

MINUTES OF THE SENATE UTILITIES COMMITTEE

The meeting was called to order by Vice Chair Pat Apple at 9:30 A.M. on January 24, 2008 in Room 526-S of the Capitol.

Committee members absent: Senator Jay Emler (excused)

Committee staff present: Raney Gilliland, Kansas Legislative Research Department  
Cindy Lash, Kansas Legislative Research Department  
Mike Corrigan, Revisor of Statutes  
Ann McMorris, Committee Secretary

Conferees appearing before the committee:

Wes Ashton, Aquila  
Kayla Hughes, Aquila  
Paul Snider, KCPL  
Jill Frasco, Westar

Others in attendance: See enclosed list.

Introduction of Bills

Moved by Senator Lee, seconded by Senator Petersen, introduction of a conceptual bill regarding electric generation as requested by Senator Emler. Motion carried.

Presentation on Third Party Pay Sites for Utility Payments

Wes Ashton, Aquila Corporation, introduced Kayla Hughes, Aquila Manager of Collection & Payment Services from Raytown, Missouri. He also introduced Randy Dyer, their representative from Wichita.

Kayla Hughes, Aquila Manager of Collection & Payment Services, provided information on how the process of third party pay stations in Kansas works, the types of entites used, and customer data usage. Aquila customers in Kansas have seven different ways to pay their monthly natural gas bill. She explained the different ways customers could pay their bills. All their pay stations are contracted through Western Union who is the only vendor authorized to accept walk in payments. (Attachment 1)

Paul Snider, Kansas City Power and Light, stated KCP&L customers may pay their bills through the mail, over the phone, through online banking, auto-withdrawal, website, via credit card or check, and in person at any authorized pay stations. In Kansas, there are no fees associated with any of their payment options. (Attachment 2)

Jill Frasco, Director, Credit and Collections, Westar Energy, contracts with Fidelity Express to provide third party payment sites in approximately 80 locations. In the contract, Westar reserves the right to approve each location and have a list of unacceptable locations. Westar is pleased with the customer service and technology utilized by Fidelity Express. (Attachment 3)

Committee questioned if call ins had contact with a person rather than a recording when inquiring about their accounts. Some discussion on fees to customer.

Adjournment.

Respectfully submitted,

Ann McMorris, Secretary

Attachments - 3