Kansas
Corporation Commission

# KANSAS CORPORATION COMMISSION

## FY2021 | 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

**Andrew J. French**
*Chairperson*

**Dwight D. Keen**
*Commissioner*

**Susan K. Duffy**
*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.

## FY2021

| | |
|---|---|
| BUSINESS MEETINGS | 94 |
| EVIDENTIARY HEARINGS | 9 |
| PUBLIC HEARINGS | 1 |

**2,987** TOTAL ORDERS ISSUED BY THE COMMISSION IN FY2021

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/2022

# Commission acts quickly as weather impacts energy supply

Prolonged arctic weather in February caused record demand for natural gas and electricity. At the same time, production declined. In Texas alone, production was down 45% due to wellheads freezing and lost electricity.

As the first signs of trouble began to emerge, KCC staff was in frequent contact with the Governor's office as well as its jurisdictional utilities to keep a pulse on the latest developments and determine the actions needed to mitigate the unprecedented situation. The top priority was to help ensure Kansans had sufficient heat for their homes amid sustained subzero temperatures, increasing energy demand, and natural gas supply constraints brought on by winter storm.

## *Timeline of Events*

### Feb 14 — State of Disaster Emergency Declaration

Governor Kelly issues a State of Disaster Emergency Declaration.

### Feb 15 — KCC issues emergency order to regulated utilities

The Commission directed utilities to do all things possible and necessary to ensure adequate amounts of natural gas and electricity to meet the needs of Kansas customer. With wholesale gas prices 10 to 200 times higher than normal, the order authorized regulated utilities to defer extraordinary costs for future review rather than immediately passing them on to ratepayers.

### Mar 9 — Company specific investigations opened

The KCC opened seven company specific investigatory dockets to review costs incurred by each utility and minimize impact to consumers. The investigations will also address the cause of reduced natural gas supplies, high prices, supply and demand imbalances, and what steps can be taken to make sure utilities are better prepared for future extreme weather events.

*KCC Chairperson Andrew French explained actions the agency was taking to help utility customers at Governor Kelly's press conference on February 17, 2021.*

## WINTER STORM URI FACTS

**13 days**
Freezing temperatures
**February 7-19**

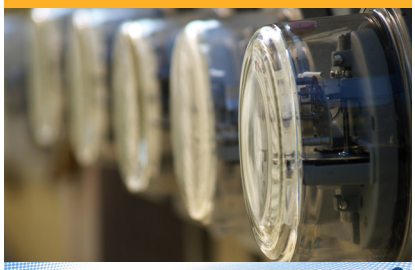
**$300-$400**
Natural Gas prices per MMBtu
**February 13-16**

**$600-$1000**
Natural Gas prices per MMBtu
**February 17-18**

**1st in 80 years**
SPP mandated controlled outages due to supply/demand imbalances.
**February 15-16**

# 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: Sunflower Electric Power Corporation, 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 (SPP).

# The financial aftermath of the winter storm

As February's winter storm made its way through the state, the number one goal of the Commission was to keep power flowing and homes warm for Kansans, despite record demand and reduced supplies. When the extreme weather subsided, it was time to deal with the aftermath of extraordinarily high-energy costs and figure out a way to lessen the financial impact to ratepayers.

The Commission opened individual company-specific general investigation dockets to examine the how prepared jurisdictional electric and natural gas utilities were for the weather event, how they responded and how the event will affect its Kansas customers. Each utility was ordered to develop a plan to minimize the financial impact of the extreme wholesale energy prices for customers.

Most utilities are requesting to recover the costs over a three to five year period, depending on the magnitude of their exposure to the event and the affordability of the plan for customers. The Commission must approve all plans.

## February Weather Event Extraordinary Costs

| | |
|---|---|
| American Energies **$317,914** | Empire **No filing yet** (estimate $10.5 million) |
| Atmos **$88 million** | Evergy Central **$147.4 million** |
| Black Hills **$87 million** | Kansas Gas Service **$358 million** |
| City of Eskridge **$1.1 million** | Southern Pioneer **$17 million** |

*Commission approval is required before consumer payment plans can be implemented. Cost recovery plans have been approved for American Energies and the City of Eskridge. Requests are pending for Southern Pioneer, Evergy Central, Kansas Gas Service, Black Hills and Atmos. As of the time of this writing, Empire District Electric Company has yet to submit its cost recovery plan.*

# Securitization offers finance option

The Utility Financing and Securitization Act, passed by the 2021 Legislature, provides KCC jurisdictional utilities with a new financing option to pay for energy transition costs and qualified extraordinary costs. If approved by the Commission, a utility can access special low cost financing secured by ratepayers. Since the cost savings are passed on to customers, securitization can result in substantial benefits to ratepayers.

"If done correctly, securitization appears to present the opportunity to lower ratepayer costs while giving the utility certainty that it will be allowed to recover stranded costs created by the early retirement of generation units or other extraordinary utility costs," said Justin Grady, KCC Chief of Revenue Requirements, Cost of Service and Finance in legislative testimony on the bill.

Two regulated utilities, Kansas Gas Service and Atmos Energy, are currently pursuing securitization to recover extraordinary costs due to the February winter storm.

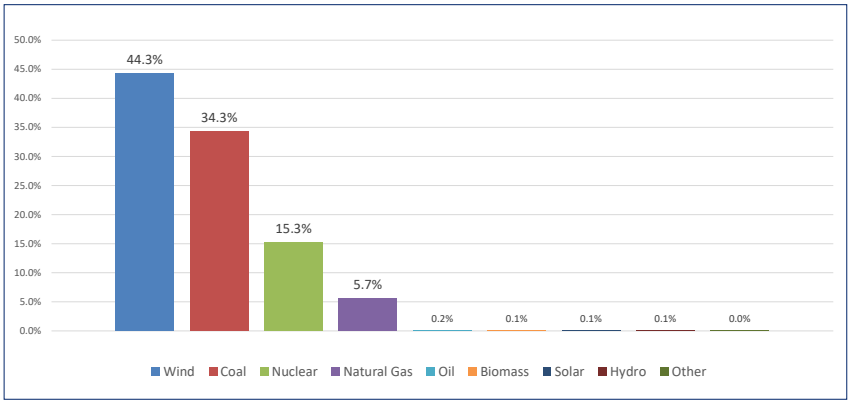
# Detailed review of Evergy STP

The Commission continued its investigation into Evergy's Sustainability Transformation Plan (STP) in 2021. Following Evergy's agreement with Elliott Management, to increase shareholder value by developing a standalone plan to cut costs or pursuing a merger, there was concern that Evergy's customers could be at risk for paying higher rates or receiving diminished service quality.

Four virtual workshops were held giving the Commission and interested parties a chance to learn more about the STP and ask questions. The workshops were broadcast on the KCC YouTube channel. A public comment period, opened to engage ratepayers in the process, drew 1,472 responses.

In an order on November 23, the Commission emphasized the importance of achieving and maintaining regionally competitive rates and that shareholder interests should not be prioritized to the detriment of ratepayer interests. The Commission also asked for more transparency on future spending increases.

**Electric Generation Mix in Kansas** | *October 2020 to September 2021*




*Source: U.S. Department of Energy, The Energy Information Administration (EIA)*

# Protections remain in effect for utility ratepayers

Since March 2020, the Commission has acted to help Kansans, struggling with the effects of the COVID-19 pandemic, maintain utility service. Those actions included a disconnection moratorium through May 31, 2020 for all jurisdictional utilities. At the expiration of the moratorium, the Commission enacted minimum consumer protections that will remain in place through the duration of the pandemic.

The minimum protections apply to all jurisdictional electric, natural gas, and water utilities and include the following: utilities are required to offer a payment plan of up to 12-months for all existing customer delinquent balances and waive all late fees that accumulated during the pandemic and period of repayment. If two payment agreements are broken, customers can be subject to disconnection.

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

https://kcc.ks.gov/commission-activity/reports-to-the-legislature/2022

*FY2021*

**19**

**Pipeline Safety Penalty Orders**

with **$19,500**
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.

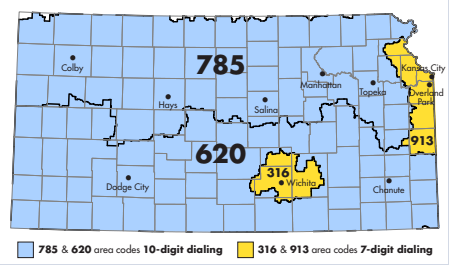
### Underground Damage Prevention Statistics for Calendar Year 2020

| LOCATION | TOTAL GAS DAMAGE INCIDENTS | GAS DAMAGES INVESTIGATED | GAS LOCATES REQUESTED | DAMAGES PER 1000 LOCATES |
|---|---|---|---|---|
| Johnson County | 362 | 218 | 221,432 | 1.6 |
| Sedgwick County | 222 | 137 | 140,975 | 1.6 |
| Remaining State | 391 | 136 | 170,224 | 2.3 |

# 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 comes to Kansas




Kansans that live in area codes 785 and 620 were in for some changes when the Federal Communications Commission (FCC) approved 988 as the new abbreviated number for the National Suicide Prevention Lifeline last July. In order to implement the new number, any area code using the 988 prefix in telephone numbers was required to make the switch to 10-digit dialing. In total, 82 area codes in 36 states made the change.

The FCC initiated a practice period in April allowing both 7-digit and 10-digit dialing to help callers adjust to the change. On October 24, 10-digit local calling became mandatory with the exception of any three digit abbreviated numbers available in the community such as 911. Callers still dial 1+ the area code for all long distance calls.

Beginning July 16, 2022, persons in crisis can dial 988 to reach the National Suicide Prevention Lifeline. Until then, callers will continue to dial 1-800-273-8255 (TALK).

## 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 25th 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.

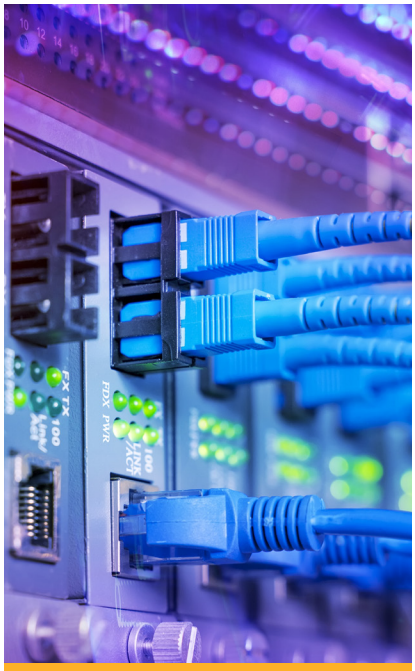
All telecommunications companies must contribute to the KUSF. Assessments are a percentage of intrastate (within Kansas) retail revenues. Companies are allowed to pass the assessment on to its customers, but not required to. Effective March 1, 2021, the current KUSF funding requirement is $40.5 million. The carrier assessment rate is 10.84%.

### *How are KUSF dollars used?**

- Enhancements/upgrades in rural areas **$38.9 million**
- Lifeline Program **$306,800**
- Kansas Relay 711 **$428,400**
- Telecommunications equipment program **$301,100**
- Fund administration/carrier audits **$515,600**

** Annual budget effective March 1, 2021*

# UTILITIES



*FY2021*

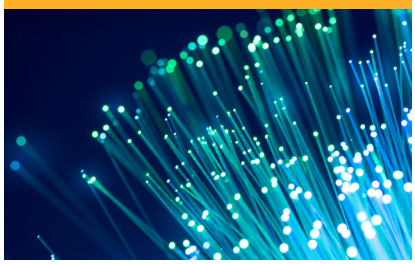
**4**

**Telecom Penalty Orders**
with **$3,155.18**
in assessed fines.*

**3**

**Show Cause Orders**
with **$5,714.21**
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.

*FY2021*

**138**

**Transportation Penalty Orders**

with **$130,050** 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.

## Four state agencies team up to make Kansas roads safer and their efforts are paying off

The combined efforts of four state agencies are making it safer to travel on Kansas roads. The KCC Transportation Division reports that nearly 98% of the state's motor carriers have met Unified Carrier Registration (UCR) requirements for 2021. The national average is currently 80.97%.

The Kansas Highway Patrol, the Kansas Department of Revenue, and Kansas Department of Transportation are working with the KCC to ensure compliance and promote safety. Kansas has been the top performer in UCR registrations since the program's inception in 2007. Currently, 41 states participate in the UCR program. All motor carriers based in or traveling through a participating state are required to register and pay an annual UCR fee based on number of vehicles they operate. The UCR fees collected fund safety education and motor carrier enforcement efforts. Those efforts are paying off. Statistics show Kansas-based motor carriers were involved in fewer crashes from 2018-2020 than the national average and the average of similarly situated Midwest states.

KTRAN, an online tool launched by the KCC in 2017, has benefited the industry and regulators alike. Motor carriers 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. Regulators and law enforcement have access to the database to help ensure safety compliance leading to safer roadways for the motoring public.

**KTRAN**

- KTRAN launched in May of 2017
- 8,000 motor carrier accounts were created in 2017
- There are currently 10,911 active KTRAN accounts
- 8,379 are Interstate Carriers
- 9,551 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/2022

# Driver education is the key to increased safety and compliance

Educating motor carriers about potential hazards they may encounter, as well as teaching ways to mitigate risk and stay up-to-date on compliance requirements, makes travel in Kansas safer for everyone.

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

The KCC conducts free educational safety seminars. New and out-of-compliance carriers are required to attend, but the seminars are open to all operators. KCC safety classes also incorporate training from Truckers Against Trafficking, a national group that teaches motor carriers how to identify and report human trafficking activity they may observe while traveling the nation's highways.

Prior to the COVID pandemic, six in-person classes were conducted each month at locations throughout the state. Now, the seminars are virtual and held three times per week. The change has been well received. Motor carriers can now attend from their homes or offices saving time and travel expenses while keeping interaction between instructors and participants at a high level.

Motor carriers are notified of seminar dates at the time they apply for KCC authority and the Division sends e-mails and invitations to each Kansas-based motor carrier that applies for and receives a new USDOT number. Safety seminar information is also located on the KCC website.

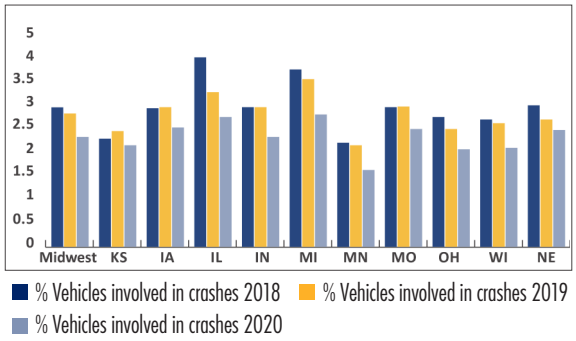
# Local help available for motor carriers

To supplement the motor carrier support provided by the KCC's Transportation Division office in Topeka, investigators are located in assigned regions throughout the state. These local resources respond to specific questions that come up in the field and perform compliance investigations.

Investigators are located in the following cities: Concordia Colby, Garden City, Hutchinson, Lawrence, Mulvane, Parsons, Osawatomie, and Topeka.

# Safety & Compliance

## % 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* | 104 | 33,926 | 34,030 |
| with Driver OOS Violation | 8 | 1,971 | 1,979 |
| Driver OOS Rate | 7.69% | 5.81% | 5.82% |
| Vehicle Inspections** | 104 | 24,427 | 24,531 |
| with Vehicle OOS Violation | 27 | 3,594 | 3,621 |
| Vehicle OOS Rate | 25.96% | 14.71% | 14.76% |
| Hazmat Inspections*** | 20 | 2,815 | 2,835 |
| with Hazmat OOS Violation | 1 | 210 | 211 |
| Hazmat OOS Rate | 5.00% | 7.46% | 7.44% |

* 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

*CY2021 Midwest Region as of 9/14/21*

| JURISDICTION | REGISTERED CARRIERS | PERCENT COMPLIANT |
|---|---|---|
| Nebraska | 8,288 | 87.04% |
| Missouri | 13,526 | 85.8% |
| Ohio | 21,198 | 84.06% |
| Illinois | 30,036 | 86.38% |
| Indiana | 15,560 | 86.38% |
| Iowa | 9,943 | 80.78% |
| Wisconsin | 11,109 | 82.82% |
| Michigan | 12,210 | 84.38% |
| Minnesota | 13,834 | 80.10% |
| Kansas | 8,543 | 96.47% |
| Nationwide | 589,926 | 80.64% |

*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.

*FY2021*

**177**

Conservation Penalty Orders

with **$567,625**

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.

# HB 2022 accelerates plugging efforts

Abandoned well plugging efforts are accelerating in Kansas. House Bill 2022 made sweeping changes to the abandoned well plugging statutes related to operator responsibility determinations by the Commission. These changes, combined with an overhaul of the processes related to abandoned well plugging state contracts, attracted more state-approved abandoned well plugging vendors than at any time in the history of the program. House Bill 2022 merged the two existing statutory abandoned well plugging funds so that the Commission would have all of the abandoned well plugging funds available for use.

There are currently 5,477 documented abandoned wells in Kansas requiring action. When an abandoned well is discovered, KCC staff investigates to determine if it poses a threat to public safety or the environment. The wells are monitored and plugged, in order of priority, using a combination of federal funding under the Mineral Leasing Act and fee funds assessed upon the oil and gas industry.

## ABANDONED WELLS IN KANSAS

| DISTRICT 1 | |
|---|---|
| Priority One | 13 |
| Priority Two | 4 |
| Total | 13 |

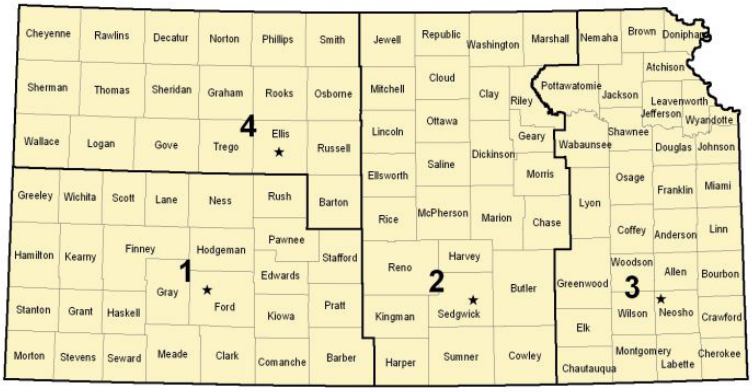
| DISTRICT 2 | |
|---|---|
| Priority One | 107 |
| Priority Two | 2 |
| Total | 109 |

| DISTRICT 3 | |
|---|---|
| Priority One | 4,859 |
| Priority Two | 410 |
| Total | 5,269 |

| DISTRICT 4 | |
|---|---|
| Priority One | 86 |
| Priority Two | 0 |
| Total | 86 |

| | 2021 | 2022 | CHANGE |
|---|---|---|---|
| **Total Wells Requiring Action*** | 5,632 | 5,477 | 155 |
| **Total Wells Plugged with State Funds**** | 10,718 | 11,909 | 1,191 |

* Since creation of the Abandoned Well Plugging funds in 1996.
** The large change in total wells plugged is a result of increased plugging efforts and database cleanup.



# Remediation sites prioritized based on risk

*A sink hole developed at the site of an unplugged disposal well at the French site in Stafford County. The site is classified as moderate-high immediacy.*

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, 2021, through December 31, 2021, ended with no sites resolved or added, resulting in a total of 47 active sites. The 2022 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 FY2022 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) | 65 |
| Public Water Supply | 7 |
| Domestic Supply | 19 |
| Stock Supply | 13 |
| Irrigation Supply | 9 |

*Note: Some sites have impacts to multiple resources.*

| IMMEDIACY LEVEL | NUMBER OF SITES |
|---|---|
| Low & Low to Moderate | 20 |
| Moderate | 8 |
| Moderate to High & High | 14 |
| Other (Under Remediation) | 5 |
| **Total** | 47 |

# Staff responds to environmental threats

KCC Conservation staff plays a key role in protecting environmental resources in the state and are often the first call when residents have concerns.

One example occurred in July when a rural water employee discovered an abandoned well on private property near a water stream in LyCygne. The landowner was unaware it existed and immediately called KCC District 3 staff for assistance. Due to the freshwater pollution risk, staff acted quickly to protect the stream located just 15 feet away.

Any citizen that comes across an abandoned oil and gas well is encouraged to report it, so staff can assess environmental risk. If the well is determined to be abandoned, it will be added to the Commission's abandoned well list and plugged based on priority status.

# KCC applies for federal plugging grant

The Federal Infrastructure Investment and Jobs Act, enacted in November, has $4.7 billion dollars earmarked for orphaned well site plugging, remediation and restoration activities.

Funding available for State Programs will include initial grants ($775 million), formula grants ($2 billon), and performance grants ($1.5 billion). KCC staff has filed the notice of intent to apply for a formula grant to boost its abandoned well plugging program.

# Looking for a well? There's an app for that!

WellFinder

KCC has joined 13 states that use the RBDMS WellFinder app, developed by the Ground Water Protection Council. Using the app, Conservation field staff can quickly access information about wells in the state including permit numbers, location coordinates, well type, status and operator information. Using the "Find Wells Near You" feature, the app will display all nearby wells, including those that are not visible. The app is available to the public and free to download from the App store and Google Play.

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

https://kcc.ks.gov/commission-activity/reports-to-the-legislature/2022

# 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.

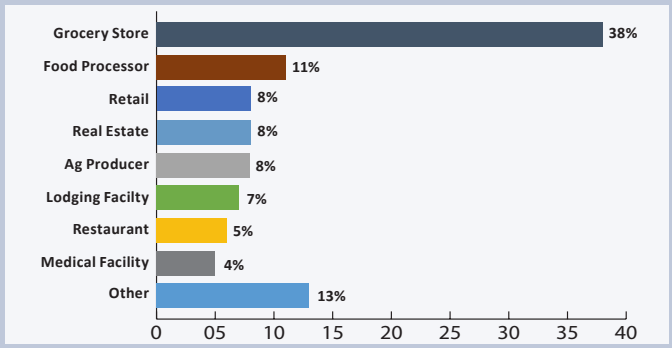
# Energy audit program helps small business owners reduce costs and apply for grants

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.

**133**
**Energy Audits**

**58**
**Grants**

**$1,044,941**
**Awarded**




*Participants by type.*

# Grocery store expects to save $12K in reduced energy costs

Jamboree Foods in Oakley, Kansas is one of many businesses that have implemented the energy saving ideas contained in the no-cost energy audit provided by the KCC Energy Program. A REAP grant award covered the funding.

The project involved replacing ten refrigerated display units (seven of which were open-display) with seven reach-in refrigerated display units with doors. The business also replaced existing T8 fluorescent freezer lighting with LEDs. An annual energy savings of more than $12,000 is expected.

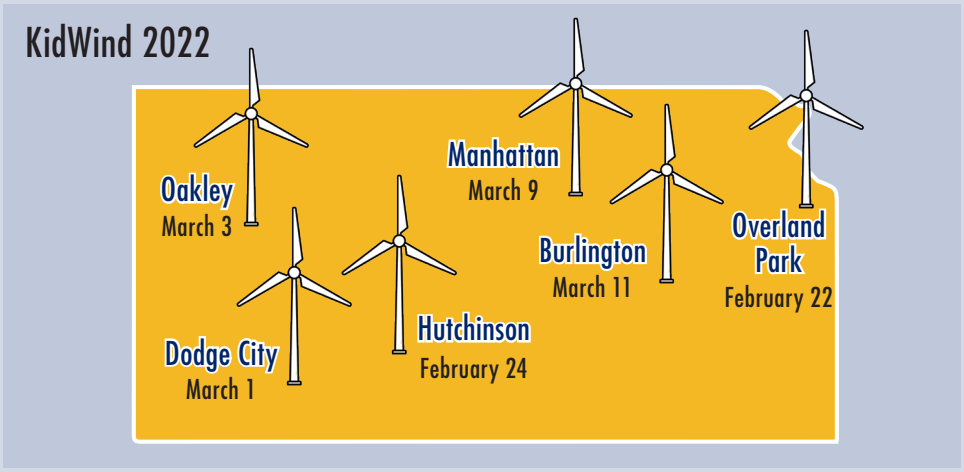
*Before*

*After*

# 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 15,000 Kansas students.

KidWind grew from one event with 17 teams in 2018 to five regional events with 88 teams in 2020. Due to the pandemic, KidWind was virtual in 2021, but is back bigger and better than ever for 2022 with the addition of a sixth regional event. The competition is open to students in grades 4-12.



# Energy Star K-12 Benchmarking Project

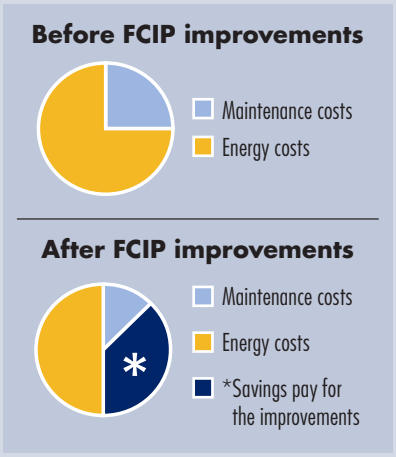
This energy saving program has benefits for everyone. Participant schools form an energy team to benchmark and understand the school's energy use. The team conducts an energy efficiency treasure hunt using professional energy auditing equipment to look for ways to reduce energy loss and save money. Those findings lead to an energy efficiency campaign within the school followed by measuring cost reductions. In the first year of the program, seven school districts and one homeschool group participated.

# FCIP makes efficiency upgrades possible

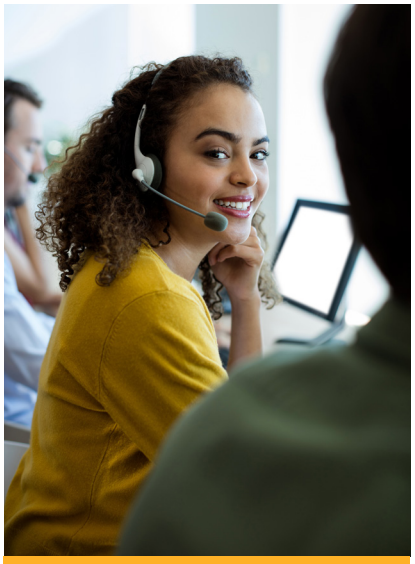
FCIP

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: Wabaunsee School District (USD 329), City of Mission, City of Shawnee. The KCC is providing ongoing assistance to the City of Eudora and the Northwest Kansas Educational Service Center (NKESC).



# PACP



*FY2021*

**1,939**
**Complaints**

**$23,642.88**
in disputed charges returned to customers

**1,114**
**Public Comments**
recorded

# 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.

Many public hearings are held virtually. Members of the public don't have to leave their homes to be an active participant. For those that prefer to watch, 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.

### View Commission events

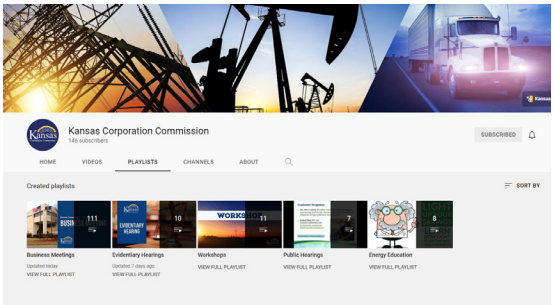
YouTube *Watch live or later*

Commission Business Meetings

Evidentiary Hearings

Public Hearings

Informational Workshops




### Get Assistance

We are here to help

- *Ask a question*
- *Get help resolving a utility issue*
- *Find resources*

800-662-0027
785-271-3140

public.affairs@kcc.ks.gov

http://kcc.ks.gov/

# Advocating for Kansas Customers

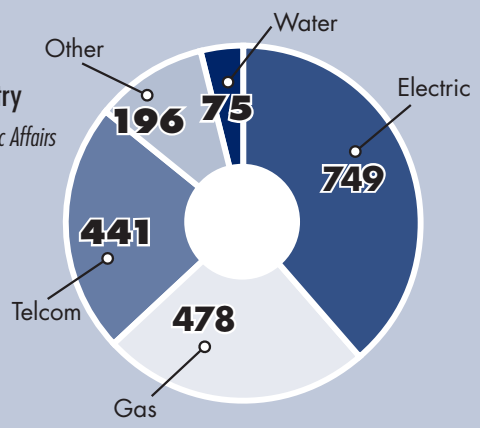
Consumers from all parts of the state turn to the KCC for help with utility issues. Our Public Affairs staff answers consumer questions, investigates complaints, and works to reduce the amount of time it takes to resolve disputes between the customer and the utility.

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

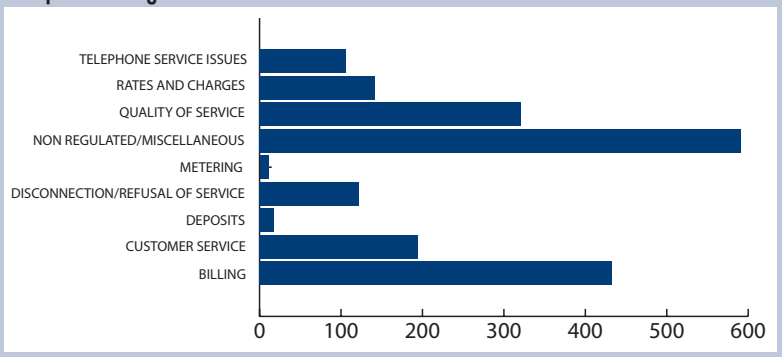
### Utility Complaints by Industry

*received by the Commission's Public Affairs and Consumer Protections staff in FY 2021.*

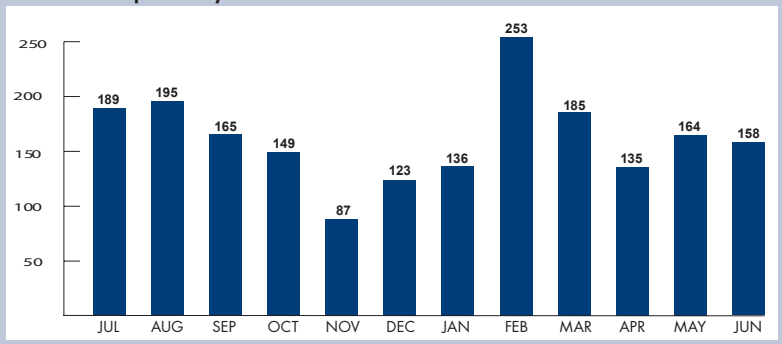
**Total Complaints**
**1,939**



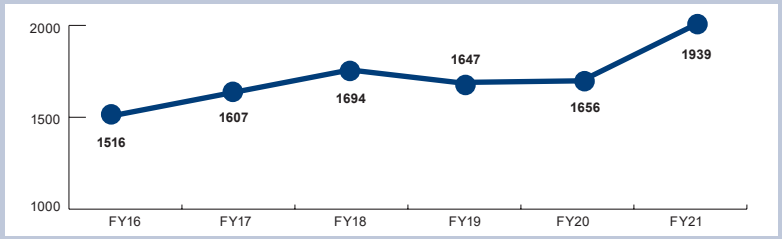

### Complaint Categories




### FY 2021 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.

Kansas Corporation Commission

**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.*

Kansas Corporation Commission **2021/22 Consumer Information**

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

**Utility Assistance** – *help paying your utility bill*

| Service / Program | Agency / Organization / Website | Phone / Fax Number | Area Served |
|---|---|---|---|
| **Low Income Energy Assistance Program** LEAP assistance with utility bills. (Jan 19 - Mar 31) | Kansas Department for Children and Families http://www.dcf.ks.gov/services/ees/Pages/EnergyAssistance.aspx | (800) 432-0043 | Statewide |
| **Project DESERVE** Assistance with utility bills. The Center of Hope through partnership with Evergy provides emergency financial assistance to pay Evergy bills to those over age 65 or those who are receiving disability income or who meet the Emergency Solutions Grant (ESG) guidelines of 30% of the Federal Adjusted Income Limits. | Center of Hope www.centerofhopeinc.org/projectdeserve | (316) 219-2121 | Evergy 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 Contacts
- **Lynn Retz, Executive Director**
  (785) 271-3170
  (785) 806-4047
  l.retz@kcc.ks.gov
- **Peter Barstad, Legislative Liaison**
  (785) 271-3188
  (785) 633-6226
  p.barstad@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

*Follow us on Twitter and YouTube*

AD ASTRA PER ASPERA
Kansas
Corporation Commission

*We serve the people of Kansas...*