

THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS

In the Matter of the Investigation by the )  
Commission of the Adequacy of Quality of )  
Retail Service Provided by Kansas Electric ) Docket No. 02-GIME-~~365~~-GIE  
Public Utilities and the Prudence of )  
Developing Electric Service Quality )  
Standards )

**ORDER OPENING DOCKET**

The State Corporation Commission of the State of Kansas (“Commission”), having examined its files and records and being fully advised in the premises, finds:

1. On November 27, 2000, Western Resources, Inc. (WRI) and Kansas Gas and Electric Company (KGE) filed an application seeking an increase in revenues in Docket No. 01-WSRE-436-RTS. As part of WRI’s and KGE’s application, the companies proposed a 5-year service quality incentive program which would have addressed the companies’ electric service continuity performance, customer call center service performance, and meter reading performance. (Kaufmann direct)

2. On April 6, 2001, the Commission's Staff (“Staff”) filed direct testimony in Docket No. 01-WSRE-436-RTS recommending that the Commission deny the companies’ proposed service quality program, and recommending that the Commission consider opening a separate docket to investigate the merits of developing generic service quality standards for all jurisdictional electric utilities. (Doljac direct, page 2)

3. Staff stated in its testimony, “The Commission should consider taking a more proactive approach with electric service quality. Today, the Commission regulates electric service quality primarily by responding to customer complaints. However, the effectiveness of

this reactive approach may be limited.” Staff indicated that many customers do not contact the Commission even when electric service falls well below acceptable levels. (Doljac direct, page 12)

4. Staff also recommended, “Before the Commission adopts standards, it should decide on the service quality performance goals it believes are consistent with the public interest. These goals could then translate more readily to specific performance indicators and benchmarks. Also, the Commission should decide for all electric utilities over which it has jurisdiction ... whether it should set service standards. It should also make a comprehensive determination of which incentive mechanisms associated with performance levels would be appropriate to assure the public interest. Until these issues are first decided by the Commission, it is premature to develop service standards.” (Doljac direct, pages 11-12)

5. On July 25, the Commission issued its Order on Rate Applications in Docket No. 01-WSRE-436-RTS, wherein the Commission stated: “The parties also agreed...that quality of service standards should be considered in a generic manner in a docket or through the adoption of administrative regulations...The Commission directs Staff to initiate its review of quality of service standards on or before November 1, 2001.”

6. On October 16, Staff filed a motion for an extension of time to initiate Staff’s review of quality of service standards until November 15, 2001 because of the press of other matters requiring a significant investment of Staff time.

7. On October 22, 2001, the Commission issued its Order Granting Staff’s Motion for Extension of Time to Open the Quality of Service Standards Docket to November 15.

8. This Order, which follows communication by Staff indicating it has initiated its review of quality of service standards, is intended to serve the purpose of commencing the

process of review outlined in the above-mentioned paragraphs. Staff is directed to file, within 15 days of the date of this Order, a Response to this Order outlining its initial position on the issues relative to service quality discussed herein. The Response shall include Staff's initial position regarding relevant issues, including but not limited to: 1) Continuity of electric service, 2) Customer call center performance, 3) Meter reading performance, 4) Compliance with rules and regulations, and 5) Other performance standards. Staff is further directed to provide in its Response its proposal for the procedure to be followed in this docket.

9. Within 15 days following the filing of a Response by Staff, the Commission will receive from interested utilities their initial positions on the issues initially addressed by Staff and their proposals for a procedural schedule. The Commission will then determine the course of further proceedings in this docket.

10. This Order will serve as notice to all electric utilities certificated by and subject to the jurisdiction of the Commission that issues surrounding service quality are now before the Commission.

**IT IS THEREFORE ORDERED BY THE COMMISSION:**

- (A) An investigation of issues surrounding service quality is hereby initiated.
- (B) Staff is directed to file, within 15 days of the date of this Order, a Response outlining its initial position on this subject.
- (C) This Order will serve as notice to all electric utilities certificated by and subject to the jurisdiction of the Commission, and all other entities potentially interested, as evidenced by the attached certificate of service, and a copy of this Order shall be served on all such utilities or entities.
- (D) A party may file a petition for reconsideration of this Order within 15 days of the

date of this Order. If service is by mail, three days are added to the above time frame.

(E) The Commission retains jurisdiction over the subject matter and the parties for the purpose of entering such further order or orders as it may deem necessary.

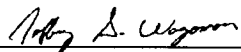
BY THE COMMISSION IT IS SO ORDERED.

Wine, Chr.; Claus, Comm.; Moline, Comm.

Dated: NOV 16 2001

ORDER MAILED

NOV 16 2001

  
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Jeffrey S. Wagaman  
Executive Director