

KCC Fiscal Years 2006 & 2011

Statistical Complaint Data Comparison

	FY2006 # of Complaint Codes	FY2011 # of Complaint Codes	FY2006 % of Total Codes	FY2011 % of Total Codes
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Total Complaints for Reporting

Billing Issues	1931	676	39.3%	28.9%
Rates/Charges Issues	291	175	5.9%	7.5%
Disconnection/Refusal of Service Issues	633	313	12.9%	13.4%
Customer Deposit Issues	117	40	2.4%	1.7%
Meter Issues	128	85	2.6%	3.6%
Telephone Service Issues	411	164	8.4%	7.0%
Quality of Service Issues	437	405	8.9%	17.3%
Company Unresponsive Issues	638	245	13.0%	10.5%
Non-regulated/Miscellaneous Issues	333	237	6.8%	10.1%
Total	4919	2340		

Total ELECTRIC Company Complaints for Reporting Period

Billing Issues	491	363	41.6%	40.1%
Rates/Charges Issues	97	91	8.2%	10.0%
Disconnection/Refusal of Service Issues	221	154	18.7%	17.0%
Customer Deposit Issues	57	19	4.8%	2.1%
Meter Issues	38	48	3.2%	5.3%
Quality of Service Issues	103	115	8.7%	12.7%
Company Unresponsive Issues	123	72	10.4%	7.9%
Non-regulated/Miscellaneous Issues	49	44	4.2%	4.9%
Total	1179	906		

Total GAS Company Complaints for Reporting Period

Billing Issues	1000	199	49.7%	36.5%
Rates/Charges Issues	105	39	5.2%	7.2%
Disconnection/Refusal of Service Issues	347	124	17.2%	22.8%
Customer Deposit Issues	54	21	2.7%	3.9%
Meter Issues	89	34	4.4%	6.2%
Quality of Service Issues	91	40	4.5%	7.3%
Company Unresponsive Issues	270	69	13.4%	12.7%
Non-regulated/Miscellaneous Issues	57	19	2.8%	3.5%
Total	2013	545		

Total TELECOM Company Complaints for Reporting Period

Billing Issues	416	101	27.5%	17.0%
Rates/Charges Issues	65	31	4.3%	5.2%
Disconnection/Refusal of Service Issues	63	31	4.2%	5.2%
Customer Deposit Issues	5	0	0.3%	0.0%
Telephone Service Issues	357	126	23.6%	21.2%
Quality of Service Issues	232	149	15.3%	25.0%
Company Unresponsive Issues	238	99	15.7%	16.6%
Non-regulated/Miscellaneous Issues	136	58	9.0%	9.7%
Total	1512	595		

Totals By Industry

Electric	1179	906	25.1%	44.3%
Gas	2013	545	42.8%	26.6%
Telecom	1512	595	32.1%	29.1%
Total	4704	2046		

Number of Consumer Info Records Created

4164 2791

Public Comments Recorded

434 822