

Approved: Feb. 3, 2000
Date

MINUTES OF THE SENATE UTILITIES COMMITTEE.

The meeting was called to order by Chairperson Sen. Pat Ranson at 1:30 p.m. on January 25, 2000 in Room 531-N of the Capitol.

All members were present except:

Sens. Hensley and Salisbury were excused

Committee staff present:

Lynne Holt, Legislative Research Department
Mary Torrence, Revisors of Statute Office
Jeanne Eudaley, Committee Secretary

Conferees appearing before the committee:

Tom Day, Legislative Liaison, Kansas Corporation Commission
Larry Holloway, Acting Director, Utilities Division, Kansas Corporation Commission
Rosemary Foreman, Director, Public Affairs and Consumer Protection, Kansas Corporation Commission

Others attending:

See attached list

Sen. Ranson acknowledged Tom Day, who requested the drafting of a bill amending the Kansas Underground Damage Prevention Act. Mr. Day explained the intent of the bill is to give the Commission discretion in assessing penalties with other alternatives for a violation of the Act. **Sen. Steffes made a motion the committee introduce the bill, and it was seconded by Sen. Brownlee; the motion passed.**

Sen. Ranson referred to the Wind Generation presentation last week and the question regarding their customers and locations. She referred to a letter from David Holthaus (Western Resources), which contains a listing of Green Power customers and their locations (Attachment 1). She advised that members may get a copy by contacting Jeanne.

Sen. Ranson announced the agenda, which is a meeting next Thursday regarding merchant power plants and the property tax differential between Missouri and Kansas. There were no other bill requests.

Sen. Ranson announced the committee will hear information on complaints, as filed with the Kansas Corporation Commission. She asked Larry Holloway to present information to the committee (Attachment 2). Mr. Holloway introduced Rosemary Foreman, who will assist in answering questions. Mr. Holloway referred to a summary of statistics for informal electric and gas complaints from 1995 to 1999 (Attachment 3 & 4). He pointed out two facts to keep in mind when looking at the statistics - the acquisition of KPL Gas Service by ONEOK, forming Kansas Gas Service and the acquisition of KN Energy and Twin Counties Gas Company by Midwest Energy. Also the electric complaints reflect the KPL and KGE merger and formation of Western Resources. Mr. Holloway stated Ms. Foreman and staff receive calls from their 800 number and try to code them, as outlined in his summary. The formal complaints involve the complainant filing an application to open a formal investigation with the Commission, and may request the Commission to take specific action against the named utility. A formal complaint may also involve a utility filing for an investigation against another utility. He pointed out that of the six formal complaints filed in 1999, only one remains open.

Sen. Barone asked the difference between formal and informal complaints. Mr. Holloway answered that when a formal complaint is filed, the complainant files an application to open a formal investigation with the Commission, and requests specific action against the utility; however, an informal complaint can lead to a formal application and investigation. Ms. Foreman added that Commission policy is to handle all complaints at the informal level, hoping to resolve the matter between the parties. In answer to a question for clarification, Sen. Barone asked if the consumer decides if the complaint is to be formal, and Mr. Holloway answered yes. Ms. Foreman added that all cases are resolved; that it is their goal to satisfy the consumer, to help the consumer understand and to do some educating.

CONTINUATION SHEET

MINUTES OF THE SENATE UTILITIES COMMITTEE, Room 531-N Statehouse, at 1:30 p.m.
on January 25, 2000.

Sen. Ranson asked if there are complaints regarding the gas gathering legislation passed two years ago, and Ms. Foreman answered those complaints would be directed to their Conservation Division in Wichita. Mr. Day added that there have been no complaints filed to date.

Sen. Clark asked if the complaint filed by the farmers and the Kansas Independent Oil and Gas producers against Sunflower Electric had been dropped. Mr. Holloway answered that the parties have status meetings on a regular basis; that some of the controversy surrounds the issue of reformulated debt. He stated the open access transmission filing is of concern to the RUS, and they are very much aware of the two dockets which are open. Sen. Clark also pointed to pages 23 and 38 of the KCC Electric Complaint Statistics and the Kansas Nebraska Natural Gas complaints and stated he is unaware that they have any electric business in the state. He also pointed to an entry in the KCC Gas Complaint Statistics, which indicates a complaint of the Kansas Universal Service Fund. Ms. Foreman acknowledged the coding is in error and stated that four people handle 20,000 complaint calls per year and some errors occur. Ms. Holt asked if CURB becomes involved with complaints, and Mr. Holloway answered CURB can intervene in the proceedings, and that the Commission will investigate if CURB comes to them with a complaint and asks for an investigation.

Sen. Ranson announced that an issue the committee will want to look at is the problem which has surfaced regarding school buying gas transport only; that there is a docket open which involves stranded cost. She requested that Mr. Holloway review the threshold on transport only contract gas. Mr. Holloway stated the open docket involves stranded costs and Kansas Gas Service. Sen. Ranson reminded the committee of a bill, which was heard last session: **SB 217-natural gas service; providing for competition in retail sales**, which remains in the committee.

Committee adjourned at 2:15.

Next meeting will be February 3, 2000.

SENATE UTILITIES COMMITTEE GUEST LIST

DATE: JAN. 25, 2000

NAME	REPRESENTING
Joe Duke	KCK BPU
Whitney Damon	KS Gas Service
Cynthia Smith	KCP&L
Janet Foss	KCC
Joe Honey	UtiliCorp United Inc
Bruce Graham	KZPCo
Nave Holdings	Western Resources
Beta Boggs	Western Resources
Long Helling	KCC
Sandy Brader	McBill Gadsden & Assoc
Jeff Crasman	Gouard
Jack Graves	Parbell & Hardy, May
Steve Johnson	Kansas Gas Service
ED SCHAUB	WESTERN RESOURCES
TOM DAY	KCC
Amy Campbell	Midwest Energy



Dave Holthaus
Senior Manager, Government Affairs

The Honorable Pat Ranson
State Capitol
Room 449-N
Topeka, KS 66612

Dear Chairperson Ranson:

During the Q/A period of the 01/20/00 Senate Utilities committee meeting the question was asked of Western Resources. "Where do the people live who have bought "Green Power" through the Westar wind program?"

The larger concentration of customers signed up for Wind Generation are in the following cities:

Lawrence	62
Topeka	47
Manhattan	29
Salina	15
Leavenworth	14
Hutchinson	12
Wichita	9
Olathe	6

I have attached a list by city, where these customers take service.

Sincerely,

David F. Holthaus

attach
DFH/mkv

818 South Kansas Avenue / P.O. Box 889 / Topeka, Kansas 66601
Telephone: (785) 575-8369 / Fax: (785) 575-8119
Pager: (785) 253-2098 / Mobile: (785) 224-0033
Internet: dave_holthaus@wr.com

Senate Utilities
1-25-00
Attach. 1

Number of Renewable Energy Customers by City

31	5949297960 HANOVER		199912
		1	
32	8776591601 HOME		199912
		1	
33	3631169397 HUTCHINSON		199912
34	9480355001 HUTCHINSON		199912
35	2667823718 HUTCHINSON		199912
36	6161793215 HUTCHINSON		199912
37	6254500364 HUTCHINSON		199912
38	8702329304 HUTCHINSON		199912
39	3280475982 HUTCHINSON		199912
40	5676710361 HUTCHINSON		199912
41	2414411824 HUTCHINSON		199912
42	1415547411 HUTCHINSON		199912
43	1953907715 HUTCHINSON		199912
44	8036109223 HUTCHINSON		199912
		12	
45	4321121291 JUNCTION CITY		199912
46	8311149147 JUNCTION CITY		199912
47	5307798200 JUNCTION CITY		199912
		3	
48	1174450920 KINSLEY		199912
		1	
49	8308751642 LANSING		199912
		1	
50	1127697886 LAWRENCE		199912
51	5911781402 LAWRENCE		199912
52	454130020 LAWRENCE		199912
53	8441450502 LAWRENCE		199912
54	5066477286 LAWRENCE		199912
55	6909924309 LAWRENCE		199912
56	348054884 LAWRENCE		199912
57	1862393683 LAWRENCE		199912
58	9501191009 LAWRENCE		199912
59	19205326 LAWRENCE		199912
60	1449648749 LAWRENCE		199912
61	5602017984 LAWRENCE		199912
62	4253637940 LAWRENCE		199912
63	5479323580 LAWRENCE		199912
64	8809516727 LAWRENCE		199912
65	6990012663 LAWRENCE		199912
66	3544101727 LAWRENCE		199912
67	8018989992 LAWRENCE		199912
68	9469175165 LAWRENCE		199912
69	7799911360 LAWRENCE		199912
70	2442370409 LAWRENCE		199912
71	4810465442 LAWRENCE		199912
72	6850331865 LAWRENCE		199912
73	9499188081 LAWRENCE		199912
74	3620406941 LAWRENCE		199912
75	8677603304 LAWRENCE		199912

Number of Renewable Energy Customers by City

76	9358238462	LAWRENCE	199912
77	6257912982	LAWRENCE	199912
78	3083738508	LAWRENCE	199912
79	7500263782	LAWRENCE	199912
80	6888255923	LAWRENCE	199912
81	3245738071	LAWRENCE	199912
82	9140638909	LAWRENCE	199912
83	5339315842	LAWRENCE	199912
84	9069780444	LAWRENCE	199912
85	2788821681	LAWRENCE	199912
86	4549140127	LAWRENCE	199912
87	142845396	LAWRENCE	199912
88	240413852	LAWRENCE	199912
89	1055770165	LAWRENCE	199912
90	3191691365	LAWRENCE	199912
91	9963671711	LAWRENCE	199912
92	6267423125	LAWRENCE	199912
93	8635649480	LAWRENCE	199912
94	887766225	LAWRENCE	199912
95	4525694771	LAWRENCE	199912
96	1689584022	LAWRENCE	199912
97	885636340	LAWRENCE	199912
98	2107813367	LAWRENCE	199912
99	6220267289	LAWRENCE	199912
100	5020136720	LAWRENCE	199912
101	2207740763	LAWRENCE	199912
102	2137456745	LAWRENCE	199912
103	4844579428	LAWRENCE	199912
104	3983936548	LAWRENCE	199912
105	407911700	LAWRENCE	199912
106	935592822	LAWRENCE	199912
107	6624402120	LAWRENCE	199912
108	7204920068	LAWRENCE	199912
109	2430460827	LAWRENCE	199912
110	787791404	LAWRENCE	199912
111	5371069756	LAWRENCE	199912
		62	
112	8969501191	LEAVENWORTH	199912
113	9724608270	LEAVENWORTH	199912
114	5901028498	LEAVENWORTH	199912
115	910956133	LEAVENWORTH	199912
116	2220185377	LEAVENWORTH	199912
117	9918790609	LEAVENWORTH	199912
118	2666082188	LEAVENWORTH	199912
119	8324359826	LEAVENWORTH	199912
120	4202755462	LEAVENWORTH	199912
121	9137953997	LEAVENWORTH	199912
122	5752578685	LEAVENWORTH	199912
123	7628199643	LEAVENWORTH	199912
124	1876120303	LEAVENWORTH	199912
125	2998304986	LEAVENWORTH	199912

Number of Renewable Energy Customers by City

		14	
126	1239169684 LINWOOD		199912
		1	
127	3593885809 MADISON		199912
		1	
128	782725884 MANHATTAN		199912
129	1340839797 MANHATTAN		199912
130	6352525007 MANHATTAN		199912
131	8626693381 MANHATTAN		199912
132	431511312 MANHATTAN		199912
133	2268643305 MANHATTAN		199912
134	4368180549 MANHATTAN		199912
135	4026923075 MANHATTAN		199912
136	462128285 MANHATTAN		199912
137	469564823 MANHATTAN		199912
138	347052742 MANHATTAN		199912
139	5531359033 MANHATTAN		199912
140	5753186092 MANHATTAN		199912
141	6393093373 MANHATTAN		199912
142	92222163 MANHATTAN		199912
143	90973809 MANHATTAN		199912
144	7816197713 MANHATTAN		199912
145	7560598162 MANHATTAN		199912
146	5834862042 MANHATTAN		199912
147	6759504504 MANHATTAN		199912
148	4507655409 MANHATTAN		199912
149	2260376585 MANHATTAN		199912
150	6137060109 MANHATTAN		199912
151	7256537208 MANHATTAN		199912
152	2282073798 MANHATTAN		199912
153	2680639223 MANHATTAN		199912
154	3787861600 MANHATTAN		199912
155	9213743928 MANHATTAN		199912
156	2893214047 MANHATTAN		199912
		29	
157	3390275049 MARYSVILLE		199912
		1	
158	4940750063 MISSION		199912
		1	
159	5490928745 NORTONVILLE		199912
		1	
160	6954954642 OLATHE		199912
161	6586665667 OLATHE		199912
162	2008842931 OLATHE		199912
163	7191360010 OLATHE		199912
164	3080604998 OLATHE		199912
165	184130774 OLATHE		199912
		6	
166	7844446150 OVERBROOK		199912
		1	
167	9404763603 OVERLAND PARK		199912

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Number of Renewable Energy Customers by City

168	4905100963 PARTRIDGE	1	199912
169	6080158261 PAWNEE ROCK	1	199912
170	3755989571 PERRY	1	199912
171	6690163758 PERRY	1	199912
172	3532905242 ROSSVILLE	2	199912
173	5262916562 S HUTCHINSON	1	199912
174	4320950921 S HUTCHINSON	1	199912
175	2767348294 SALINA	2	199912
176	7696306945 SALINA		199912
177	7711310572 SALINA		199912
178	9000115069 SALINA		199912
179	8365490891 SALINA		199912
180	7680921249 SALINA		199912
181	3289255717 SALINA		199912
182	9316286502 SALINA		199912
183	4511400369 SALINA		199912
184	7805805197 SALINA		199912
185	5913747631 SALINA		199912
186	109657007 SALINA		199912
187	2492866441 SALINA		199912
188	502741 SALINA		199912
189	2478994279 SALINA		199912
190	1309898567 SHAWNEE	15	199912
191	4596773307 SHAWNEE		199912
192	1119917888 SHAWNEE		199912
193	8605150087 SILVER LAKE	3	199912
194	2748687678 SMOLAN	1	199912
195	8305690071 SOLDIER	1	199912
196	8557573045 SPRING HILL	1	199912
197	4460198523 TECUMSEH	1	199912
198	7729438669 TECUMSEH	1	199912
199	5950880739 TONGANOXIE	2	199912
200	5996592196 TONGANOXIE	1	199912
201	3925023644 TOPEKA	2	199912
202	7553523977 TOPEKA		199912
203	2014549905 TOPEKA		199912
204	8359989010 TOPEKA		199912

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1-4

Number of Renewable Energy Customers by City

205	3498011692 TOPEKA	199912
206	4703569380 TOPEKA	199912
207	2029443269 TOPEKA	199912
208	4182233445 TOPEKA	199912
209	9632622362 TOPEKA	199912
210	9730095887 TOPEKA	199912
211	1770832222 TOPEKA	199912
212	138906760 TOPEKA	199912
213	8148651770 TOPEKA	199912
214	6380168503 TOPEKA	199912
215	6820239536 TOPEKA	199912
216	9156618379 TOPEKA	199912
217	211398328 TOPEKA	199912
218	5182245124 TOPEKA	199912
219	2524151426 TOPEKA	199912
220	1927201493 TOPEKA	199912
221	8201241141 TOPEKA	199912
222	9029529047 TOPEKA	199912
223	9945868430 TOPEKA	199912
224	2929653370 TOPEKA	199912
225	8562624335 TOPEKA	199912
226	2028970203 TOPEKA	199912
227	9681866463 TOPEKA	199912
228	8105092866 TOPEKA	199912
229	4105038322 TOPEKA	199912
230	6557008489 TOPEKA	199912
231	4656736224 TOPEKA	199912
232	6038481440 TOPEKA	199912
233	4007988154 TOPEKA	199912
234	7082022989 TOPEKA	199912
235	7882594600 TOPEKA	199912
236	8628527700 TOPEKA	199912
237	4392286443 TOPEKA	199912
238	7718945000 TOPEKA	199912
239	9574148396 TOPEKA	199912
240	4521610662 TOPEKA	199912
241	7424996428 TOPEKA	199912
242	6930114342 TOPEKA	199912
243	4183024913 TOPEKA	199912
244	6660925562 TOPEKA	199912
245	4983489125 TOPEKA	199912
246	2290774704 TOPEKA	199912
247	3443330106 TOPEKA	199912
	47	
248	2489603403 WAMEGO	199912
249	5866211757 WAMEGO	199912
	2	
250	6829252286 WESTMORELAND	199912
	1	
251	1447494403 WICHITA	199912
252	2433708888 WICHITA	199912

6
1-5

Number of Renewable Energy Customers by City

253	6555406861 WICHITA		199912
254	465383519 WICHITA		199912
255	2727556641 WICHITA		199912
256	7373320889 WICHITA		199912
257	6118541705 WICHITA		199912
258	6118541705 WICHITA		199912
259	2861258079 WICHITA		199912
		9	
260	8078061611 WINCHESTER		199912
		1	
		260	

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**BEFORE THE SENATE UTILITIES COMMITTEE
PRESENTATION OF THE
KANSAS CORPORATION COMMISSION
JANUARY 25, 2000
SUMMARY OF ELECTRIC AND GAS UTILITY COMPLAINTS**

Thank you Madam Chair and members of the Committee. I'm Larry Holloway, Acting Utility Division Director with the Kansas Corporation Commission. I appreciate the opportunity to be here today. This afternoon I will provide short summary of electric and natural gas utility complaints. To assist me in answering any questions you may have is Rosemary Foreman, our Director of Public Affairs and Consumer Protection.

At the KCC we have two distinct types of utility complaints. When a consumer calls our 800 number they can describe a problem or concern they have with a utility and Rosemary's staff performs an investigation and attempts to provide a quick response. We refer to these as "informal" complaints and address them by contacting the customer and the utility. I have provided the committee with a handout of statistics for informal electric and gas complaints for the years 1995 to 1999.

I should point out a few things regarding this summary:

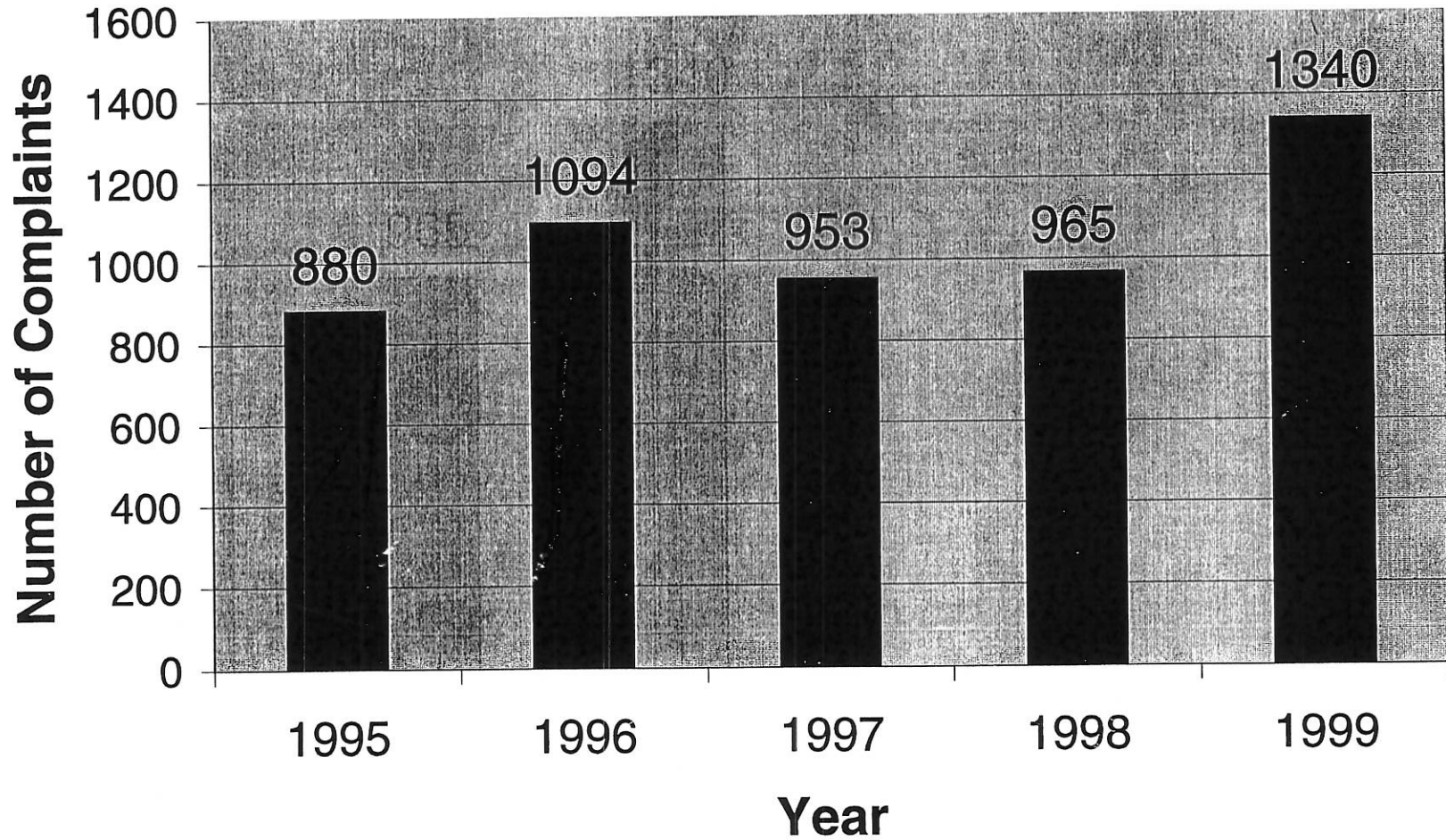
- When reviewing the natural gas complaint statistics it is important to take into account the acquisition of KPL Gas Service by ONEOK forming Kansas Gas Service Company as well as the acquisition of KN energy and Twin Counties Gas Company by Midwest Energy.
- When reviewing the electric complaint statistics it is important to take into account the KPL and KGE merger and the formation of Western Resources.
- As you will notice there are various codes used to describe the different complaints.
 - 100 series - Billing
 - 200 series - Rates and Charges
 - 300 series - Disconnection/Refusal of Service
 - 400 series - Deposits
 - 500 series - Metering
 - 700 series - Quality of Service
 - 800 series - Customer Service
 - 900 series - Non-Regulated/Miscellaneous Issues

In addition to these "informal complaints" the KCC also addresses "formal" complaints. In a formal complaint the complainant files an application to open a formal investigation with the Commission, usually requesting the Commission to take specific action against the named utility. In the 1999 calendar year there were 3 electric and 3 natural gas formal complaints filed at the KCC. Of these 6 formal complaints, one complaint, filed November 23, 1999 remains open.

*Senate Utilities
1-25-00
Attach. 2*

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KCC Electric Complaint Statistics



Senate Utilities
1-25-00
Attach. 3

Senate Utilities
1-25-00
Attach. 3

1995

3-2

3-2

Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-3

Year	Company ID	Company Name	Code	Code Description	Total
1995	BTRE	Butler Rural Cooperative Assn., Inc.	999	Non-Regulated/Miscellaneous Issues	1
	DSOE	D.S. & O. Rural Elec. Coop., Assn, Inc.	108	Arrearage Payment Plan	1
			308	No Disconnect Notice Sent	1
			704	Outages	1
			Sub-Total		3
	EPDE	Empire District Electric Company	108	Arrearage Payment Plan	10
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	1
			400	Amount Of Deposit	2
			401	Installment Payment Of Deposit	1
			402	Refund Of Deposit	1
			Sub-Total		16
	KCPE	Kansas City Power & Light Company	100	High Bill	3
			101	Disputed Bill	3
			104	Estimated Bill Dispute	1
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	5
			109	Other Payment Plans	7
			111	Debt Transfer	2
			113	No Bill Received	1
			199	Miscellaneous Billing Issues	1
			200	Improper Rate Charged	2
			205	Construction/Extension Charge	3

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-4

Year	Company ID	Company Name	Code	Code Description	Total
			299	Miscellaneous Rates/Charges Issues	3
			300	No/Partial Payment	4
			301	Previous Or Transferred Debt	2
			302	Spouse/Roommate Debt	1
			303	Previous Tenant Debt	1
			307	Cold Weather Rule	3
			308	No Disconnect Notice Sent	1
			309	Medical Emergency Statement	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	3
			504	Meter Location	2
			599	Miscellaneous Meter Issues	1
			703	Work Not Completed As Specified	4
			704	Outages	1
			705	Voltage/ Low Pressure Variation	1
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Company	3
			802	Difficulty Contacting Utility Company	1
			902	Damages	1
			Sub-Total		65
	KG&E	Kansas Gas & Electric Co.	100	High Bill	20
			101	Disputed Bill	25
			102	Corrected Bill	1
			104	Estimated Bill Dispute	10
			106	Billing Due Date/Payment Date	3
			107	Cold Weather Rule Pay Agreement	4
			108	Arrearage Payment Plan	32

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-5

Year	Company ID	Company Name	Code	Code Description	Total
			109	Other Payment Plans	59
			110	Average/Level Payment Plan	8
			111	Debt Transfer	1
			113	No Bill Received	4
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	5
			201	High Rates	6
			202	Customer Charge	2
			203	Cog/Pga Charge	1
			204	Disconnect/Reconnect Charge	1
			205	Construction/Extension Charge	5
			206	Rate Disparity	3
			207	Other Tariff Charges	5
			299	Miscellaneous Rates/Charges Issues	4
			300	No/Partial Payment	112
			301	Previous Or Transferred Debt	6
			302	Spouse/Roommate Debt	6
			303	Previous Tenant Debt	3
			304	Debt On Separate Account	2
			306	Theft Of Service	2
			307	Cold Weather Rule	4
			308	No Disconnect Notice Sent	4
			309	Medical Emergency Statement	4
			310	Disconnection By Company Error	5
			311	Disconnection For Safety Reasons	2
			312	No Facilities	1
			399	Misc Disconnection/Refusal Of Service Issue	5
			400	Amount Of Deposit	3
			401	Installment Payment Of Deposit	1

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-6

Year	Company ID	Company Name	Code	Code Description	Total
			499	Miscellaneous Deposit Issues	1
			500	Meter Reading Dispute	2
			501	Meter Malfunction	3
			503	Meter Test/Replacement	3
			504	Meter Location	1
			699	Miscellaneous Telephone Service Issues	1
			700	Repair Delay	2
			701	Installation Delay	1
			702	Inadequate Repair	2
			703	Work Not Completed As Specified	1
			704	Outages	8
			705	Voltage/ Low Pressure Variation	2
			706	Gas Leak	2
			707	Company Equipment Failure	1
			709	Additional Lines/Equipment	1
			710	Tree Trimming	5
			711	Kansas One-Call (Dig-Safe)	3
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Company	16
			802	Difficulty Contacting Utility Company	2
			803	Appointment Not Kept By Service Personnel	1
			902	Damages	9
			906	Telemarketing	4
			999	Non-Regulated/Miscellaneous Issues	8
			Sub-Total		<u>441</u>
	KPLE	Kansas Power And Light Company	100	High Bill	9
			101	Disputed Bill	12

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Electric Companies 1995-1999

Complaint System

3-7

Year	Company ID	Company Name	Code	Code Description	Total
			104	Estimated Bill Dispute	7
			106	Billing Due Date/Payment Date	6
			107	Cold Weather Rule Pay Agreement	5
			108	Arrearage Payment Plan	22
			109	Other Payment Plans	24
			111	Debt Transfer	3
			112	Bill Refunds/Credit	1
			113	No Bill Received	2
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	8
			201	High Rates	1
			202	Customer Charge	3
			203	Cog/Pga Charge	1
			207	Other Tariff Charges	1
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	53
			301	Previous Or Transferred Debt	11
			302	Spouse/Roommate Debt	8
			303	Previous Tenant Debt	1
			304	Debt On Separate Account	4
			306	Theft Of Service	1
			307	Cold Weather Rule	3
			308	No Disconnect Notice Sent	2
			310	Disconnection By Company Error	3
			311	Disconnection For Safety Reasons	1
			399	Misc Disconnection/Refusal Of Service Issue	4
			400	Amount Of Deposit	8
			402	Refund Of Deposit	3
			499	Miscellaneous Deposit Issues	1

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			500	Meter Reading Dispute	1
			504	Meter Location	2
			699	Miscellaneous Telephone Service Issues	1
			700	Repair Delay	5
			703	Work Not Completed As Specified	1
			704	Outages	9
			705	Voltage/ Low Pressure Variation	2
			706	Gas Leak	1
			707	Company Equipment Failure	1
			710	Tree Trimming	1
			799	Miscellaneous Quality Of Service Issues	4
			800	Poor Complaint/Inquiry Handling By Compan	8
			802	Difficulty Contacting Utility Company	1
			803	Appointment Not Kept By Service Personnel	1
			902	Damages	9
			905	Inside Wiring	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	3
			Sub-Total		<u>263</u>
	KWVE	Kaw Valley Elec. Coop. Assn. Co., Inc	100	High Bill	1
			108	Arrearage Payment Plan	2
			199	Miscellaneous Billing Issues	1
			300	No/Partial Payment	1
			305	Debt Other Than Usage	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			704	Outages	1
			705	Voltage/ Low Pressure Variation	2

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			Sub-Total		<u>10</u>
	MDWE	Midwest Energy, Inc.	101	Disputed Bill	2
			107	Cold Weather Rule Pay Agreement	1
			301	Previous Or Transferred Debt	2
			302	Spouse/Roommate Debt	1
			308	No Disconnect Notice Sent	1
			400	Amount Of Deposit	1
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		<u>10</u>
	NOJE	No Jurisdiction - Electric	101	Disputed Bill	1
			109	Other Payment Plans	1
			201	High Rates	1
			205	Construction/Extension Charge	1
			207	Other Tariff Charges	1
			299	Miscellaneous Rates/Charges Issues	1
			704	Outages	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		<u>10</u>
	NOCE	No Jurisdiction, Deregulated Coop	107	Cold Weather Rule Pay Agreement	1
			902	Damages	1
			909	Service Area Change	1

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
		Sub-Total			3
	PRWE	P.R.&W. Electric Cooperative Assn., I	108	Arrearage Payment Plan	1
			205	Construction/Extension Charge	1
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	1
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Compan	1
		Sub-Total			6
	PNRE	Pioneer Electric Coop. Assn., Inc.	100	High Bill	1
			300	No/Partial Payment	1
		Sub-Total			2
	SGWE	Sedgwick County Electric Cooperative	100	High Bill	1
			107	Cold Weather Rule Pay Agreement	2
			203	Cog/Pga Charge	1
			204	Disconnect/Reconnect Charge	1
			205	Construction/Extension Charge	1
			300	No/Partial Payment	2
			701	Installation Delay	1
			802	Difficulty Contacting Utility Company	1
			902	Damages	1
			909	Service Area Change	1

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
Sub-Total					12
	SMCE	Sumner-Cowley Electric Cooperative,	704	Outages	1
			710	Tree Trimming	1
Sub-Total					2
	UNDE	United Electric Cooperative, Inc.	201	High Rates	1
	WSRE	Western Resources, Inc.	999	Non-Regulated/Miscellaneous Issues	6
	WPEE	Westplains Energy	101	Disputed Bill	3
			104	Estimated Bill Dispute	2
			106	Billing Due Date/Payment Date	1
			108	Arrearage Payment Plan	1
			109	Other Payment Plans	2
			112	Bill Refunds/Credit	1
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	1
			202	Customer Charge	1
			204	Disconnect/Reconnect Charge	1
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	2
			305	Debt Other Than Usage	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	2

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			402	Refund Of Deposit	1
			704	Outages	1
			800	Poor Complaint/Inquiry Handling By Compan	2
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		<u>28</u>
	WHLE	Wheatland Electric Cooperative, Inc.	100	High Bill	1
Total for Year					<u>880</u>

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1996

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
1996	CYVE	Caney Valley Elec. Coop. Assn., Inc.	699	Miscellaneous Telephone Service Issues	1
	NDSE	City Of Neodesha	300	No/Partial Payment	1
	WNFE	City Of Winfield	205	Construction/Extension Charge	1
	DSOE	D.S.& O. Rural Elec. Coop., Assn, Inc.	902	Damages	1
	EPDE	Empire District Electric Company	107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	1
			109	Other Payment Plans	1
			300	No/Partial Payment	2
			700	Repair Delay	1
			704	Outages	1
			801	Discourteous Company Representative	1
			902	Damages	1
			Sub-Total		<u>10</u>
	GENE	General Electric	999	Non-Regulated/Miscellaneous Issues	1
	KCPE	Kansas City Power & Light Company	100	High Bill	10
			101	Disputed Bill	8
			104	Estimated Bill Dispute	1

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			106	Billing Due Date/Payment Date	1
			108	Arrearage Payment Plan	5
			109	Other Payment Plans	4
			201	High Rates	4
			205	Construction/Extension Charge	4
			207	Other Tariff Charges	1
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	10
			301	Previous Or Transferred Debt	2
			302	Spouse/Roommate Debt	2
			303	Previous Tenant Debt	1
			305	Debt Other Than Usage	1
			306	Theft Of Service	1
			308	No Disconnect Notice Sent	2
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	2
			500	Meter Reading Dispute	1
			599	Miscellaneous Meter Issues	1
			700	Repair Delay	2
			703	Work Not Completed As Specified	4
			704	Outages	24
			708	Crosstalk/Static, Etc.	1
			710	Tree Trimming	3
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Company	4
			802	Difficulty Contacting Utility Company	7
			902	Damages	2
			999	Non-Regulated/Miscellaneous Issues	3

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
Sub-Total					<u>115</u>
	KG&E	Kansas Gas & Electric Co.	100	High Bill	35
			101	Disputed Bill	38
			102	Corrected Bill	2
			104	Estimated Bill Dispute	11
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	9
			108	Arrearage Payment Plan	20
			109	Other Payment Plans	57
			110	Average/Level Payment Plan	6
			112	Bill Refunds/Credit	1
			113	No Bill Received	2
			114	Directed Payment	1
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	13
			200	Improper Rate Charged	2
			201	High Rates	8
			202	Customer Charge	12
			203	Cog/Pga Charge	8
			204	Disconnect/Reconnect Charge	2
			205	Construction/Extension Charge	1
			206	Rate Disparity	1
			207	Other Tariff Charges	11
			299	Miscellaneous Rates/Charges Issues	6
			300	No/Partial Payment	125
			301	Previous Or Transferred Debt	6
			302	Spouse/Roommate Debt	5

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			303	Previous Tenant Debt	1
			304	Debt On Separate Account	1
			305	Debt Other Than Usage	1
			306	Theft Of Service	3
			308	No Disconnect Notice Sent	1
			309	Medical Emergency Statement	2
			310	Disconnection By Company Error	3
			313	No Identification	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	8
			402	Refund Of Deposit	1
			499	Miscellaneous Deposit Issues	1
			500	Meter Reading Dispute	6
			501	Meter Malfunction	1
			504	Meter Location	2
			599	Miscellaneous Meter Issues	2
			699	Miscellaneous Telephone Service Issues	1
			700	Repair Delay	3
			701	Installation Delay	2
			703	Work Not Completed As Specified	5
			704	Outages	13
			706	Gas Leak	3
			707	Company Equipment Failure	1
			710	Tree Trimming	3
			799	Miscellaneous Quality Of Service Issues	3
			800	Poor Complaint/Inquiry Handling By Company	11
			802	Difficulty Contacting Utility Company	3
			902	Damages	6
			906	Telemarketing	3

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			907	Deceptive/Overzealous Marketing	1
			999	Non-Regulated/Miscellaneous Issues	4
			Sub-Total		<u>481</u>
	KPLE	Kansas Power And Light Company	100	High Bill	11
			101	Disputed Bill	12
			102	Corrected Bill	2
			104	Estimated Bill Dispute	10
			106	Billing Due Date/Payment Date	3
			107	Cold Weather Rule Pay Agreement	4
			108	Arrearage Payment Plan	16
			109	Other Payment Plans	38
			110	Average/Level Payment Plan	4
			113	No Bill Received	1
			115	Payment Posted In Error	2
			199	Miscellaneous Billing Issues	6
			201	High Rates	2
			202	Customer Charge	5
			203	Cog/Pga Charge	2
			204	Disconnect/Reconnect Charge	1
			205	Construction/Extension Charge	1
			207	Other Tariff Charges	3
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	71
			301	Previous Or Transferred Debt	5
			302	Spouse/Roommate Debt	5
			303	Previous Tenant Debt	2
			304	Debt On Separate Account	1

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			307	Cold Weather Rule	2
			308	No Disconnect Notice Sent	1
			309	Medical Emergency Statement	1
			310	Disconnection By Company Error	1
			312	No Facilities	1
			313	No Identification	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	4
			402	Refund Of Deposit	1
			499	Miscellaneous Deposit Issues	1
			500	Meter Reading Dispute	3
			501	Meter Malfunction	1
			503	Meter Test/Replacement	1
			599	Miscellaneous Meter Issues	3
			699	Miscellaneous Telephone Service Issues	3
			700	Repair Delay	4
			701	Installation Delay	3
			702	Inadequate Repair	1
			703	Work Not Completed As Specified	3
			704	Outages	40
			705	Voltage/ Low Pressure Variation	6
			708	Crosstalk/Static, Etc.	1
			710	Tree Trimming	7
			799	Miscellaneous Quality Of Service Issues	8
			800	Poor Complaint/Inquiry Handling By Company	5
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	2
			803	Appointment Not Kept By Service Personnel	1
			902	Damages	6

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-20

Year	Company ID	Company Name	Code	Code Description	Total
			906	Telemarketing	5
			907	Deceptive/Overzealous Marketing	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		<u>331</u>
	KWVE	Kaw Valley Elec. Coop. Assn. Co., Inc	100	High Bill	1
			107	Cold Weather Rule Pay Agreement	1
			704	Outages	1
			800	Poor Complaint/Inquiry Handling By Company	1
			802	Difficulty Contacting Utility Company	2
			Sub-Total		<u>6</u>
	MDWE	Midwest Energy, Inc.	300	No/Partial Payment	1
			499	Miscellaneous Deposit Issues	1
			Sub-Total		<u>2</u>
	NOJE	No Jurisdiction - Electric	201	High Rates	87
			206	Rate Disparity	1
			299	Miscellaneous Rates/Charges Issues	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>91</u>

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
	NOCE	No Jurisdiction, Deregulated Coop	307	Cold Weather Rule	1
	PRWE	P.R.&W. Electric Cooperative Assn., li	108	Arrearage Payment Plan	2
			300	No/Partial Payment	1
		Sub-Total			3
	SWPE	Southwestern Public Service Compan	699	Miscellaneous Telephone Service Issues	1
	WSRE	Western Resources, Inc.	108	Arrearage Payment Plan	1
			300	No/Partial Payment	2
		Sub-Total			3
	WPEE	Westplains Energy	100	High Bill	2
			101	Disputed Bill	5
			102	Corrected Bill	1
			108	Arrearage Payment Plan	8
			109	Other Payment Plans	3
			115	Payment Posted In Error	2
			199	Miscellaneous Billing Issues	1
			205	Construction/Extension Charge	1
			300	No/Partial Payment	4
			303	Previous Tenant Debt	2
			308	No Disconnect Notice Sent	1
			402	Refund Of Deposit	1
			500	Meter Reading Dispute	1

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-22

Year	Company ID	Company Name	Code	Code Description	Total
			501	Meter Malfunction	1
			700	Repair Delay	2
			704	Outages	1
			706	Gas Leak	1
			800	Poor Complaint/Inquiry Handling By Compan	3
			802	Difficulty Contacting Utility Company	1
			902	Damages	1
			999	Non-Regulated/Miscellaneous Issues	1
		Sub-Total			<u>43</u>
	WHLE	Wheatland Electric Cooperative, Inc.	108	Arrearage Payment Plan	1
			300	No/Partial Payment	1
		Sub-Total			<u>2</u>
Total for Year					<u>1094</u>

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1997

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Electric Companies 1995-1999

Complaint System

3-24

Year	Company ID	Company Name	Code	Code Description	Total
1997	EPDE	Empire District Electric Company	100	High Bill	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	4
			109	Other Payment Plans	1
			111	Debt Transfer	1
			300	No/Partial Payment	1
			800	Poor Complaint/Inquiry Handling By Company	1
			Sub-Total		
	KCPE	Kansas City Power & Light Company	100	High Bill	6
			101	Disputed Bill	7
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	4
			109	Other Payment Plans	14
			110	Average/Level Payment Plan	2
			199	Miscellaneous Billing Issues	3
			201	High Rates	2
			205	Construction/Extension Charge	2
			299	Miscellaneous Rates/Charges Issues	3
			300	No/Partial Payment	21
			301	Previous Or Transferred Debt	3
			302	Spouse/Roommate Debt	1
			303	Previous Tenant Debt	2
			305	Debt Other Than Usage	1
			308	No Disconnect Notice Sent	4
			309	Medical Emergency Statement	1
			310	Disconnection By Company Error	1
400	Amount Of Deposit	4			

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-25

Year	Company ID	Company Name	Code	Code Description	Total
			401	Installment Payment Of Deposit	1
			500	Meter Reading Dispute	2
			501	Meter Malfunction	1
			699	Miscellaneous Telephone Service Issues	2
			700	Repair Delay	1
			703	Work Not Completed As Specified	3
			704	Outages	4
			705	Voltage/ Low Pressure Variation	1
			710	Tree Trimming	4
			799	Miscellaneous Quality Of Service Issues	4
			800	Poor Complaint/Inquiry Handling By Compan	4
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	3
			804	Company Unresponsive To Kcc Complaint	1
			902	Damages	2
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		119
	KG&E	Kansas Gas & Electric Co.	100	High Bill	23
			101	Disputed Bill	36
			102	Corrected Bill	3
			104	Estimated Bill Dispute	12
			106	Billing Due Date/Payment Date	2
			107	Cold Weather Rule Pay Agreement	4
			108	Arrearage Payment Plan	33
			109	Other Payment Plans	77
			110	Average/Level Payment Plan	3
			111	Debt Transfer	2

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Electric Companies 1995-1999

Complaint System

3-26

Year	Company ID	Company Name	Code	Code Description	Total
			113	No Bill Received	5
			114	Directed Payment	1
			115	Payment Posted In Error	5
			199	Miscellaneous Billing Issues	14
			200	Improper Rate Charged	2
			201	High Rates	3
			202	Customer Charge	2
			203	Cog/Pga Charge	15
			204	Disconnect/Reconnect Charge	4
			205	Construction/Extension Charge	4
			206	Rate Disparity	1
			207	Other Tariff Charges	1
			299	Miscellaneous Rates/Charges Issues	3
			300	No/Partial Payment	93
			301	Previous Or Transferred Debt	2
			302	Spouse/Roommate Debt	3
			303	Previous Tenant Debt	2
			304	Debt On Separate Account	2
			307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	5
			309	Medical Emergency Statement	2
			310	Disconnection By Company Error	3
			399	Misc Disconnection/Refusal Of Service Issue	3
			400	Amount Of Deposit	7
			402	Refund Of Deposit	2
			499	Miscellaneous Deposit Issues	3
			500	Meter Reading Dispute	6
			501	Meter Malfunction	4
			503	Meter Test/Replacement	1

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Electric Companies 1995-1999

Complaint System

3-27

Year	Company ID	Company Name	Code	Code Description	Total
			599	Miscellaneous Meter Issues	1
			699	Miscellaneous Telephone Service Issues	4
			700	Repair Delay	2
			702	Inadequate Repair	1
			703	Work Not Completed As Specified	2
			704	Outages	17
			710	Tree Trimming	7
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Compan	12
			801	Discourteous Company Representative	3
			802	Difficulty Contacting Utility Company	1
			803	Appointment Not Kept By Service Personnel	1
			804	Company Unresponsive To Kcc Complaint	1
			902	Damages	6
			906	Telemarketing	1
			999	Non-Regulated/Miscellaneous Issues	3
			Sub-Total		458
	KNNE	Kansas Nebraska Natural Gas	300	No/Partial Payment	1
			307	Cold Weather Rule	1
			800	Poor Complaint/Inquiry Handling By Compan	1
			Sub-Total		3
	KPLE	Kansas Power And Light Company	100	High Bill	18
			101	Disputed Bill	19
			102	Corrected Bill	3
			104	Estimated Bill Dispute	5

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Electric Companies 1995-1999

Complaint System

3-28

Year	Company ID	Company Name	Code	Code Description	Total
			106	Billing Due Date/Payment Date	5
			108	Arrearage Payment Plan	8
			109	Other Payment Plans	43
			110	Average/Level Payment Plan	2
			111	Debt Transfer	2
			113	No Bill Received	2
			114	Directed Payment	1
			199	Miscellaneous Billing Issues	8
			200	Improper Rate Charged	1
			201	High Rates	7
			202	Customer Charge	2
			203	Cog/Pga Charge	1
			205	Construction/Extension Charge	3
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	53
			301	Previous Or Transferred Debt	5
			302	Spouse/Roommate Debt	5
			307	Cold Weather Rule	1
			309	Medical Emergency Statement	1
			310	Disconnection By Company Error	2
			311	Disconnection For Safety Reasons	2
			313	No Identification	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	8
			402	Refund Of Deposit	2
			499	Miscellaneous Deposit Issues	1
			500	Meter Reading Dispute	3
			503	Meter Test/Replacement	1
			599	Miscellaneous Meter Issues	1

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Electric Companies 1995-1999

Complaint System

3-29

Year	Company ID	Company Name	Code	Code Description	Total
			699	Miscellaneous Telephone Service Issues	1
			700	Repair Delay	2
			703	Work Not Completed As Specified	5
			704	Outages	16
			705	Voltage/ Low Pressure Variation	2
			709	Additional Lines/Equipment	1
			710	Tree Trimming	3
			799	Miscellaneous Quality Of Service Issues	4
			800	Poor Complaint/Inquiry Handling By Company	7
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	2
			803	Appointment Not Kept By Service Personnel	1
			804	Company Unresponsive To Kcc Complaint	1
			902	Damages	3
			906	Telemarketing	1
			912	Kcc Jurisdiction/Rules And Regulations	2
			999	Non-Regulated/Miscellaneous Issues	7
			Sub-Total		<u>278</u>
	KWVE	Kaw Valley Elec. Coop. Assn. Co., Inc	100	High Bill	3
			108	Arrearage Payment Plan	1
			200	Improper Rate Charged	1
			299	Miscellaneous Rates/Charges Issues	1
			400	Amount Of Deposit	4
			503	Meter Test/Replacement	1
			705	Voltage/ Low Pressure Variation	1

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			Sub-Total		<u>12</u>
	MDWE	Midwest Energy, Inc.	402	Refund Of Deposit	1
			704	Outages	1
			902	Damages	1
			Sub-Total		<u>3</u>
	NOJE	No Jurisdiction - Electric	100	High Bill	2
			101	Disputed Bill	2
			104	Estimated Bill Dispute	1
			200	Improper Rate Charged	1
			201	High Rates	1
			902	Damages	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	9
			Sub-Total		<u>18</u>
	NOCE	No Jurisdiction, Deregulated Coop	911	Customer Choice	1
	VICE	Victory Electric Cooperative Assn., Inc	399	Misc Disconnection/Refusal Of Service Issue	1
	WSRE	Western Resources, Inc.	100	High Bill	1
			101	Disputed Bill	1
			205	Construction/Extension Charge	1

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			800	Poor Complaint/Inquiry Handling By Compan	1
			802	Difficulty Contacting Utility Company	1
			Sub-Total		<u>5</u>
	WPEE	Westplains Energy	100	High Bill	4
			101	Disputed Bill	2
			108	Arrearage Payment Plan	1
			113	No Bill Received	1
			200	Improper Rate Charged	1
			203	Cog/Pga Charge	1
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	2
			302	Spouse/Roommate Debt	2
			306	Theft Of Service	1
			307	Cold Weather Rule	1
			310	Disconnection By Company Error	1
			704	Outages	14
			710	Tree Trimming	1
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Compan	4
			804	Company Unresponsive To Kcc Complaint	1
			902	Damages	1
			911	Customer Choice	1
			Sub-Total		<u>41</u>
	WHLE	Wheatland Electric Cooperative, Inc.	101	Disputed Bill	1
			300	No/Partial Payment	2

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			307	Cold Weather Rule	1
			Sub-Total		<u>4</u>
Total for Year					<u>953</u>

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1998

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
1998	EPDE	Empire District Electric Company	105	Responsibility For Bill	1
			108	Arrearage Payment Plan	1
			401	Installment Payment Of Deposit	1
			Sub-Total		
	GENE	General Electric	201	High Rates	1
			206	Rate Disparity	1
			301	Previous Or Transferred Debt	1
			Sub-Total		
	KCPE	Kansas City Power & Light Company	100	High Bill	1
			101	Disputed Bill	1
			105	Responsibility For Bill	2
			107	Cold Weather Rule Pay Agreement	2
			109	Other Payment Plans	2
			110	Average/Level Payment Plan	2
			111	Debt Transfer	1
			112	Bill Refunds/Credit	1
			113	No Bill Received	1
			199	Miscellaneous Billing Issues	2
			200	Improper Rate Charged	2
			201	High Rates	1
			202	Customer Charge	3
			205	Construction/Extension Charge	1
			207	Other Tariff Charges	2
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	25

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			303	Previous Tenant Debt	2
			307	Cold Weather Rule	2
			313	No Identification	1
			499	Miscellaneous Deposit Issues	2
			500	Meter Reading Dispute	1
			503	Meter Test/Replacement	1
			699	Miscellaneous Telephone Service Issues	1
			701	Installation Delay	1
			703	Work Not Completed As Specified	1
			704	Outages	3
			709	Additional Lines/Equipment	2
			710	Tree Trimming	2
			800	Poor Complaint/Inquiry Handling By Company	3
			801	Discourteous Company Representative	2
			802	Difficulty Contacting Utility Company	1
			804	Company Unresponsive To Kcc Complaint	3
			902	Damages	1
			Sub-Total		79
	KG&E	Kansas Gas & Electric Co.	100	High Bill	1
			203	Cog/Pga Charge	4
			206	Rate Disparity	1
			705	Voltage/ Low Pressure Variation	1
			Sub-Total		7
	KPLE	Kansas Power And Light Company	100	High Bill	1
			101	Disputed Bill	1

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			104	Estimated Bill Dispute	1
			300	No/Partial Payment	1
			311	Disconnection For Safety Reasons	1
			699	Miscellaneous Telephone Service Issues	1
			701	Installation Delay	1
			Sub-Total		7
	KWVE	Kaw Valley Elec. Coop. Assn. Co., Inc	104	Estimated Bill Dispute	1
			202	Customer Charge	1
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	1
			704	Outages	1
			Sub-Total		6
	MDWE	Midwest Energy, Inc.	203	Cog/Pga Charge	1
			704	Outages	2
			799	Miscellaneous Quality Of Service Issues	1
			Sub-Total		4
	NOJE	No Jurisdiction - Electric	101	Disputed Bill	1
			201	High Rates	1
			399	Misc Disconnection/Refusal Of Service Issue	2
			701	Installation Delay	1
			705	Voltage/ Low Pressure Variation	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	9

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
Sub-Total					16
	NOCE	No Jurisdiction, Deregulated Coop	199	Miscellaneous Billing Issues	1
	PNRE	Pioneer Electric Coop. Assn., Inc.	304	Debt On Separate Account	1
	UCUE	Utilicorp United, Inc.	104	Estimated Bill Dispute	1
	VICE	Victory Electric Cooperative Assn., Inc	300	No/Partial Payment	1
	WSTE	Western Cooperative Electric Assn., Ir	799	Miscellaneous Quality Of Service Issues	1
	WSRE	Western Resources, Inc.	100	High Bill	23
			101	Disputed Bill	28
			102	Corrected Bill	9
			104	Estimated Bill Dispute	13
			105	Responsibility For Bill	8
			106	Billing Due Date/Payment Date	7
			107	Cold Weather Rule Pay Agreement	6
			108	Arrearage Payment Plan	13
			109	Other Payment Plans	29
			110	Average/Level Payment Plan	7
			111	Debt Transfer	2

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			112	Bill Refunds/Credit	2
			113	No Bill Received	5
			199	Miscellaneous Billing Issues	14
			200	Improper Rate Charged	2
			201	High Rates	7
			202	Customer Charge	3
			204	Disconnect/Reconnect Charge	1
			205	Construction/Extension Charge	2
			206	Rate Disparity	35
			207	Other Tariff Charges	7
			299	Miscellaneous Rates/Charges Issues	11
			300	No/Partial Payment	314
			301	Previous Or Transferred Debt	7
			302	Spouse/Roommate Debt	12
			303	Previous Tenant Debt	3
			304	Debt On Separate Account	1
			306	Theft Of Service	4
			307	Cold Weather Rule	12
			308	No Disconnect Notice Sent	2
			309	Medical Emergency Statement	2
			310	Disconnection By Company Error	1
			311	Disconnection For Safety Reasons	3
			313	No Identification	2
			399	Misc Disconnection/Refusal Of Service Issue	14
			400	Amount Of Deposit	10
			402	Refund Of Deposit	5
			499	Miscellaneous Deposit Issues	14
			500	Meter Reading Dispute	2
			501	Meter Malfunction	6

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			502	Meter Tampering/Bypass	4
			503	Meter Test/Replacement	1
			599	Miscellaneous Meter Issues	3
			700	Repair Delay	2
			701	Installation Delay	4
			703	Work Not Completed As Specified	1
			704	Outages	41
			705	Voltage/ Low Pressure Variation	1
			707	Company Equipment Failure	1
			709	Additional Lines/Equipment	2
			710	Tree Trimming	25
			799	Miscellaneous Quality Of Service Issues	10
			800	Poor Complaint/Inquiry Handling By Company	10
			801	Discourteous Company Representative	8
			802	Difficulty Contacting Utility Company	3
			803	Appointment Not Kept By Service Personnel	2
			902	Damages	9
			912	Kcc Jurisdiction/Rules And Regulations	2
			999	Non-Regulated/Miscellaneous Issues	17
			Sub-Total		<u>794</u>
	WPEE	Westplains Energy	100	High Bill	1
			101	Disputed Bill	2
			103	Bill Error	1
			104	Estimated Bill Dispute	1
			105	Responsibility For Bill	1
			108	Arrearage Payment Plan	1
			109	Other Payment Plans	2

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			111	Debt Transfer	1
			199	Miscellaneous Billing Issues	1
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	11
			301	Previous Or Transferred Debt	1
			302	Spouse/Roommate Debt	1
			307	Cold Weather Rule	2
			308	No Disconnect Notice Sent	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			500	Meter Reading Dispute	1
			502	Meter Tampering/Bypass	1
			700	Repair Delay	1
			703	Work Not Completed As Specified	1
			704	Outages	1
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Company	1
			802	Difficulty Contacting Utility Company	1
			804	Company Unresponsive To Kcc Complaint	2
			Sub-Total		<u>39</u>
	WHLE	Wheatland Electric Cooperative, Inc.	307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	1
			Sub-Total		<u>2</u>
Total for Year					<u>965</u>

1999

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
1999	CYCE	City Of Clay Center	912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		3
	WNFE	City Of Winfield	912	Kcc Jurisdiction/Rules And Regulations	1
	EPDE	Empire District Electric Company	109	Other Payment Plans	1
			199	Miscellaneous Billing Issues	1
			300	No/Partial Payment	1
			307	Cold Weather Rule	1
			399	Misc Disconnection/Refusal Of Service Issue	3
			704	Outages	1
	Sub-Total				8
	GENE	General Electric	912	Kcc Jurisdiction/Rules And Regulations	1
	KCPE	Kansas City Power & Light Company	100	High Bill	1
			101	Disputed Bill	4
			102	Corrected Bill	1
			104	Estimated Bill Dispute	1
			105	Responsibility For Bill	3
			106	Billing Due Date/Payment Date	3
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	4
			109	Other Payment Plans	2

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			110	Average/Level Payment Plan	1
			113	No Bill Received	9
			199	Miscellaneous Billing Issues	6
			200	Improper Rate Charged	2
			201	High Rates	5
			202	Customer Charge	10
			299	Miscellaneous Rates/Charges Issues	5
			300	No/Partial Payment	6
			301	Previous Or Transferred Debt	1
			302	Spouse/Roommate Debt	2
			311	Disconnection For Safety Reasons	1
			313	No Identification	1
			399	Misc Disconnection/Refusal Of Service Issue	3
			400	Amount Of Deposit	1
			402	Refund Of Deposit	1
			500	Meter Reading Dispute	1
			501	Meter Malfunction	1
			599	Miscellaneous Meter Issues	1
			701	Installation Delay	2
			703	Work Not Completed As Specified	1
			704	Outages	8
			710	Tree Trimming	3
			799	Miscellaneous Quality Of Service Issues	4
			800	Poor Complaint/Inquiry Handling By Company	3
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	6
			804	Company Unresponsive To Kcc Complaint	2
			902	Damages	2
			906	Telemarketing	1

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Electric Companies 1995-1999

Complaint System

3-44

Year	Company ID	Company Name	Code	Code Description	Total
			912	Kcc Jurisdiction/Rules And Regulations	3
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>115</u>
	KG&E	Kansas Gas & Electric Co.	106	Billing Due Date/Payment Date	1
			113	No Bill Received	1
			199	Miscellaneous Billing Issues	1
			201	High Rates	1
			204	Disconnect/Reconnect Charge	1
			206	Rate Disparity	1
			300	No/Partial Payment	2
			399	Misc Disconnection/Refusal Of Service Issue	3
			499	Miscellaneous Deposit Issues	2
			502	Meter Tampering/Bypass	1
			800	Poor Complaint/Inquiry Handling By Compan	1
			801	Discourteous Company Representative	1
			Sub-Total		<u>16</u>
	KNNE	Kansas Nebraska Natural Gas	199	Miscellaneous Billing Issues	5
	KPLE	Kansas Power And Light Company	109	Other Payment Plans	1
			110	Average/Level Payment Plan	1
			204	Disconnect/Reconnect Charge	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	2
			499	Miscellaneous Deposit Issues	1

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-45

Year	Company ID	Company Name	Code	Code Description	Total
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Compan	1
			802	Difficulty Contacting Utility Company	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			Sub-Total		12
	KWVE	Kaw Valley Elec. Coop. Assn. Co., Inc	704	Outages	1
	MDWE	Midwest Energy, Inc.	104	Estimated Bill Dispute	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		2
	NOJE	No Jurisdiction - Electric	199	Miscellaneous Billing Issues	1
			299	Miscellaneous Rates/Charges Issues	2
			999	Non-Regulated/Miscellaneous Issues	5
			Sub-Total		8
	NOCE	No Jurisdiction, Deregulated Coop	999	Non-Regulated/Miscellaneous Issues	1
	PNRE	Pioneer Electric Coop. Assn., Inc.	299	Miscellaneous Rates/Charges Issues	1
	SWPE	Southwestern Public Service Compan	499	Miscellaneous Deposit Issues	1
			709	Additional Lines/Equipment	2

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			999	Non-Regulated/Miscellaneous Issues	4
		Sub-Total			7
	SEPE	Sunflower Electric Power Corporation	299	Miscellaneous Rates/Charges Issues	1
	UCUE	Utilicorp United, Inc.	100	High Bill	1
			101	Disputed Bill	1
			201	High Rates	1
			310	Disconnection By Company Error	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			500	Meter Reading Dispute	1
		Sub-Total			6
	VICE	Victory Electric Cooperative Assn., Inc	106	Billing Due Date/Payment Date	1
	WSRE	Western Resources, Inc.	100	High Bill	33
			101	Disputed Bill	62
			102	Corrected Bill	7
			103	Bill Error	2
			104	Estimated Bill Dispute	9
			105	Responsibility For Bill	28
			106	Billing Due Date/Payment Date	9
			107	Cold Weather Rule Pay Agreement	7
			108	Arrearage Payment Plan	87
			109	Other Payment Plans	26

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

Complaint System

3-47

Year	Company ID	Company Name	Code	Code Description	Total
			110	Average/Level Payment Plan	7
			111	Debt Transfer	9
			112	Bill Refunds/Credit	1
			113	No Bill Received	10
			115	Payment Posted In Error	5
			199	Miscellaneous Billing Issues	31
			200	Improper Rate Charged	4
			201	High Rates	13
			202	Customer Charge	2
			203	Cog/Pga Charge	1
			204	Disconnect/Reconnect Charge	10
			206	Rate Disparity	24
			207	Other Tariff Charges	4
			299	Miscellaneous Rates/Charges Issues	7
			300	No/Partial Payment	294
			301	Previous Or Transferred Debt	6
			302	Spouse/Roommate Debt	9
			303	Previous Tenant Debt	3
			304	Debt On Separate Account	2
			305	Debt Other Than Usage	2
			306	Theft Of Service	6
			307	Cold Weather Rule	4
			308	No Disconnect Notice Sent	5
			309	Medical Emergency Statement	11
			310	Disconnection By Company Error	6
			311	Disconnection For Safety Reasons	1
			313	No Identification	2
			399	Misc Disconnection/Refusal Of Service Issue	49
			400	Amount Of Deposit	11

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Electric Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			401	Installment Payment Of Deposit	2
			402	Refund Of Deposit	7
			499	Miscellaneous Deposit Issues	42
			500	Meter Reading Dispute	5
			501	Meter Malfunction	6
			502	Meter Tampering/Bypass	4
			503	Meter Test/Replacement	1
			504	Meter Location	2
			599	Miscellaneous Meter Issues	7
			699	Miscellaneous Telephone Service Issues	1
			700	Repair Delay	7
			701	Installation Delay	7
			702	Inadequate Repair	1
			703	Work Not Completed As Specified	6
			704	Outages	41
			705	Voltage/ Low Pressure Variation	1
			707	Company Equipment Failure	1
			709	Additional Lines/Equipment	1
			710	Tree Trimming	26
			799	Miscellaneous Quality Of Service Issues	36
			800	Poor Complaint/Inquiry Handling By Company	15
			801	Discourteous Company Representative	21
			802	Difficulty Contacting Utility Company	22
			803	Appointment Not Kept By Service Personnel	3
			902	Damages	15
			907	Deceptive/Overzealous Marketing	1
			912	Kcc Jurisdiction/Rules And Regulations	10
			999	Non-Regulated/Miscellaneous Issues	15

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Electric Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			Sub-Total		1115
	WPEE	Westplains Energy	100	High Bill	1
			103	Bill Error	1
			104	Estimated Bill Dispute	1
			105	Responsibility For Bill	1
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	1
			109	Other Payment Plans	1
			113	No Bill Received	1
			199	Miscellaneous Billing Issues	4
			200	Improper Rate Charged	1
			201	High Rates	1
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	5
			307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	1
			310	Disconnection By Company Error	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			500	Meter Reading Dispute	1
			599	Miscellaneous Meter Issues	1
			700	Repair Delay	1
			704	Outages	2
			800	Poor Complaint/Inquiry Handling By Company	2
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	1

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Kansas Corporation Commission
Public Affairs Division

Electric Companies 1995-1999

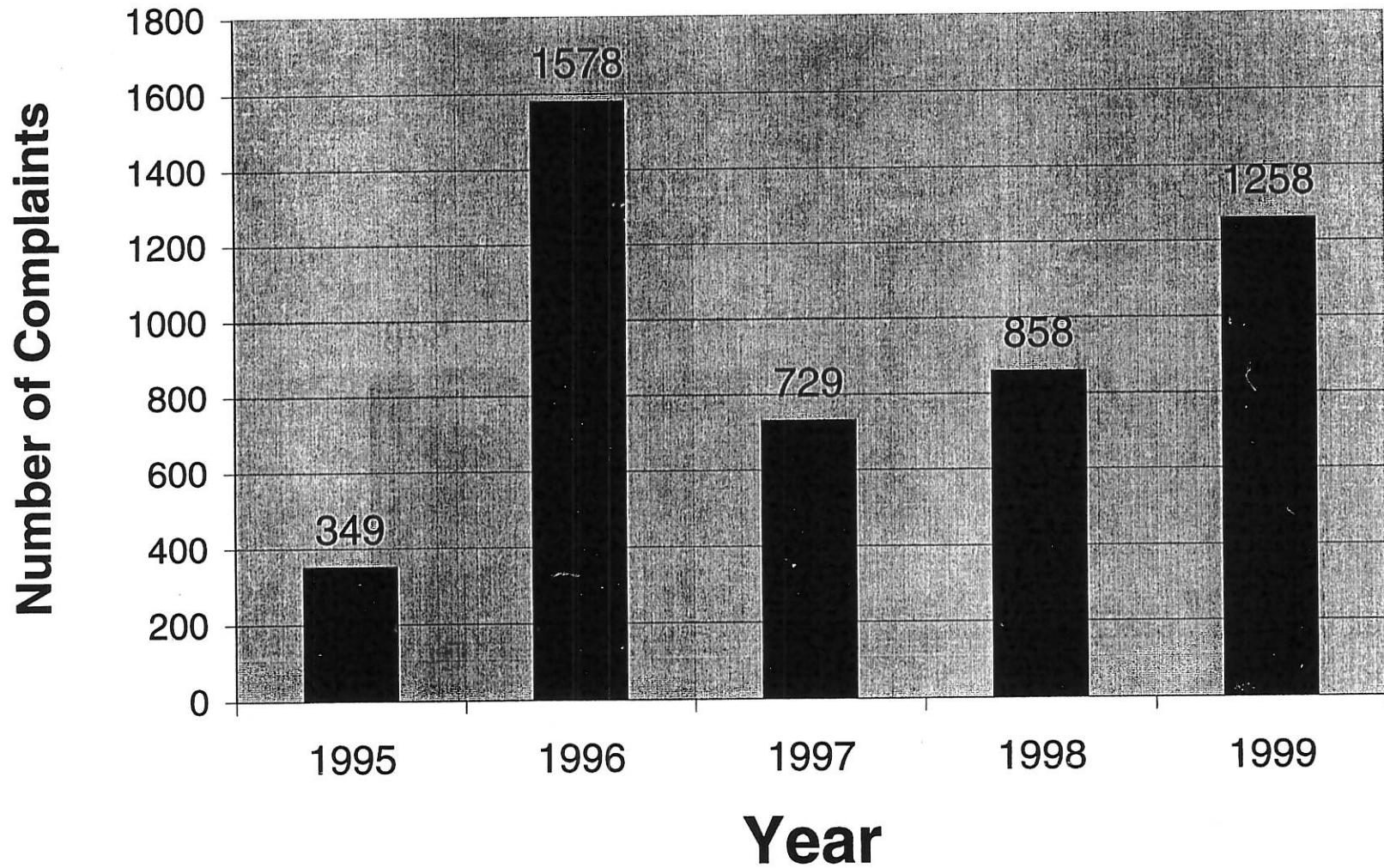
Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
Sub-Total					35
	WHLE	Wheatland Electric Cooperative, Inc.	207	Other Tariff Charges	1
Total for Year					1340

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KCC Gas Complaint Statistics



A-
Senate Utilities
4795-00
Attach. 4

Senate Utilities
1-25-00
Attach. 4

1995

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
1995	GENG	General Gas	711	Kansas One-Call (Dig-Safe)	1
	GRLG	Greeley Gas Company	108	Arrearage Payment Plan	1
			300	No/Partial Payment	2
			304	Debt On Separate Account	1
			706	Gas Leak	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>6</u>
	KNEG	K N Energy, Inc.	108	Arrearage Payment Plan	2
			199	Miscellaneous Billing Issues	1
			201	High Rates	28
			205	Construction/Extension Charge	1
			299	Miscellaneous Rates/Charges Issues	1
			312	No Facilities	1
			400	Amount Of Deposit	1
			705	Voltage/ Low Pressure Variation	1
			802	Difficulty Contacting Utility Company	1
			Sub-Total		<u>37</u>
	KPSG	Kansas Public Service Company	101	Disputed Bill	3
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	5
			109	Other Payment Plans	1
			111	Debt Transfer	1
			115	Payment Posted In Error	1

Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			300	No/Partial Payment	5
			301	Previous Or Transferred Debt	1
			307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	1
			399	Misc Disconnection/Refusal Of Service Issue	4
			401	Installment Payment Of Deposit	2
			501	Meter Malfunction	1
			599	Miscellaneous Meter Issues	1
			703	Work Not Completed As Specified	1
			800	Poor Complaint/Inquiry Handling By Company	1
			801	Discourteous Company Representative	1
			Sub-Total		<u>31</u>
	KPLG	Kpl Gas Service	100	High Bill	17
			101	Disputed Bill	17
			102	Corrected Bill	3
			104	Estimated Bill Dispute	3
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	10
			109	Other Payment Plans	11
			110	Average/Level Payment Plan	2
			199	Miscellaneous Billing Issues	4
			201	High Rates	1
			202	Customer Charge	2
			203	Cog/Pga Charge	4
			205	Construction/Extension Charge	6
			207	Other Tariff Charges	2
			299	Miscellaneous Rates/Charges Issues	3

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			300	No/Partial Payment	25
			303	Previous Tenant Debt	1
			307	Cold Weather Rule	2
			308	No Disconnect Notice Sent	2
			310	Disconnection By Company Error	1
			311	Disconnection For Safety Reasons	3
			312	No Facilities	1
			399	Misc Disconnection/Refusal Of Service Issue	5
			400	Amount Of Deposit	1
			402	Refund Of Deposit	1
			500	Meter Reading Dispute	3
			501	Meter Malfunction	1
			503	Meter Test/Replacement	2
			599	Miscellaneous Meter Issues	1
			699	Miscellaneous Telephone Service Issues	2
			700	Repair Delay	3
			702	Inadequate Repair	1
			706	Gas Leak	6
			709	Additional Lines/Equipment	1
			711	Kansas One-Call (Dig-Safe)	1
			799	Miscellaneous Quality Of Service Issues	7
			800	Poor Complaint/Inquiry Handling By Company	9
			902	Damages	4
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>172</u>

NOJG No Jurisdiction -Gas

711 Kansas One-Call (Dig-Safe) 1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			901	Ferc Issues	1
		Sub-Total			2
	PNTG	Peoples Natural Gas Co., Div Of Utilic	100	High Bill	4
			101	Disputed Bill	1
			104	Estimated Bill Dispute	1
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	3
			115	Payment Posted In Error	1
			202	Customer Charge	1
			204	Disconnect/Reconnect Charge	2
			207	Other Tariff Charges	1
			300	No/Partial Payment	1
			302	Spouse/Roommate Debt	1
			304	Debt On Separate Account	1
			305	Debt Other Than Usage	1
			307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	3
			311	Disconnection For Safety Reasons	2
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	1
			401	Installment Payment Of Deposit	1
			402	Refund Of Deposit	1
			699	Miscellaneous Telephone Service Issues	1
			701	Installation Delay	1
			703	Work Not Completed As Specified	1
			706	Gas Leak	3

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			707	Company Equipment Failure	1
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Compan	2
			802	Difficulty Contacting Utility Company	1
			901	Ferc Issues	2
			902	Damages	2
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		48
	UNCG	United Cities Gas Company	100	High Bill	1
			101	Disputed Bill	1
			104	Estimated Bill Dispute	1
			106	Billing Due Date/Payment Date	1
			108	Arrearage Payment Plan	5
			109	Other Payment Plans	2
			111	Debt Transfer	2
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	2
			203	Cog/Pga Charge	4
			205	Construction/Extension Charge	1
			299	Miscellaneous Rates/Charges Issues	3
			300	No/Partial Payment	6
			301	Previous Or Transferred Debt	1
			302	Spouse/Roommate Debt	1
			308	No Disconnect Notice Sent	1
			312	No Facilities	1
			400	Amount Of Deposit	1
			402	Refund Of Deposit	1

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			503	Meter Test/Replacement	4
			504	Meter Location	1
			599	Miscellaneous Meter Issues	1
			702	Inadequate Repair	1
			703	Work Not Completed As Specified	4
			706	Gas Leak	3
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>51</u>
	WMNG	Williams Natural Gas Company	901	Ferc Issues	1
Total for Year					<u>349</u>

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1996

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
1996	GENG	General Gas	199	Miscellaneous Billing Issues	1
	GRLG	Greeley Gas Company	100	High Bill	2
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	3
			201	High Rates	1
			202	Customer Charge	1
			203	Cog/Pga Charge	3
			205	Construction/Extension Charge	1
			300	No/Partial Payment	2
			307	Cold Weather Rule	1
			400	Amount Of Deposit	1
			504	Meter Location	1
			902	Damages	1
			Sub-Total		19
	KNEG	K N Energy, Inc.	100	High Bill	2
			101	Disputed Bill	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	1
			201	High Rates	2
			203	Cog/Pga Charge	1
			300	No/Partial Payment	1
			307	Cold Weather Rule	1
			400	Amount Of Deposit	1
			999	Non-Regulated/Miscellaneous Issues	1

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
Sub-Total					<u>12</u>
	KPSG	Kansas Public Service Company	100	High Bill	1
			104	Estimated Bill Dispute	1
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	5
			109	Other Payment Plans	3
			111	Debt Transfer	1
			199	Miscellaneous Billing Issues	2
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	5
			301	Previous Or Transferred Debt	1
			302	Spouse/Roommate Debt	2
			307	Cold Weather Rule	1
			310	Disconnection By Company Error	1
			400	Amount Of Deposit	1
			800	Poor Complaint/Inquiry Handling By Company	5
			801	Discourteous Company Representative	1
			999	Non-Regulated/Miscellaneous Issues	1
Sub-Total					<u>35</u>
	KPLG	Kpl Gas Service	100	High Bill	14
			101	Disputed Bill	28
			104	Estimated Bill Dispute	4
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	3
			108	Arrearage Payment Plan	7

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			109	Other Payment Plans	10
			110	Average/Level Payment Plan	4
			199	Miscellaneous Billing Issues	5
			200	Improper Rate Charged	4
			201	High Rates	16
			202	Customer Charge	1188
			203	Cog/Pga Charge	28
			204	Disconnect/Reconnect Charge	2
			205	Construction/Extension Charge	4
			207	Other Tariff Charges	9
			299	Miscellaneous Rates/Charges Issues	5
			300	No/Partial Payment	30
			308	No Disconnect Notice Sent	1
			310	Disconnection By Company Error	1
			311	Disconnection For Safety Reasons	2
			312	No Facilities	1
			399	Misc Disconnection/Refusal Of Service Issue	4
			400	Amount Of Deposit	1
			402	Refund Of Deposit	1
			499	Miscellaneous Deposit Issues	1
			500	Meter Reading Dispute	3
			501	Meter Malfunction	3
			504	Meter Location	2
			599	Miscellaneous Meter Issues	1
			700	Repair Delay	1
			701	Installation Delay	1
			703	Work Not Completed As Specified	1
			704	Outages	1
			706	Gas Leak	2

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			799	Miscellaneous Quality Of Service Issues	5
			800	Poor Complaint/Inquiry Handling By Compan	5
			902	Damages	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	5
			Sub-Total		<u>1406</u>
	NOJG	No Jurisdiction -Gas	912	Kcc Jurisdiction/Rules And Regulations	1
	KGSG	Oneok, Inc., Dba Kansas Gas Service	300	No/Partial Payment	1
	PNTG	Peoples Natural Gas Co., Div Of Utilic	100	High Bill	4
			101	Disputed Bill	2
			102	Corrected Bill	1
			111	Debt Transfer	1
			113	No Bill Received	1
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	4
			202	Customer Charge	1
			203	Cog/Pga Charge	1
			205	Construction/Extension Charge	2
			300	No/Partial Payment	1
			303	Previous Tenant Debt	1
			305	Debt Other Than Usage	1
			307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			311	Disconnection For Safety Reasons	1
			399	Misc Disconnection/Refusal Of Service Issue	2
			705	Voltage/ Low Pressure Variation	1
			706	Gas Leak	4
			799	Miscellaneous Quality Of Service Issues	1
			802	Difficulty Contacting Utility Company	1
			901	Ferc Issues	2
		Sub-Total			<u>35</u>
	TWCG	Twin County Gas Company, Inc.	302	Spouse/Roommate Debt	1
			703	Work Not Completed As Specified	1
			706	Gas Leak	1
		Sub-Total			<u>3</u>
	UNCG	United Cities Gas Company	100	High Bill	5
			101	Disputed Bill	6
			106	Billing Due Date/Payment Date	3
			107	Cold Weather Rule Pay Agreement	5
			108	Arrearage Payment Plan	4
			109	Other Payment Plans	4
			110	Average/Level Payment Plan	4
			199	Miscellaneous Billing Issues	4
			203	Cog/Pga Charge	4
			205	Construction/Extension Charge	1
			300	No/Partial Payment	4
			302	Spouse/Roommate Debt	2
			307	Cold Weather Rule	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			309	Medical Emergency Statement	1
			312	No Facilities	1
			400	Amount Of Deposit	1
			501	Meter Malfunction	1
			504	Meter Location	1
			700	Repair Delay	1
			701	Installation Delay	1
			702	Inadequate Repair	1
			703	Work Not Completed As Specified	1
			706	Gas Leak	1
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Company	2
			801	Discourteous Company Representative	2
			902	Damages	1
			999	Non-Regulated/Miscellaneous Issues	1
		Sub-Total			<u>65</u>
Total for Year					<u>1578</u>

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1997

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Gas Companies 1995-1999

Complaint System

4-17

Year	Company ID	Company Name	Code	Code Description	Total
1997	GENG	General Gas	203	Cog/Pga Charge	7
	GRLG	Greeley Gas Company	102	Corrected Bill	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	4
			109	Other Payment Plans	1
			110	Average/Level Payment Plan	1
			111	Debt Transfer	1
			199	Miscellaneous Billing Issues	1
			203	Cog/Pga Charge	13
			205	Construction/Extension Charge	1
			300	No/Partial Payment	2
			308	No Disconnect Notice Sent	1
			400	Amount Of Deposit	1
			703	Work Not Completed As Specified	1
			799	Miscellaneous Quality Of Service Issues	1
			Sub-Total		30
	KNEG	K N Energy, Inc.	101	Disputed Bill	1
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	4
			199	Miscellaneous Billing Issues	1
			202	Customer Charge	1
			203	Cog/Pga Charge	2
			205	Construction/Extension Charge	1
			299	Miscellaneous Rates/Charges Issues	1

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			300	No/Partial Payment	2
			301	Previous Or Transferred Debt	1
			302	Spouse/Roommate Debt	1
			304	Debt On Separate Account	1
			307	Cold Weather Rule	1
			400	Amount Of Deposit	1
			800	Poor Complaint/Inquiry Handling By Compan	1
			802	Difficulty Contacting Utility Company	1
			901	Ferc Issues	1
			999	Non-Regulated/Miscellaneous Issues	3
		Sub-Total			<u>26</u>
	KPSG	Kansas Public Service Company	100	High Bill	1
			101	Disputed Bill	5
			104	Estimated Bill Dispute	1
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	2
			109	Other Payment Plans	3
			110	Average/Level Payment Plan	1
			199	Miscellaneous Billing Issues	2
			203	Cog/Pga Charge	4
			300	No/Partial Payment	1
			308	No Disconnect Notice Sent	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			400	Amount Of Deposit	1
			500	Meter Reading Dispute	1
			800	Poor Complaint/Inquiry Handling By Compan	3

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		34
	KPLG	Kpl Gas Service	100	High Bill	27
			101	Disputed Bill	25
			102	Corrected Bill	1
			104	Estimated Bill Dispute	12
			106	Billing Due Date/Payment Date	3
			108	Arrearage Payment Plan	13
			109	Other Payment Plans	27
			110	Average/Level Payment Plan	6
			111	Debt Transfer	1
			112	Bill Refunds/Credit	3
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	25
			200	Improper Rate Charged	2
			201	High Rates	13
			202	Customer Charge	4
			203	Cog/Pga Charge	159
			204	Disconnect/Reconnect Charge	1
			205	Construction/Extension Charge	10
			207	Other Tariff Charges	6
			211	Kansas Universal Service Fund	1
			299	Miscellaneous Rates/Charges Issues	5
			300	No/Partial Payment	25

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			301	Previous Or Transferred Debt	1
			303	Previous Tenant Debt	1
			308	No Disconnect Notice Sent	1
			310	Disconnection By Company Error	2
			311	Disconnection For Safety Reasons	1
			399	Misc Disconnection/Refusal Of Service Issue	6
			400	Amount Of Deposit	6
			402	Refund Of Deposit	2
			499	Miscellaneous Deposit Issues	1
			500	Meter Reading Dispute	7
			501	Meter Malfunction	3
			504	Meter Location	2
			699	Miscellaneous Telephone Service Issues	1
			700	Repair Delay	1
			702	Inadequate Repair	1
			703	Work Not Completed As Specified	4
			706	Gas Leak	3
			707	Company Equipment Failure	1
			711	Kansas One-Call (Dig-Safe)	1
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Company	10
			901	Ferc Issues	1
			902	Damages	5
			999	Non-Regulated/Miscellaneous Issues	3
			Sub-Total		436
	MPLG	Miami Pipe Line Company, Inc.	311	Disconnection For Safety Reasons	1
			706	Gas Leak	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			Sub-Total		2
	MCIG	Mid Continent Market Center, Inc.	612	Slamming - Long Distance Service	1
	NOJG	No Jurisdiction -Gas	107	Cold Weather Rule Pay Agreement	1
			901	Ferc Issues	2
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		5
	KGSG	Oneok, Inc., DbA Kansas Gas Service	101	Disputed Bill	1
			199	Miscellaneous Billing Issues	1
			802	Difficulty Contacting Utility Company	1
			Sub-Total		3
	PNTG	Peoples Natural Gas Co., Div Of Utilic	100	High Bill	5
			101	Disputed Bill	5
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	5
			109	Other Payment Plans	2
			113	No Bill Received	2
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	2
			203	Cog/Pga Charge	41
			205	Construction/Extension Charge	1
			299	Miscellaneous Rates/Charges Issues	1

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Gas Companies 1995-1999

Complaint System

4-22

Year	Company ID	Company Name	Code	Code Description	Total
			300	No/Partial Payment	4
			303	Previous Tenant Debt	1
			307	Cold Weather Rule	2
			310	Disconnection By Company Error	2
			311	Disconnection For Safety Reasons	2
			399	Misc Disconnection/Refusal Of Service Issue	1
			500	Meter Reading Dispute	2
			706	Gas Leak	2
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Company	4
			802	Difficulty Contacting Utility Company	2
			804	Company Unresponsive To Kcc Complaint	3
			902	Damages	2
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		<u>96</u>
	TWCG	Twin County Gas Company, Inc.	100	High Bill	1
			203	Cog/Pga Charge	7
			799	Miscellaneous Quality Of Service Issues	1
			Sub-Total		<u>9</u>
	UNCG	United Cities Gas Company	100	High Bill	5
			101	Disputed Bill	6
			102	Corrected Bill	1
			104	Estimated Bill Dispute	1
			107	Cold Weather Rule Pay Agreement	3
			108	Arrearage Payment Plan	8

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			109	Other Payment Plans	4
			110	Average/Level Payment Plan	3
			113	No Bill Received	1
			115	Payment Posted In Error	2
			199	Miscellaneous Billing Issues	3
			201	High Rates	1
			202	Customer Charge	1
			203	Cog/Pga Charge	14
			205	Construction/Extension Charge	2
			211	Kansas Universal Service Fund	1
			299	Miscellaneous Rates/Charges Issues	2
			300	No/Partial Payment	4
			301	Previous Or Transferred Debt	2
			307	Cold Weather Rule	1
			308	No Disconnect Notice Sent	2
			310	Disconnection By Company Error	1
			501	Meter Malfunction	1
			599	Miscellaneous Meter Issues	1
			706	Gas Leak	1
			799	Miscellaneous Quality Of Service Issues	3
			800	Poor Complaint/Inquiry Handling By Company	2
			801	Discourteous Company Representative	1
			902	Damages	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>79</u>

UTCG Utilicorp United, Inc.

203 Cog/Pga Charge 1

Total for Year

729

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1998

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
1998	GENG	General Gas	199	Miscellaneous Billing Issues	1
			201	High Rates	3
			202	Customer Charge	1
			203	Cog/Pga Charge	2
			308	No Disconnect Notice Sent	1
			999	Non-Regulated/Miscellaneous Issues	4
			Sub-Total		
	GRLG	Greeley Gas Company	100	High Bill	1
			101	Disputed Bill	2
			108	Arrearage Payment Plan	1
			110	Average/Level Payment Plan	4
			203	Cog/Pga Charge	2
			205	Construction/Extension Charge	1
			207	Other Tariff Charges	1
			299	Miscellaneous Rates/Charges Issues	2
			307	Cold Weather Rule	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			701	Installation Delay	1
			800	Poor Complaint/Inquiry Handling By Compan	2
			Sub-Total		
	KNEG	K N Energy, Inc.	105	Responsibility For Bill	1
			203	Cog/Pga Charge	1
			207	Other Tariff Charges	1
			302	Spouse/Roommate Debt	1
			307	Cold Weather Rule	2

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Gas Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
	KNNG		999	Non-Regulated/Miscellaneous Issues	1
			100	High Bill	1
			108	Arrearage Payment Plan	1
			109	Other Payment Plans	1
			199	Miscellaneous Billing Issues	1
			308	No Disconnect Notice Sent	1
			999	Non-Regulated/Miscellaneous Issues	1
		Sub-Total			13
	KPSG	Kansas Public Service Company	100	High Bill	1
			105	Responsibility For Bill	3
			108	Arrearage Payment Plan	2
			199	Miscellaneous Billing Issues	1
			204	Disconnect/Reconnect Charge	1
			300	No/Partial Payment	4
			307	Cold Weather Rule	2
			701	Installation Delay	1
			802	Difficulty Contacting Utility Company	1
		Sub-Total			16
	KPLG	Kpl Gas Service	203	Cog/Pga Charge	2
	MCCG	Mac County Gas, Inc.	201	High Rates	1
	MDWG	Midwest Energy, Inc.	199	Miscellaneous Billing Issues	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			299	Miscellaneous Rates/Charges Issues	1
			706	Gas Leak	1
			Sub-Total		<u>3</u>
	NOJG	No Jurisdiction -Gas	201	High Rates	1
			203	Cog/Pga Charge	1
			702	Inadequate Repair	1
			999	Non-Regulated/Miscellaneous Issues	3
			Sub-Total		<u>6</u>
	KGSG	Oneok, Inc., DbA Kansas Gas Service	100	High Bill	18
			101	Disputed Bill	31
			102	Corrected Bill	8
			104	Estimated Bill Dispute	17
			105	Responsibility For Bill	10
			106	Billing Due Date/Payment Date	8
			107	Cold Weather Rule Pay Agreement	4
			108	Arrearage Payment Plan	12
			109	Other Payment Plans	31
			110	Average/Level Payment Plan	6
			111	Debt Transfer	2
			112	Bill Refunds/Credit	4
			113	No Bill Received	1
			115	Payment Posted In Error	1
			199	Miscellaneous Billing Issues	18
			200	Improper Rate Charged	1
			201	High Rates	5

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			202	Customer Charge	5
			203	Cog/Pga Charge	8
			204	Disconnect/Reconnect Charge	2
			205	Construction/Extension Charge	6
			207	Other Tariff Charges	6
			299	Miscellaneous Rates/Charges Issues	10
			300	No/Partial Payment	333
			301	Previous Or Transferred Debt	5
			302	Spouse/Roommate Debt	11
			303	Previous Tenant Debt	2
			304	Debt On Separate Account	1
			307	Cold Weather Rule	17
			308	No Disconnect Notice Sent	4
			309	Medical Emergency Statement	2
			310	Disconnection By Company Error	2
			311	Disconnection For Safety Reasons	2
			313	No Identification	2
			399	Misc Disconnection/Refusal Of Service Issue	14
			400	Amount Of Deposit	10
			402	Refund Of Deposit	6
			499	Miscellaneous Deposit Issues	14
			500	Meter Reading Dispute	1
			501	Meter Malfunction	3
			503	Meter Test/Replacement	1
			504	Meter Location	2
			599	Miscellaneous Meter Issues	4
			700	Repair Delay	4
			701	Installation Delay	4
			703	Work Not Completed As Specified	5

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Gas Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			705	Voltage/ Low Pressure Variation	2
			706	Gas Leak	6
			710	Tree Trimming	1
			711	Kansas One-Call (Dig-Safe)	1
			799	Miscellaneous Quality Of Service Issues	4
			800	Poor Complaint/Inquiry Handling By Company	13
			801	Discourteous Company Representative	7
			802	Difficulty Contacting Utility Company	3
			803	Appointment Not Kept By Service Personnel	5
			902	Damages	5
			999	Non-Regulated/Miscellaneous Issues	4
			Sub-Total		<u>714</u>
	PNTG	Peoples Natural Gas Co., Div Of Utilic	100	High Bill	2
			101	Disputed Bill	4
			104	Estimated Bill Dispute	1
			108	Arrearage Payment Plan	1
			115	Payment Posted In Error	1
			300	No/Partial Payment	4
			302	Spouse/Roommate Debt	1
			306	Theft Of Service	1
			307	Cold Weather Rule	6
			310	Disconnection By Company Error	1
			504	Meter Location	1
			599	Miscellaneous Meter Issues	1
			700	Repair Delay	1
			705	Voltage/ Low Pressure Variation	1
			706	Gas Leak	4

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Gas Companies 1995-1999

Complaint System

4-30

Year	Company ID	Company Name	Code	Code Description	Total
			800	Poor Complaint/Inquiry Handling By Compan	5
			902	Damages	1
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>37</u>
	UNCG	United Cities Gas Company	101	Disputed Bill	1
			105	Responsibility For Bill	1
			106	Billing Due Date/Payment Date	3
			112	Bill Refunds/Credit	1
			199	Miscellaneous Billing Issues	5
			202	Customer Charge	1
			205	Construction/Extension Charge	1
			300	No/Partial Payment	1
			303	Previous Tenant Debt	1
			307	Cold Weather Rule	1
			400	Amount Of Deposit	1
			402	Refund Of Deposit	1
			599	Miscellaneous Meter Issues	2
			705	Voltage/ Low Pressure Variation	1
			706	Gas Leak	1
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Compan	2
			802	Difficulty Contacting Utility Company	3
			999	Non-Regulated/Miscellaneous Issues	2
			Sub-Total		<u>30</u>
	UTCg	Utilicorp United, Inc.	100	High Bill	1

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Gas Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			101	Disputed Bill	1
			102	Corrected Bill	1
			203	Cog/Pga Charge	1
			599	Miscellaneous Meter Issues	1
			Sub-Total		<u>5</u>
Total for Year					<u>858</u>

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1999

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
1999	ESKG	City Of Eskridge	202	Customer Charge	1
	GENG	General Gas	205	Construction/Extension Charge	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			711	Kansas One-Call (Dig-Safe)	2
			800	Poor Complaint/Inquiry Handling By Company	1
			801	Discourteous Company Representative	1
			912	Kcc Jurisdiction/Rules And Regulations	2
			999	Non-Regulated/Miscellaneous Issues	1
			Sub-Total		<u>9</u>
	GTYG	Getty Gas Gathering, Inc.	205	Construction/Extension Charge	1
			599	Miscellaneous Meter Issues	1
			Sub-Total		<u>2</u>
	GRLG	Greeley Gas Company	100	High Bill	1
			101	Disputed Bill	3
			103	Bill Error	1
			107	Cold Weather Rule Pay Agreement	2
			108	Arrearage Payment Plan	3
			199	Miscellaneous Billing Issues	2
			203	Cog/Pga Charge	3
			300	No/Partial Payment	1
			308	No Disconnect Notice Sent	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			706	Gas Leak	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			800	Poor Complaint/Inquiry Handling By Compan	2
			802	Difficulty Contacting Utility Company	1
			Sub-Total		<u>22</u>
	KANG	Kansas Gas Supply Corporation	307	Cold Weather Rule	1
	KPSG	Kansas Public Service Company	100	High Bill	2
			101	Disputed Bill	1
			105	Responsibility For Bill	3
			106	Billing Due Date/Payment Date	1
			107	Cold Weather Rule Pay Agreement	2
			109	Other Payment Plans	2
			199	Miscellaneous Billing Issues	1
			205	Construction/Extension Charge	1
			300	No/Partial Payment	2
			307	Cold Weather Rule	1
			311	Disconnection For Safety Reasons	1
			399	Misc Disconnection/Refusal Of Service Issue	2
			499	Miscellaneous Deposit Issues	1
			700	Repair Delay	1
			701	Installation Delay	1
			799	Miscellaneous Quality Of Service Issues	1
			800	Poor Complaint/Inquiry Handling By Compan	2
			801	Discourteous Company Representative	2
			802	Difficulty Contacting Utility Company	1
			999	Non-Regulated/Miscellaneous Issues	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			Sub-Total		<u>29</u>
	KPLG	Kpl Gas Service	399	Misc Disconnection/Refusal Of Service Issue	2
			706	Gas Leak	1
			Sub-Total		<u>3</u>
	MDWG	Midwest Energy, Inc.	100	High Bill	6
			101	Disputed Bill	1
			105	Responsibility For Bill	1
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	2
			199	Miscellaneous Billing Issues	5
			201	High Rates	3
			203	Cog/Pga Charge	3
			299	Miscellaneous Rates/Charges Issues	2
			399	Misc Disconnection/Refusal Of Service Issue	1
			799	Miscellaneous Quality Of Service Issues	1
			901	Ferc Issues	5
			Sub-Total		<u>31</u>
	NOJG	No Jurisdiction -Gas	199	Miscellaneous Billing Issues	1
			599	Miscellaneous Meter Issues	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			999	Non-Regulated/Miscellaneous Issues	4

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
Sub-Total					7
	OPCG	Oneok Products Company	400	Amount Of Deposit	1
	KGSG	Oneok, Inc., Db	100	High Bill	35
			101	Disputed Bill	49
			102	Corrected Bill	21
			103	Bill Error	1
			104	Estimated Bill Dispute	8
			105	Responsibility For Bill	25
			106	Billing Due Date/Payment Date	10
			107	Cold Weather Rule Pay Agreement	3
			108	Arrearage Payment Plan	67
			109	Other Payment Plans	20
			110	Average/Level Payment Plan	7
			111	Debt Transfer	6
			113	No Bill Received	7
			115	Payment Posted In Error	2
			199	Miscellaneous Billing Issues	27
			200	Improper Rate Charged	3
			201	High Rates	4
			202	Customer Charge	4
			203	Cog/Pga Charge	8
			204	Disconnect/Reconnect Charge	10
			205	Construction/Extension Charge	9
			206	Rate Disparity	1
			207	Other Tariff Charges	6

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Gas Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			299	Miscellaneous Rates/Charges Issues	37
			300	No/Partial Payment	257
			301	Previous Or Transferred Debt	5
			302	Spouse/Roommate Debt	6
			303	Previous Tenant Debt	2
			304	Debt On Separate Account	2
			305	Debt Other Than Usage	1
			306	Theft Of Service	3
			307	Cold Weather Rule	2
			308	No Disconnect Notice Sent	3
			309	Medical Emergency Statement	1
			310	Disconnection By Company Error	2
			311	Disconnection For Safety Reasons	2
			313	No Identification	3
			399	Misc Disconnection/Refusal Of Service Issue	33
			400	Amount Of Deposit	10
			401	Installment Payment Of Deposit	3
			402	Refund Of Deposit	5
			499	Miscellaneous Deposit Issues	38
			500	Meter Reading Dispute	8
			501	Meter Malfunction	17
			503	Meter Test/Replacement	4
			504	Meter Location	19
			599	Miscellaneous Meter Issues	11
			700	Repair Delay	3
			701	Installation Delay	3
			703	Work Not Completed As Specified	3
			706	Gas Leak	2
			707	Company Equipment Failure	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			709	Additional Lines/Equipment	2
			799	Miscellaneous Quality Of Service Issues	32
			800	Poor Complaint/Inquiry Handling By Company	17
			801	Discourteous Company Representative	11
			802	Difficulty Contacting Utility Company	7
			803	Appointment Not Kept By Service Personnel	2
			902	Damages	6
			906	Telemarketing	4
			907	Deceptive/Overzealous Marketing	21
			912	Kcc Jurisdiction/Rules And Regulations	13
			999	Non-Regulated/Miscellaneous Issues	13
			Sub-Total		<u>947</u>
	PEPG	Panhandle Eastern Pipeline Corp.	704	Outages	2
			912	Kcc Jurisdiction/Rules And Regulations	1
			Sub-Total		<u>3</u>
	PNTG	Peoples Natural Gas Co., Div Of Utilic	100	High Bill	1
			101	Disputed Bill	1
			102	Corrected Bill	1
			103	Bill Error	1
			108	Arrearage Payment Plan	1
			109	Other Payment Plans	1
			113	No Bill Received	1
			199	Miscellaneous Billing Issues	1
			201	High Rates	1
			203	Cog/Pga Charge	1

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Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			299	Miscellaneous Rates/Charges Issues	1
			300	No/Partial Payment	3
			303	Previous Tenant Debt	1
			399	Misc Disconnection/Refusal Of Service Issue	4
			502	Meter Tampering/Bypass	1
			599	Miscellaneous Meter Issues	1
			700	Repair Delay	1
			706	Gas Leak	1
			709	Additional Lines/Equipment	1
			799	Miscellaneous Quality Of Service Issues	2
			800	Poor Complaint/Inquiry Handling By Compan	2
			801	Discourteous Company Representative	1
			802	Difficulty Contacting Utility Company	3
			804	Company Unresponsive To Kcc Complaint	1
			Sub-Total		33
	UNCG	United Cities Gas Company	100	High Bill	8
			101	Disputed Bill	12
			102	Corrected Bill	2
			103	Bill Error	12
			104	Estimated Bill Dispute	2
			105	Responsibility For Bill	1
			106	Billing Due Date/Payment Date	5
			107	Cold Weather Rule Pay Agreement	1
			108	Arrearage Payment Plan	8
			109	Other Payment Plans	2
			110	Average/Level Payment Plan	1
			111	Debt Transfer	1

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Gas Companies 1995-1999

Complaint System

Year	Company ID	Company Name	Code	Code Description	Total
			112	Bill Refunds/Credit	8
			113	No Bill Received	6
			115	Payment Posted In Error	4
			199	Miscellaneous Billing Issues	15
			200	Improper Rate Charged	2
			203	Cog/Pga Charge	1
			205	Construction/Extension Charge	1
			300	No/Partial Payment	6
			309	Medical Emergency Statement	1
			310	Disconnection By Company Error	1
			399	Misc Disconnection/Refusal Of Service Issue	2
			500	Meter Reading Dispute	1
			503	Meter Test/Replacement	2
			504	Meter Location	1
			599	Miscellaneous Meter Issues	1
			703	Work Not Completed As Specified	2
			706	Gas Leak	2
			799	Miscellaneous Quality Of Service Issues	6
			800	Poor Complaint/Inquiry Handling By Company	10
			801	Discourteous Company Representative	2
			802	Difficulty Contacting Utility Company	13
			803	Appointment Not Kept By Service Personnel	2
			804	Company Unresponsive To Kcc Complaint	2
			902	Damages	1
			Sub-Total		<u>147</u>
	UTCG	Utilicorp United, Inc.	104	Estimated Bill Dispute	1
			106	Billing Due Date/Payment Date	2

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Kansas Corporation Commission
Public Affairs Division

Gas Companies 1995-1999

Complaint System

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Year	Company ID	Company Name	Code	Code Description	Total
			112	Bill Refunds/Credit	1
			113	No Bill Received	2
			199	Miscellaneous Billing Issues	4
			201	High Rates	1
			207	Other Tariff Charges	1
			399	Misc Disconnection/Refusal Of Service Issue	1
			599	Miscellaneous Meter Issues	1
			704	Outages	1
			799	Miscellaneous Quality Of Service Issues	3
			802	Difficulty Contacting Utility Company	1
			912	Kcc Jurisdiction/Rules And Regulations	1
			Sub-Total		<u>20</u>
	WSRG	Western Resources, Inc.	199	Miscellaneous Billing Issues	1
			310	Disconnection By Company Error	1
			Sub-Total		<u>2</u>
Total for Year					<u>1258</u>

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