

**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 Kathy Reinert.) Docket No. 24-KGSG-611-COM

**ORDER GRANTING KANSAS GAS SERVICE'S
MOTION FOR EXTENSION OF TIME TO FILE ANSWER**

This matter comes before the State Corporation Commission of the State of Kansas (the “Commission”) for consideration and determination of the Motion for Extension of Time to File Answer filed by Kansas Gas Service, a division of ONE Gas, Inc. Having examined its pleadings and records, and being otherwise duly advised in the premises, the Commission concludes the following:

1. On March 4, 2024, Kathy Reinert filed a Formal Complaint against Kansas Gas Service alleging the billing practices of Kansas Gas Service to be unreasonable, unfair, or unjust. Ms. Reinert seeks a Commission order directing Kansas Gas Service to revise its billing practices to comply with the billing standards adopted by the Commission in Docket Number 114,337-U, as amended—specifically, the Cold Weather Rule.

2. After evaluating Ms. Reinert’s Formal Complaint, on March 14, 2024, the Commission found that Ms. Reinert’s Formal Complaint met the requirements of K.A.R. 82-1-220(b) and should be served upon Kansas Gas Service for a written answer within 10 days of service.¹

¹ Order Making Prima Facie Determination, Mar. 14, 2024, Ordering Clause A.

3. On March 25, 2024, Kansas Gas Service filed a motion requesting a 14-day extension of time to Monday, April 8, 2024, to file its Answer.² In support of its Motion, Kansas Gas Service states the requested extension of time will afford Kansas Gas Service additional time to investigate Ms. Reinert's Formal Complaint and prepare an appropriate response.³ In further support, Kansas Gas Service represents that it has conferred with the Commission's Litigation Counsel about the Motion, to which Kansas Gas Service further represents that Litigation Counsel does not object.⁴

4. K.A.R. 82-1-217(b) allows the Commission to grant an extension of time for good cause shown, at its discretion. The Commission finds that allowing Kansas Gas Service additional time to investigate the allegations made in the Formal Complaint and to then prepare an appropriate response constitutes good cause. Accordingly, the Commission will grant Kansas Gas Service's Motion for Extension of Time to File Answer as requested.

THEREFORE, THE COMMISSION ORDERS:

- A. Kansas Gas Service's Motion for Extension of Time to File Answer is granted.
- B. Kansas Gas Service's Answer to the Formal Complaint is due April 8, 2024.

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 04/02/2024 _____



Lynn M. Retz
Executive Director

KCW

² Motion for Extension of Time to File Answer, ¶ 4 (Mar. 25, 2024).

³ *Id.*

⁴ *Id.* at ¶ 3.

CERTIFICATE OF SERVICE

24-KGSG-611-COM

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of
electronic service on 04/02/2024.

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