



**Testimony of Westar Energy  
Opposed to SB209  
Before Senate Utilities  
March 15, 2017**

**Laura Maag Lutz, Government Affairs Manager**

Thank you, Chairman Olson, and members of the Committee. Westar Energy is opposed to Senate Bill 209. This legislation calls for certain additional line items to be included on our customers' bills, but it is difficult to understand why. Some of the additions appear to be items that Westar already includes on its bills, and some of the items would need further explanation, thus extending the length of bills, and quite likely causing confusion for customers.

Westar is not opposed to transparency in utility billing. On the contrary, our goal is to deliver a bill to our customers in a clear, understandable format that will serve as an effective communication tool and provide useful information. Multiple utility customer surveys reveal that customers want three main things on their bill: amount due; the day it's due; and how much energy they've used. They don't want unnecessary, extraneous, confusing details.

Our bill re-design a few years ago, which we developed using customer focus groups, provides a consistent, simplified bill that has improved interactions for our customers and our call center representatives. (Please see back of testimony for sample bill.) It has reduced the number of bill-related inquiries, which ultimately helps us manage costs for all customers.

In addition, there would be a cost to adjusting bills, and that cost would be passed on to all customers. Not only would there be programming costs associated with adding line items to the bill; depending on how long the bill became, we would be looking at increased postage costs if the bill became more than its current two pages. Ninety percent of our customers who still choose to receive a printed monthly statement currently receive a two-page bill.

We also suspect this bill is a companion piece to promoting electric retail choice in Kansas – a concept that hasn't fared well in many of the states that have attempted to de-regulate. Proponents point to rising electric rates in Kansas. But what we are seeing with the Southwest Power Pool's integrated market, of which Westar is a participant, is that energy costs are stabilizing as SPP dispatches the lowest cost generation resource on a given day.

In conclusion, our customers are not asking for this change to their bills, and we respectfully request that you not take action on Senate Bill 209. Thank you for considering our perspective and that of our customers.

**Important account information: Your account number, current due date and amount due. To avoid late charges, please pay your bill by the Due Date.**

THANK YOU FOR BEING OUR CUSTOMER  
 Page 1 of 2 Statement date: August 25, 2015



Account #	Due Date	Amount Due
1234567890	September 21, 2015	\$176.74

Service location: 1234 56TH AVE  
 NOWHERE, KS 66604-3316  
 Billing period: 07/22/2015 - 08/20/2015  
 Billing days: 29

**Address of your service and billing period.**

**Your detailed charges and account activity are summarized.\***

SUMMARY	
Previous balance	\$90.90
Late fee	1.82
Balance forward	92.72
Current charges	77.22
City franchise fee	4.63
Sales tax	2.17
<b>Total due by September 21, 2015</b>	<b>\$176.74</b>

**ELECTRICAL OUTAGES**  
 1-800-544-4857 (1-800-LIGHT-1S) or  
 Text OUT to 97827 (WSTAR)

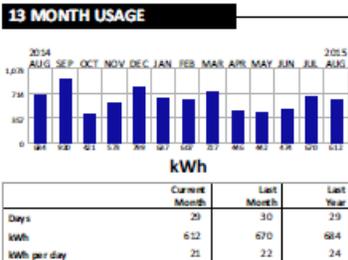
**Outage reporting information.**

**CUSTOMER SERVICE**

Go to [WestarEnergy.com](http://WestarEnergy.com) to:  
 • Make a payment  
 • Report an outage  
 • Start, stop or move your service  
 1-800-383-1183  
 PO Box 889 Topeka, KS 66601-0889  
 Servicio al cliente 1-800-383-1183 (opcion #6)  
 Representantes en español estan disponibles para ayudarle

**Here is how you can reach us.**

**Monitor your usage trends and compare this month to last month.**



**Important information or new services we may offer.**

Please pay at [WestarEnergy.com](http://WestarEnergy.com) or return the portion below with your payment. Thank you.

Service location: 1234 56TH AVE  
 NOWHERE, KS 66604-3316

Account #	Due Date	Amount Due
1234567890	September 21, 2015	\$176.74

**Please return your payment stub with payment if paying by mail.**

Please pay \$176.74 if paid after September 21

Amount enclosed: \$

AUTO\*\*5-DIGIT 98765  
 JOHN SMITH  
 1234 56TH AVE  
 NOWHERE, KS 98765-4321

WESTAR ENERGY  
 PO BOX 758500  
 TOPEKA, KS 66675-8500

**Make sure this address is visible through the payment envelope window when mailing.**

2 1234 567 89000000 84020000176 7400001 78428

**Detailed explanation of your current charges.**

Page 2 of 2  
 Account #: 1234567890  
 Meter #: 98765432 Rate code: 303

CURRENT CHARGES	
Basic service fee	\$12.00
Energy use	39.36
Fuel used in power generation	12.98
Property tax surcharge	1.20
Transmission	8.75
Environmental compliance	2.76
Energy efficiency	0.17
<b>Total current charges</b>	<b>\$77.22</b>
Average cost per day	\$2.66

**Residential BILLING FACTORS**

Present meter read	14963
Previous meter read	14351
Energy use kWh	612
Cost of fuel per kWh	\$0.021201

**Billing Factors explain what elements went in to determining your current charges.**