



CITY OF ESKRIDGE

110 S. MAIN STREET/P.O. BOX 156
ESKRIDGE, KS 66423
PHONE (785)449-2621
FAX (785)449-7289

DOLLY MERCER, MAYOR
STEPHANIE GRAHAM, CITY CLERK
TODD LUCKMAN, CITY ATTORNEY
BLAINE A. CARTER, MUNICIPAL JUDGE

ESKRIDGE CITY COUNCIL: TAMI BAGLEY · BRAD HITE · BRETT KEMBLE · JUSTIN RUSH · TIM WINES

September 30, 2019

To The KCC Utility Customers:

Attached please find a copy of the Cold Weather Rule, which was written by the Kansas Corporation Commission.

If you have any questions concerning the Cold Weather Rule, or if you need to resolve a problem please contact our office at:

City of Eskridge
110 S. Main Street
P.O. Box 156
Eskridge, KS 66423
Telephone: 785-449-2621
Email: Clerk@eskridgeks.org
Website: <http://www.eskridgeks.org/home/utilities/>

You may also contact:

Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027
Telephone: 800-662-0027

Normal business hours are Monday through Friday from 8:00 a.m. to 4:30 p.m.
Authorized payments can be made in person at the address shown above. Cash, personal checks, money orders and automatic bank drafts are accepted.

Payments can be mailed to the City of Eskridge, P.O. Box 156, Eskridge, KS 66423.
You should allow sufficient time for your payment, if mailed to reach our office by its due date. Normally, we suggest that you allow at least five (5) business days for your payment to be received.

Please contact our office if you have questions or if we can be of service.

Sincerely,
Stephanie Graham
City Clerk



1500 SW Arrowhead Road
Topeka, KS 66604-4027

Phone: 785-271-3100
Fax: 785-271-3354
<http://kcc.ks.gov/>

Dwight D. Keen, Chair
Shari Feist Albrecht, Commissioner
Susan K. Duffy, Commissioner

Laura Kelly, Governor

September 11, 2019

To All Kansas Corporation Commission Jurisdictional Electric, Gas, and Water Companies:

The Kansas Corporation Commission's Electric, Natural Gas and Water Billing Standards establish two notice requirements that are to be filed with the agency: the annual notice and the cold weather rule notice. This letter is a reminder of these requirements.

Annual Notice

Section I.F of the Kansas Corporation Commission's Electric, Natural Gas and Water Billing Standards requires each utility to send an annual notice to their customers. In order to bring our files up to date, I would like to request a copy of your most recent annual notice that you are providing to all of your customers according to the standard stated below:

Once a year, each utility shall mail to each of its customers a notice apprising them of the Commission's complaint procedure including its role in settling complaints which have reached an impasse. The notice should include the Commission's Consumer Protection Office's telephone number as well as a comment/complaint form concerning the utility's performance. The notices or copies of the notices shall be sent to the Commission.

The Commission continues to support the purpose of this annual notice which is to ensure that *all* customers are provided adequate notice of their rights to file a complaint with the company and then if not satisfied, how they can file a complaint with the Commission.

The attached worksheet provides the details to comply with this request. If you believe that your company has already completed the 2018 filing, please contact me to confirm.

Cold Weather Rule

Section V. D (1) requires that once a year, at least 30 days prior to the Cold Weather Rule period, the company will send written notice to each residential customer who is currently receiving service as well as those who have been disconnected during or after the last CWR period. **Each utility shall file a copy of the notice with the Commission.** If your company has already filed this notice, you may disregard this reminder.

We thank you for your continued efforts to comply with these requirements as we work to serve Kansas consumers. Please let me know if you have any questions. I look forward to your response.

Sincerely,

Linda Berry
Director of Public Affairs and Consumer Protection
785.271.3269 | l.berry@kcc.ks.gov

Attachment: Annual Notice Compliance Worksheet
Utilities Assistance Programs