

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

Before Commissioners: Andrew J. French, Chairperson
 Dwight D. Keen
 Annie Kuether

In the Matter of the Complaint Against)
Kansas Gas Service by Leah Twigg.) Docket No. 24-KGSG-837-COM

ORDER MAKING PRIMA FACIE DETERMINATION

This matter comes before the State Corporation Commission of the State of Kansas (“Commission”). Having examined its pleadings and records, the Commission concludes the following:

1. On June 7, 2024, Leah Twigg filed a Formal Complaint against Kansas Gas Service, a division of ONE Gas, Inc. (“KGS”) alleging that she received a bill for \$1,200 due to KGS failing to turn off her gas service at her previous address. Ms. Twigg states she was advised that her account for her previous address was still active and was receiving monthly bills for her previous address. Due to the past due bill of \$1,200, KGS disconnected Ms. Twigg’s gas service at her current residence. Ms. Twigg seeks to have her gas service reconnected and for the billing issues to be resolved.

2. K.A.R. 82-1-220(b) sets forth the following procedural requirements for a Formal Complaints. To establish a prima facie case, a Complaint must:

(a) Fully and completely advise each Respondent and the Commission as to the provisions of law or the regulations or orders of the Commission that have been or are being violated by the acts or omissions complained of, or that will be violated by a continuance of acts or omissions;

(b) Set forth concisely and in plain language the facts claimed by the Complainant to constitute the violation(s); and

(c) State the relief sought by the Complainant.

3. Upon review, the Formal Complaint complies with the requirements above and establishes a prima facie case for Commission action.¹ The Formal Complaint (1) fully and completely advises the Respondent and the Commission as to the provisions of law or the regulations or orders of the Commission that have been or are being violated by the acts or omissions complained of, or that will be violated by a continuance of acts or omissions; or (2) sets forth concisely and in plain language the facts claimed by the Complainant to constitute the violation; and (3) states the relief sought. The Commission concludes the Formal Complaint establishes a prima facie case and, pursuant to K.A.R. 82-1-220(c), shall be served upon KGS for an answer.

THEREFORE, THE COMMISSION ORDERS:

A. The formal complaint meets the procedural requirements of K.A.R. 82-1-220(b) and shall be served upon KGS for an answer within 10 days of service.

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 07/23/2024



Lynn M. Retz
Executive Director

ARB

¹ See K.A.R 81-1-220(a) (alleging an act by the public utility is unreasonable, unfair, [or] unjust).

CERTIFICATE OF SERVICE

24-KGSG-837-COM

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of first class mail and electronic service on 07/23/2024.

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/S/ KCC Docket Room
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