



KANSAS CORPORATION COMMISSION

FY2020 | IN REVIEW



Serving the people of Kansas by regulating the State's energy infrastructure, oil and gas production and commercial trucking to ensure public safety.



About the Commission



Susan K. Duffy
Chair



Dwight D. Keen
Commissioner



Andrew J. French
Commissioner

The Commission consists of three members appointed by the Governor to overlapping four-year terms. No more than two members may be of the same political party. The authority of the Kansas Corporation Commission is derived from K.S.A. 74-601 to 74-631.

The Commission regulates investor-owned utilities operating in the state, the Kansas oil and gas industry and motor carrier safety. The KCC does not regulate most electric cooperatives, water cooperatives, municipalities, wireless telephone, long distance service, cable companies, or internet services.

To carry out its multi-faceted mission, the Commission is financed from assessments, registration fees, operating charges, federal funds, and other fee funding sources. The KCC does not receive funding from the state general fund.

FY2020

BUSINESS MEETINGS	88	1,120 TOTAL ORDERS ISSUED BY THE COMMISSION IN FY2020
EVIDENTIARY HEARINGS	5	
PUBLIC HEARINGS	2	



The Commission meets bi-weekly at 10 a.m. on Tuesday and Thursday. The meeting is broadcast live on the KCC's YouTube channel. To preview the agenda in advance, sign up for meeting notifications at:

<https://kcc.ks.gov/>

For more information, access the KCC Legislative reports at:

<https://kcc.ks.gov/commission-activity/reports-to-the-legislature/2021>

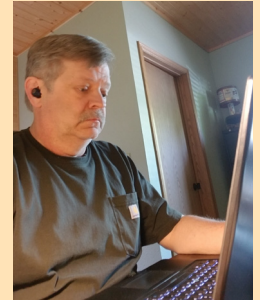


Working to keep Kansans safe during the COVID-19 pandemic

The Commission took swift action on behalf of Kansas citizens to help mitigate the effects of COVID-19. Emergency orders were issued to protect the health and wellbeing of Kansas consumers while agency staff continued the important work of protecting the environment, ensuring the safety of Kansas roads and highways and responding to consumer inquiries.

Emergency orders

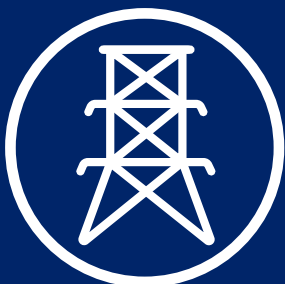
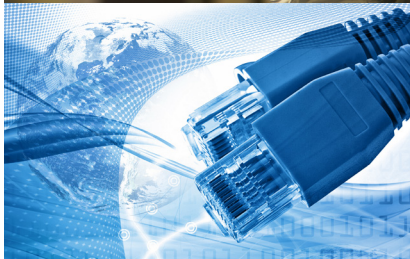
- Utility Disconnect Moratorium**
 Utility disconnects for nonpayment were suspended by Commission order until May 31, 2020.
- Lifeline requirements eased**
 The three-month proof of income requirement to qualify for Kansas Lifeline telephone service discounts was waived through November 30, 2020. Instead, newly unemployed Kansans could submit an official document, including notice of unemployment benefits payments to confirm their current income.
- Payment plans required**
 Utility companies were required to offer residential and small business customers a payment plan of up to 12-months to pay off delinquent account balances that arose during the Commissions' prohibition on disconnections; and waive all late fees during the period of delinquency and repayment through December 31, 2020.
- In-person seminars moved to Zoom**
 The requirement that new motor carrier applicants attend a motor carrier safety seminar was temporarily suspended. Additionally, the Commission further extended the deadline for existing motor carriers to attend such safety seminars when ordered to do so as part of pending Penalty or Out-of-Service orders.
- Health and safety focus**
 The Conservation Division continued its focus on mission critical and public interest and safety needs by responding to time-sensitive environmental and pollution events or risks and timely processing of intent-to-drill and well plugging application requests.



UTILITIES



- Ensure sufficient and safe utility services at just rates.
- Enforce state and federal pipeline safety regulations.
- Administer Kansas Universal Service Fund (KUSF).



Electric

The Kansas Corporation Commission regulates the state's investor-owned electric companies: Evergy, Liberty-Empire, and Southern Pioneer. The KCC also has limited jurisdiction over the following: Mid-Kansas Electric Company, Sunflower Electric Power Corporation, Wheatland Electric Cooperative, Prairie Wind Transmission LLC, Midwest Energy Inc., and ITC Great Plains LLC.

The KCC regularly intervenes in electric matters at the Federal Energy Regulatory Commission (FERC) to protect the interests of Kansas ratepayers. The KCC also has representation in transmission matters at the Southwest Power Pool.

Decision on solar rate design coming soon

Commission Staff, Evergy, and a long list of stakeholders, are working to come up with a new electric rate design for solar customers. The current 3-part rate design, which includes a demand fee, was determined to be price discriminatory by the Kansas Supreme Court on April 3, 2019.



The goal of the Commission is to ensure that all ratepayers are treated fairly and that no customer class should face price discrimination or be required to subsidize other customers. In working with stakeholders, Commission staff is working toward finding that balance. A public hearing and comment period allowed hundreds of Kansans to weigh in on the matter. The Commission will issue an order in the docket on or before February 25, 2021.

General Investigation: Elliott/Evergy agreement

Out of concern for Kansas electric customers, the KCC launched an investigation in June 2020 to find out more about Evergy's deal with asset management company Elliot International. The two companies agreed they would pursue either a cost reduction strategy with increased capital expenditures (standalone plan) to increase shareholder profits or pursue a merger transaction.



In August, Evergy's Board of Directors opted for a modified standalone plan, now referred to as the Sustainability Transformation Plan (STP). A new general investigation dedicated to reviewing the STP and its implications to customers was opened. The procedural schedule includes a series of workshops focused on specific aspects of the STP.

Kansas Electric Rate Study

The two-part Electric Rate Study commissioned by the 2019 Legislature in Substitute for Senate Bill 69 is complete. The purpose of the study was to provide information that may assist future legislative efforts in developing electric policy that includes regionally competitive rates and reliable electric service. Part 1, authored by London Economics International (LEI), was delivered to the KCC on January 8, 2020. Part 2, prepared by AECOM, was submitted on July 2, 2020.



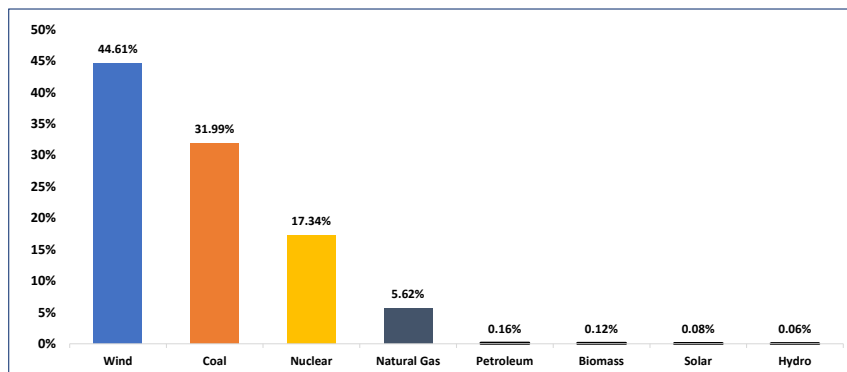
The Commission found the large amount of redacted information in Part 2 concerning since the report is intended to help form the basis of future energy policy in the state. On July 14, 2020, the Commission ordered AECOM to work with the utilities and file a more transparent report. A revised report with minimal redactions was submitted to the Commission on September 28, 2020.

Staff has reviewed both parts of the study and has submitted a list of data errors and corrections to LEI. To date, LEI has not responded by providing a revised Phase 1 of the study. The Electric Rate Study reports are available on the KCC's website at: <https://kcc.ks.gov/electric/kansas-electric-rate-study>.

Tax savings passed on to ratepayers

The passage of Senate Substitute for HB 2585 set in motion a series of filings by regulated utilities asking for approval of new base rates that reflect the elimination of Kansas state income tax. The bill required utilities to file an application for new retail rates with the KCC within 60 days of enactment of the law. Utilities are required to refund any over collected amounts from their retail customers in a manner approved by the KCC.

Electric Generation Mix in Kansas | September 2019 to August 2020



As of August 2020, wind energy accounted for more than 44 percent of our state's electricity production. Kansas currently ranks as the second-highest producer of wind energy as a share of total electricity generation in the U.S. according to the American Wind Industry Association (AWEA) annual market report.

Utilities tracking COVID-19 costs and lost revenues

Like many Kansas businesses, utility companies have experienced financial losses due to COVID-19. As a result, many electric and gas companies under KCC jurisdiction requested the Commission issue an Accounting Authority Order to track and defer, for potential recovery in their next general rate case, all incremental costs and lost revenue associated with the pandemic.

Approval of the Accounting Authority Order by the Commission does not mean that tracked costs and lost revenue will be included in future rates, only that a determination will be made in a future rate proceeding. The companies are required to file quarterly status reports to the Commission. The following utilities have accounting orders and are filing reports with the Commission: Evergy, Liberty Utilities Empire District, Atmos Energy, Kansas Gas Service, and Black Hills Energy.



For detailed information on utility regulation, access the KCC Legislative reports at:

<https://kcc.ks.gov/commission-activity/reports-to-the-legislature/2021>

UTILITIES



FY2020

42

Pipeline Safety Penalty Orders

with **\$89,500**
in assessed fines.*

*Fines are payable to state general fund.
The KCC receives no funding from the state general fund.



Natural Gas and Pipeline Safety

KCC Energy Operations and Pipeline Safety staff play an important role in keeping Kansans safe in their homes and neighborhoods. They enforce federal and state pipeline safety regulations ensuring the safe operation of all gas utilities. The staff also provides technical expertise relating to electric utility operations, reliability, safety, electric transmission siting, and electric and gas consumer service, as well as analyzing requested changes to natural gas and electric certificates.

The KCC regulates three large (annual operating revenue greater than \$10 million) natural gas distribution utilities: ATMOS Energy Corporation, Black Hills/ Kansas Gas Utility Co., and Kansas Gas Service, a Division of ONEOK, Inc. In addition, the Commission Staff monitors the rate and tariff activities of several interstate pipelines that serve Kansas local distribution companies, towns, and other large volume gas users.

On-site inspections ensure compliance and uncover potentially dangerous problems

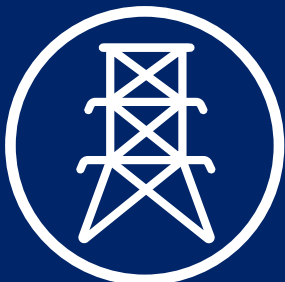
Pipeline safety personnel conduct on-site inspections of intrastate natural gas facilities to monitor the gas systems for any areas of non-compliance with safety regulations. A typical audit covers the operator's management of the integrity of the pipeline delivery system including such topics as review of emergency response plans, odorization requirements, cathodic protection, leak surveys, and operator qualification requirements. Engineers and pipeline safety inspectors also investigate any incident where natural gas is suspected to be the cause. Their findings are reported to the Commission.



Pipeline safety personnel also investigate violations of the Kansas Underground Utilities Damage Prevention Act (KUUDPA). Excavators and utility operators are required, by KUUDPA, to request locates prior to digging and locating facilities within 48 hours of being notified of pending excavation work.

Underground Damage Prevention Statistics for Calendar Year 2019

LOCATION	TOTAL GAS DAMAGE INCIDENTS	GAS DAMAGES INVESTIGATED	GAS LOCATES REQUESTED	DAMAGES PER 1000 LOCATES
Johnson County	411	171	178,530	2.3
Sedgwick County	199	151	137,261	1.4
Remaining State	409	44	204,176	2.0





Telecommunications

KCC Telecommunications staff is responsible for administering the Kansas Universal Service Fund as well as researching, investigating, analyzing and making recommendations to the Commission on all telecommunications matters. Staff is also involved in Federal Communications Commission cases and participates on National Association of Regulatory Utility Commission (NARUC) subcommittees and Federal-State Joint Boards.

Ten-digit dialing coming soon to Kansas

Kansas telephone customers who live in area codes 620 and 785 can expect some changes ahead. They, along with customers in 81 other area codes in the country, will be required to transition to 10-digit dialing by July 16, 2022. The change is a result of a new 3-digit national hotline number (988) being established for suicide prevention and mental health emergencies.

To implement the new hotline number, 83 area codes that currently allow 7-digit dialing and use 988 as a central office code will have to make the change to 10-digit dialing. Affected Kansans can begin to use 10-digit dialing on April 24, 2021. Carriers may begin requiring it on October 24, 2021 with the process complete by July 16, 2022.

The KCC Telecom staff will monitor the conversion process in Kansas as well as team up with the agency’s Public Affairs and Consumer Protection Office to make sure Kansans are aware of the change and kept informed of important milestones.

Kansas Universal Service Fund

The Kansas Universal Service Fund (KUSF) was established by the Commission in 1996, as required by the Kansas Telecommunications Act. Now in its 23rd year, the KUSF continues to provide much needed services to Kansans. Those services include telephone discounts to low-income families, phone services and adaptive equipment for persons with disabilities, and network enhancements and upgrades in rural areas.

All telecommunications companies must contribute to the KUSF. Assessments are a percentage of intrastate (within Kansas) retail revenues. Companies are allowed to pass the assessment on its customers, but are not required to. Effective March 1, 2020, the current KUSF funding requirement is \$39.6 million. The carrier assessment rate is 9.40%.

How are KUSF dollars used?*

- Enhancements/upgrades in rural areas **\$38.1 million**
- Lifeline Program **\$455,000**
- Kansas Relay 711 **\$323,000**
- Telecommunications equipment program **\$240,000**
- Fund administration/carrier audits **\$532,000**

* Annual budget effective March 1, 2020



FY2020

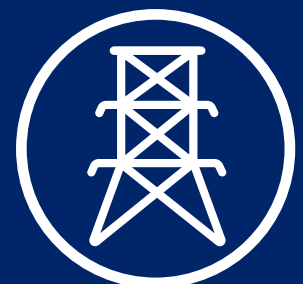
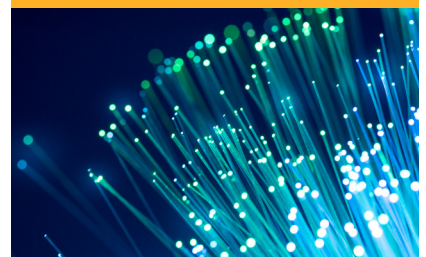
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Telecom Penalty Orders
with **\$28,000**
in assessed fines.*

9

Show Cause Orders
with **\$6,944.67**
in assessed fines.*

*Fines are payable to state general fund.
The KCC receives no funding from the state general fund.



TRANSPORTATION



- Provide regulatory oversight of motor carriers.
- Conduct audits, inspections and licensing.
- Promote safety through education.



FY2020

165

Transportation Penalty Orders

with **\$220,000**
in assessed fines.*

*Fines are payable to state general fund.
The KCC receives no funding from the state general fund.



Preparing drivers for the road ahead

The role of the KCC Transportation Division is to ensure appropriate and effective regulatory oversight of motor carriers, with the goal of protecting the public interest and promoting safety through comprehensive planning, licensing, education, and inspection. Transportation Staff conducts both comprehensive and focused off-site investigations and audits on new and existing motor carriers, taking appropriate action upon discovering unsafe conditions. The staff works closely with the Kansas Highway Patrol and the Federal Motor Carrier Safety Administration to reduce crashes involving motor carriers through promotion of safety education.

KTRAN offers online convenience, 24/7 access to motor carriers and regulators

Keeping up with registrations, waivers and all of the various rules and regulations that apply to motor carriers used to be a daunting task. Fortunately, the transportation world has become a lot easier to navigate in Kansas thanks to KTRAN (Kansas Trucking Regulatory Assistance Network). Transportation Director Mike Hoeme says KTRAN, an online tool launched by the KCC in 2017, has benefited the industry and regulators alike. In fact, the number of carriers using it has more than doubled since the site went live with more than 16,000 operators using it.



“KTRAN is important to the agency because it allows us to share the Division’s operating authority and Intrastate Out of Service Orders with the Kansas Highway Patrol and the Department of Revenue. Our industry partners also benefit because they have the ability to view and manage their operating authority, driver waiver and UCR registration 24/7. They also receive messages, emails and timely alerts,” said Hoeme.

KTRAN also features a Wizard Compliance Tool that helps new and existing motor carriers determine which rules and regulations apply to their specific situation resulting in better overall business success.

KTRAN

- KTRAN launched in May of 2017
- 8,000 motor carrier accounts were created in 2017
- Accounts have more than doubled the last three years to 16,124 and counting
- 9,078 are Interstate Carriers
- 7,046 are Intrastate Carriers



For detailed information on motor carriers, access the KCC Legislative reports at:

<https://kcc.ks.gov/commission-activity/reports-to-the-legislature/2021>

Driver education reduces accidents, makes the roads safer for everyone

Safety & Compliance

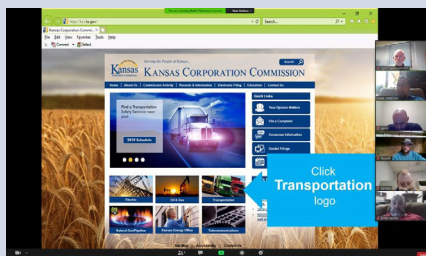


Motor Carrier Safety meetings are offered free of charge in locations around the state including Topeka, Garden City, Bonner Springs, Hays, Chanute and Hutchinson. Due to COVID-19, in-person classes were suspended in March. The staff has since resumed the classes with a virtual format.

Promoting safety is the main goal of the Transportation Division. Educating motor carriers about the potential hazards they may encounter, as well as teaching ways to mitigate risk, makes travel in Kansas safer for everyone.

The KCC conducts free educational safety seminars throughout Kansas six times per month. The seminars are designed to inform and educate new carriers, and out of compliance motor carriers, about current rules and regulations. In addition, individual “refresher” safety programs are available upon request.

In FY 2020, the Division held 54 classes with 694 attendees prior to halting in-person training sessions due to COVID-19. A new virtual training session was developed and put in place in the fall to allow safety classes to continue without risk to attendees.

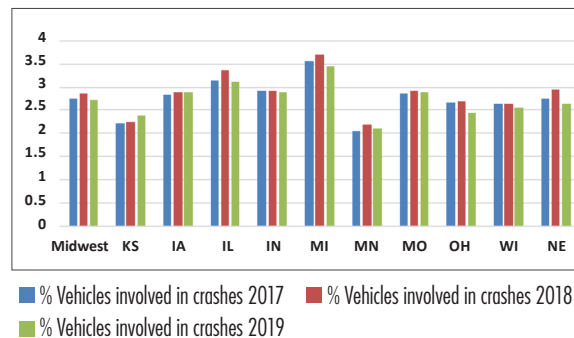


The shift from in-person to virtual safety classes has been well received. KCC instructors report active participation from motor carriers.



KCC Transportation Special Investigator Gary Goeller was on hand to help distribute masks to truck drivers at a June 24 Federal Motor Carrier Safety Administration (FMCSA) event in Belle Plaine. One million protective face masks were distributed to the nation's truckers.

% Vehicles Involved in Crashes



The Transportation Division's focus on safety is showing results. In comparing accident data from 10 similar states, Kansas has ranked second lowest over the past three years.

Roadside Inspections & Out-of-Service (OOS) rates

KANSAS INSPECTIONS	FEDERAL	STATE	TOTAL
Driver's Inspections*	3	24,078	24,081
with Driver OOS Violation	2	1,458	1,460
Driver OOS Rate	66.67%	6.06%	6.06%
Vehicle Inspections**	5	16,183	16,188
with Vehicle OOS Violation	0	2,528	2,528
Vehicle OOS Rate	0.00%	15.62%	15.62%
Hazmat Inspections***	0	1,856	1,856
with Hazmat OOS Violation	0	108	108
Hazmat OOS Rate	0%	5.82%	5.82%

* Driver Inspections were computed based on inspection levels I, II, III and VI.
 ** Vehicle Inspections were computed based on inspections levels I, II, III and VI.
 *** Hazmat Inspections were computed based on inspection levels I, II, III, IV, V, and VI, when HM is present.

Inspections uncover violations that can put both drivers and vehicles out of service until the issue is remedied.

Kansas scores high in Unified Carrier Registration compliance

CY2020 Midwest Region as of 9/14/20

JURISDICTION	REGISTERED CARRIERS	PERCENT COMPLIANT
Nebraska	7,463	84.34%
Missouri	10,968	79.49%
Ohio	15,602	79.09%
Illinois	23,363	79.56%
Indiana	12,241	82.74%
Iowa	8,469	73.87%
Wisconsin	9,354	78.51%
Michigan	9,890	81.29%
Minnesota	11,443	75.72%
Kansas	7,035	87.26%
Nationwide	418,590	74.06%

Source: National Registration System

CONSERVATION



- Regulate oil and natural gas exploration and production.
- Inspect, license and monitor drilling and production operations.
- Oversight of abandoned well plugging and site remediation.



FY2020

182

Conservation Penalty Orders

with **\$228,200**
in assessed fines.*

*Fines are payable to state general fund.
The KCC receives no funding from the state general fund.



Oil & Gas

The KCC Conservation Division regulates, enforces laws, and supervises activities associated with the exploration and production of oil and natural gas. Conservation staff works to prevent degradation of land and water resources, prevent waste in the production of crude oil and natural gas resources, and protect correlative rights of mineral owners and royalty interest holders. The Conservation Division's main office is located in Wichita, with District Offices in Chanute, Dodge City, Hays and Wichita.

Plugging abandoned wells is a priority

There are currently 5,632 abandoned wells in Kansas requiring action. When an abandoned well is discovered, KCC staff investigates each site to determine if it poses a threat to public safety or the environment. The wells are monitored and plugged, in order of priority, using fee funds assessed upon the oil and gas industry. No taxpayer dollars fund these operations.



The Conservation Division is working to accelerate plugging efforts by recruiting more contractors and consolidating two existing well plugging funds to make additional dollars available to pay for the projects. Consolidating funds requires legislation, which the KCC is pursuing in the 2021 session (see page 11). Below is a summary of abandoned wells and their locations throughout the state.

ABANDONED WELLS IN KANSAS

DISTRICT 1	2020	2021	CHANGE
Priority One	60	5,653	5,632
Priority Two	4	10,369	10,718
Total	64	21,022	349

Total Wells Requiring Action*

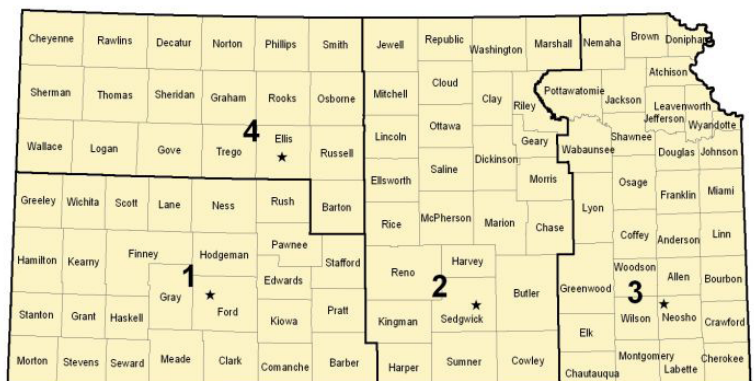
Total Wells Plugged with State Funds*

*Since creation of the Abandoned Well Plugging funds in 1996.

DISTRICT 2	
Priority One	197
Priority Two	5
Total	202

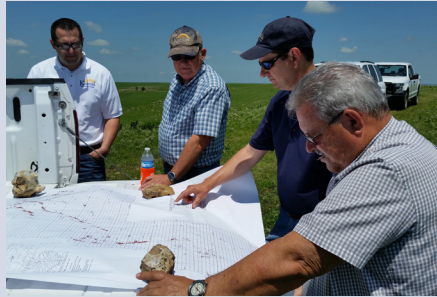
DISTRICT 3	
Priority One	4,810
Priority Two	404
Total	5,214

DISTRICT 4	
Priority One	150
Priority Two	2
Total	152



Remediation sites are evaluated to assess risk then prioritized based on impacts

The KCC Conservation Division manages an inventory of contamination sites that have varying degrees of impact to groundwater, surface water, soil or wells. These sites have no responsible parties related to oil and gas exploration and production activities. The current evaluation period, January 1, 2020, through December 31, 2020, ended with resolving two sites and no sites added, resulting in a total of 47 active sites.



The Conservation Division is committed providing a scientifically sound and technically based remediation program.

The 2021 Remediation Status Report to the Legislature contains a description and evaluation of each site, the immediacy of the threat to public health and environment, the level of remediation sought, and an estimate of the remediation cost or an estimate of the cost to conduct an investigation sufficient to determine the cost of remediation. The Site Remediation cash expenditures for FY2021 are projected to be approximately \$150,000.

The charts below provide an overview of specific site impacts and remediation priority levels based on threat to public health and the environment.

IMPACTED RESOURCES	NO. OF REMEDIATION SITES
Groundwater, Surface Water, Soil & Well Problems (Cavity, Abandoned)	66
Public Water Supply	8
Domestic Supply	20
Stock Supply	13
Irrigation Supply	10

Note: Some sites have impacts to multiple resources.

IMMEDIACY LEVEL	NUMBER OF SITES
Low & Low to Moderate	21
Moderate	9
Moderate to High & High	12
Other (Under Remediation)	5
Total	47



KCC staff members Jonathan Hill, David Bollenback and Jake Eastes prepare geophones for use at the Knackstedt remediation site in McPherson County. Geophones are placed on the ground and used to detect seismic waves. The Knackstedt Site involves an unplugged saltwater disposal well with severe casing failure, causing dissolution in the Hutchinson Salt section, leaving an air filled void around the well. The seismic survey will help define the extents of the void, and depths where dissolution has taken place.

Sink holes caused by abandoned wells present challenges

Some remediation sites contain unique characteristics, such as sink holes (an area of gradual caving in or sinking of the land). A sink hole at the Macksville site (above left), located in Pawnee County, developed around an abandoned well in 1988. Several acres of ground usage was lost due to the development of the sink and it is still growing. Not far away in Stafford County, another sink hole exists at the French site (above right). It is also the result of an unplugged disposal well. The sink hole now covers a 600 x 1000 feet area in that location. The immediacy levels of both sites are classified as Moderate-High. The projects are outlined in the Remediation Site Status Report available on the Commission's website.



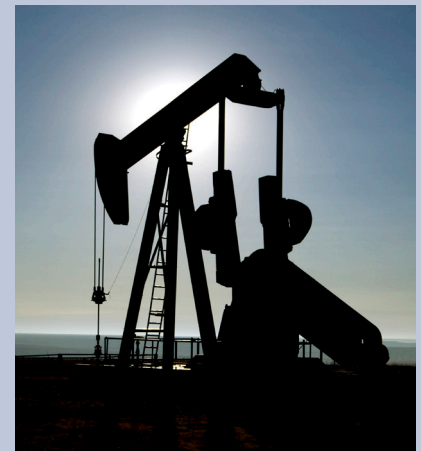
Legislation proposed to expedite plugging



During the 2020 Legislative Session, the KCC introduced legislation that would implement sweeping changes with regard to plugging abandoned wells.

- Clarify abandoned well plugging responsibility.
- Combine the two well plugging funds (Legacy and Assurance Funds) to make more monies available for plugging abandoned wells.
- Provide the authority to establish a regulatory framework to reimburse operators for plugging abandoned wells.

The KCC's efforts were impacted by the pandemic-shortened legislative session, but the agency intends to pursue the measures again in 2021.



For detailed information on oil and gas regulation, access the KCC Legislative reports at:

<https://kcc.ks.gov/commission-activity/reports-to-the-legislature/2021>

ENERGY



- Energy audit and grant assistance for small business and ag producers.
- Classroom teaching tools and student activities.
- Efficiency ideas for everyone.



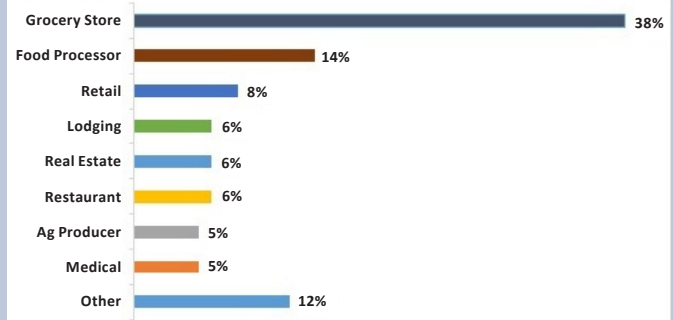
Energy Division

The Kansas Corporation Commission Energy Division continues to encourage energy efficiency, help make small businesses more successful, and provide innovative educational opportunities for K-12 students. The Division is funded through the U.S. Department of Energy (DOE) State Energy Program (SEP) funds. The KCC has contracted with the Kansas State Engineering Extension since 2016 to provide technical and program implementation support.

Energy audit program helps small business owners reduce costs and apply for grants

Kansas small business owners and agricultural producers located in areas with a population of less than 50,000 are eligible for no-cost energy audits and renewable energy site assessments through the KCC Energy Division. Those interested in implementing efficiency recommendations can receive assistance applying for federal programs such as the USDA Rural Energy for America Program (REAP) grants. More than 90% of participants who applied were awarded a grant.

105
Energy Audits
48
Grants
\$779,000
Awarded



Participants by type.

Rural diner implements energy saving project with help from a USDA REAP grant award

Hunter Cafe in Lincoln, Kansas is one of many businesses that implemented the energy saving ideas contained in the no-cost energy audit provided by the KCC Energy Program.

The project included new siding and relocation of the front door adding a new vestibule entrance. A REAP grant award helped with a portion of the renovation cost. An energy cost savings of \$4,600 per year is expected as a result of the updates.

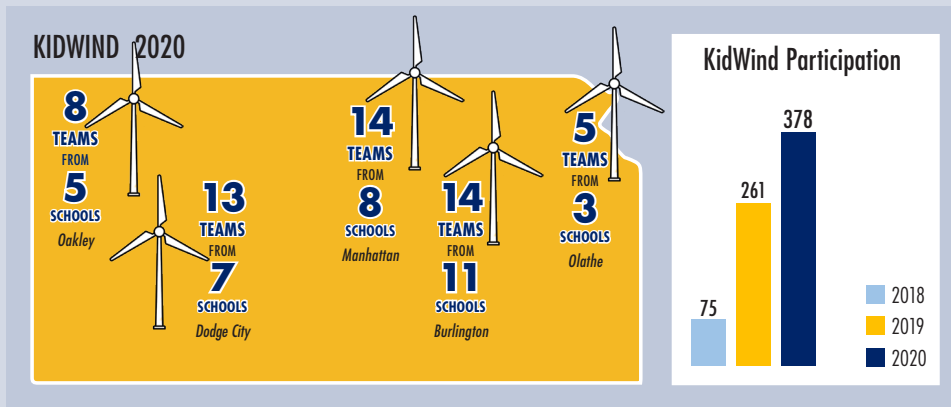


Innovative programs make science fun



Building a wind turbine for competition, following the clues to escape from an energy-themed breakout room or pedaling a bicycle to see how much energy it takes to power various types of light bulbs – those are the types of experiences the Kansas Energy Division is providing at no charge to more than 12,000 Kansas students.

The Energy program’s biggest education success has been the Kansas KidWind Challenge. As interest in wind energy grows in Kansas, it is no surprise that students are intrigued by the topic as well. In the past three years, participation in the event has quadrupled while going from one event to five. In 2020, events were held in Burlington, Dodge City, Manhattan, Oakley, and Olathe.



Energy Star K-12 Benchmarking Project

This new energy saving program has benefits for everyone. Participant schools form an energy team to benchmark and understand the school’s energy use. The team conducts an energy efficiency treasure hunt using professional energy auditing equipment to look for ways to reduce energy loss and save money. Those findings lead to an energy efficiency campaign within the school followed by measuring cost reductions.

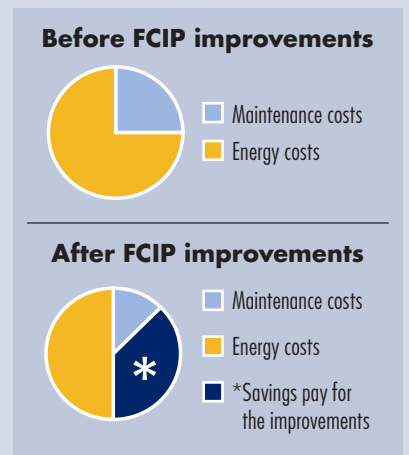


FCIP makes efficiency upgrades possible



The Facility Conservation Improvement Program (FCIP) provides a way for state, municipal, county, and educational facilities to replace obsolete and inefficient equipment using guaranteed utility savings to pay for the project over time. The KCC provides the administrative oversight for this program while K-State Engineering provides technical assistance to the participating organizations.

There are currently three active FCIP projects: City of Mission, City of Shawnee, and Wabaunsee USD 329. The KCC is providing ongoing assistance to the City of Eudora and the Northwest Kansas Educational Service Center (NKESC).





FY2020

1656
Complaints

\$142,000
in disputed charges
returned to customers

550
Public
Comments
recorded in two rate cases



Public Affairs and Consumer Protection (PACP)

The KCC Office of Public Affairs and Consumer Protection (PACP) supports the core mission of the agency by educating and protecting the general public on regulatory issues. PACP staff assists Kansas utility customers when they have questions or need help in resolving a service and billing issue with a regulated utility. In addition, the staff provides information about assistance programs and encourages community involvement and input through public hearings and comment sessions on matters important to Kansans.

Community outreach plays an important role

Public input is an important part of the regulatory process. PACP plans and promotes public hearings and comment periods on issues important to Kansas ratepayers, giving them a forum to share their opinions and get more information. Rate change requests from utilities are the most common matters discussed at public hearings. However, public meetings are also held on some types of transmission line siting projects.

For those who cannot attend the hearings in person, livestreaming and recordings are available for online viewing. There are many convenient ways for the Kansans to submit a public comment on rate cases and other dockets with comment periods – online, email, via letter or a phone call to the Public Affairs office.



Advocating for Kansas Customers

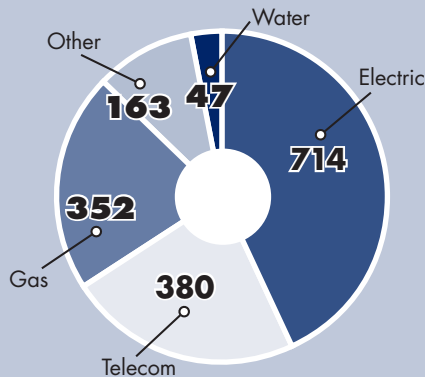
Consumers from all parts of the state turn to the KCC for help with utility issues. Our Public Affairs staff answers consumer questions, investigates complaints, and works to reduce the amount of time it takes to resolve disputes between the customer and the utility.

Nearly 80% of complaints worked are resolved in one day.

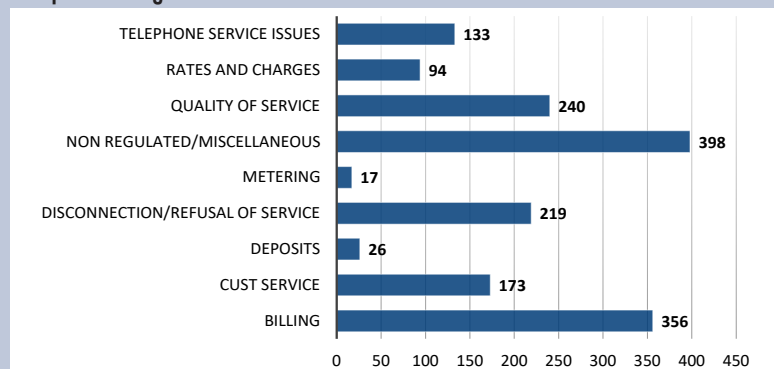
Utility Complaints by Industry

received by the Commission's Public Affairs and Consumer Protections staff in FY 2020.

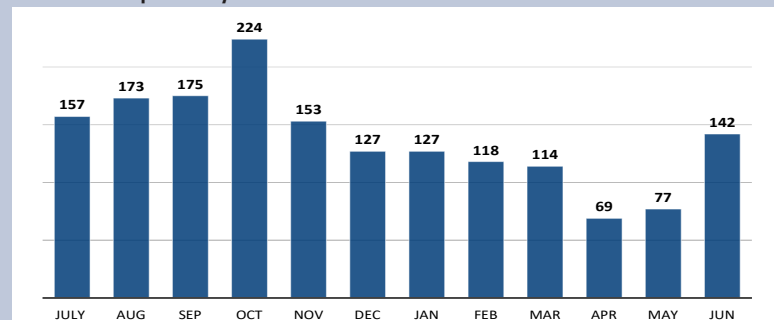
Total Complaints
1,656



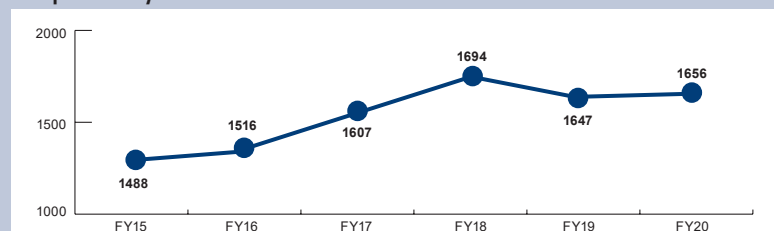
Complaint Categories



FY 2020 Complaints by Month



Complaint - 5 year Trends



Assistance Referral

PACP staff is instrumental in making Kansans aware of programs and services available to help them. Explaining the protections offered by the Cold Weather Rule, phone and internet discounts offered by the Lifeline program, and referrals to public assistance agencies.

STAY WARM. STAY CONNECTED.



Cold Weather Rule

November 1 – March 31

The **Cold Weather Rule** is designed to keep your utilities connected during the winter months, even when you're unable to pay your bill in full. Contact your utility company to see if you qualify to make payment arrangements under the Cold Weather Rule.



Lifeline



Lifeline connects eligible low-income families and individuals to the services they need to live, learn, earn and participate fully in their communities. Federal and state discounts of up to **\$17.02** per month on phone or internet services are available.*

2020/21 Consumer Information

Available Assistance Programs
for Housing & Energy Related Needs of Kansas Citizens

Utility Assistance - Help paying your utility bill	Agency / Organization / Website	Phone / Fax Number	Area Served
Low Income Energy Assistance Program KCC's Department of Social and Rehabilitation Services LEAP assistance with utility bills. (See TR-18-03)	https://www.benefits.gov/benefits/557	(800) 432-0043	Statewide
Project DESERVE Assistance with utility bills. The Center of Hope through partnership with Energy providers, emergency financial assistance to help Energy bills to those who are 65 or older who are receiving disability income or who meet the Emergency Solutions Grant (ESG) guidelines of 20% of the Federal Minimum Income Limit.	Center of Hope www.centerofhope.org/project-deserve	(316) 219-2121	Energy Customers, Statewide



For more information contact PACP at:

800-662-0027 or 785-271-3140

1500 SW Arrowhead Rd., Topeka, KS 66604
public.affairs@kcc.ks.gov

KCC | Quick Reference

Main Office

1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

Consumer Inquiries/Complaints

(800) 662-0027
(785) 271-3140
public.affairs@kcc.ks.gov

Conservation Division

266 N. Main St., Ste. 220
Wichita, KS 67202-1513
(316) 337-6200

Transportation Division

(785) 271-3145
transportation@kcc.ks.gov

Legislative Liaisons

- Lynn Retz, Executive Director
(785) 271-3170
(785) 806-4047
l.retz@kcc.ks.gov
- Jake Fisher
(785) 271-3188
(785) 633-6226
j.fisher@kcc.ks.gov

KCC Website

<https://kcc.ks.gov/>

Visit our website to find:

- Business meeting calendar
- File a utility complaint
- View a Docket
- Latest regulatory statistics
- Legislative Reports
- Details on public hearings and comment opportunities
- Energy Education resources



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