

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

Formal Complaint
February 2015

FORMAL COMPLAINT

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

IN THE MATTER OF THE COMPLAINT AGAINST

KANSAS GAS SERVICE

(Respondent, name of utility company)

by

Scott A. WOGOMON

(Complainant, your name)

For Commission
use only

DOCKET NO.

16-KGSG-139-COM

Please provide complainant (your) contact information:

Full Name(s): Scott A WOGOMON Shela R WOGOMON
Address: 800 N Hickory Dr Tonganoxie KS 66086
Daytime Phone: 913 449 7698 913 449 3114
E-mail Address (optional): sawogomon@gmail.com

FORMAL COMPLAINT

Scott A WOGOMON

(Your name)

states that the above named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:
(Be specific and as brief as possible. If necessary, attach additional sheets.)

SEE ATTACHED

(Continued on the other side)

Formal Complaint *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. *(State action or result desired.)*

and for such further order or orders as the Commission may deem necessary.

VERIFICATION: I do solemnly, sincerely, and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do so under the pains and penalties of perjury.

Sgt. A. Wong

Complainant's (your) signature

9/10/15

Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person must be directed to:

Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or visit the KCC website: <http://kcc.ks.gov>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at public.affairs@kcc.ks.gov.



Sheila Wogomon <shewog@gmail.com>

Informal Complaint - Kansas Gas Service

Sheila Wogomon <shewog@gmail.com>

Tue, Sep 8, 2015 at 10:44 AM

To: public.affairs@kcc.ks.gov

Cc: sawogomon@gmail.com, l.haynos@kcc.ks.gov

- Scott & Sheila Wogomon
- 800 Hickory Dr, Tonganoxie KS 66086
- 913-449-7698, sawogomon@gmail.com, shewog@gmail.com
- Kansas Gas Service
- Account number 510676630 2012899 45
- On 8/18/15 KGS was contacted due to the smell of gas near our meter. The service tech who responded fixed a leak at the meter then detected additional gas in the soil around the home. Numerous actions were taken at that point, including drilling nearly 20 holes in our driveway, tunneling under our driveway two separate times, and various testing of the gas and gas pipes to determine the gas was not "pipeline" gas. We were displaced eight different nights due to these actions. Gas has never been detected in our home, or in the atmosphere around our home. KDHE is now testing to determine the cause and potential resolution to the "unknown" gas. KGS refuses to turn our gas back on regardless of the fact that no gas has ever been detected inside our home and the extensive testing they have done has ensured the quality of their pipeline in our neighborhood. Additionally, they have not responded to inquiries on specifically what is required to turn the gas back on. It is now 9/8/15 and we still do not have gas service. There are two other homes in our neighborhood that have been identified to have gas in the soil, one of which was near the foundation and the family was displaced for two nights. These houses continue to have gas service while ours does not.
- We would like our gas turned back on.

Thanks,
Scott & Sheila Wogomon