

Dear Committee,

I am a Westar customer now subject to demand charges. Last year we spent \$38,000 to install a solar system in our back yard. Our purpose was to charge our two electric vehicles and further reduce our carbon footprint. I view this as a \$38,000 contribution to Westar's green generating capacity.

The only cost to Westar was a meter. The demand rate charges have resulted in additional charges averaging 75% of our energy usage charge and 95% of the basic service fee. During the peak rate period our solar panels are contributing 5 of every 6 kilowatt hours generated into the grid. For this our basic service fee has doubled. Shouldn't we instead be rewarded for supplying peak energy for 6 households?

I've spent hours attempting to compare and decipher the billing since my solar panels came on line October 5th of 2018. The billing cycle was changed and the line items on the bills went from 6 to 22 lines with an additional column for the second meter. Westar billing has been unable to explain how some of the charges are computed. The most obvious additional charge has been an average of \$13.80 a month in demand charges.

Since Westar will not disclose which hour of the month they used to determine my peak demand it's difficult for me to dispute the billed amount. Westar billing tells me it does not consider what my solar panels were producing at the same time.

So even if I'm putting 5 out of the 6 kwh the solar panels are putting into the grid, my demand is determined for what I was using.

If the letter below is correct my demand is determined by adding my solar production and my usage together. This could easily make my demand 5 times what it actually was.

[Westar.Energy.Customer.Service@westarenergy.com](mailto:Westar.Energy.Customer.Service@westarenergy.com)

Tue, Feb 12,  
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to me

RE: 2406 SW Burnett Road, Topeka, KS 66614

Hi Clyde,

Thanks for contacting us. I understand there is confusion with some information that is displaying on the 'My Energy Dashboard.' I will be happy to review it and clear things up.

Solar generation data is part of the dashboard. I can understand how this may cause some confusion. The usage that you generate and the solar generation coincide with each other on the dashboard which triggered the alert that you received. The dashboard for solar customers is far from perfect but it does

provide good information. However, as you have discovered any alerts you have set up will also be triggered by generation as well as usage because our system is not robust enough to identify the difference, it sees all reads as usage.

We hope to have this corrected in the next few years with a newer and better version of the dashboard. If you have any other questions you can call Tammie Rhea at 316.299.7426

If you have questions or wish participate in the program, please let us know or you can enroll online.

Thanks,  
Hieu  
Westar Energy

Thank you for considering my testimony.

Clyde Schwanke

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