
- Customer Service: 202
- Quality of Service: 241
- Disconnect/Refusal of Service: 310
- Rates and Charges: 157

FY 2013 Stats

Total Complaints: 2,101 Dollars Saved: \$121,916.97

FY 2012 Stats

Total Complaints: 2,767 Dollars Saved: \$103,471.36

FY 2011 Stats

Total Complaints: 2,332 Dollars Saved: \$48,874.61

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