

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION
FORMAL COMPLAINT

20170224125422
Kansas Corporation Commission
Formal Complaint
Received on February 2015

FEB 24 2017

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

by
State Corporation Commission
of Kansas

IN THE MATTER OF THE COMPLAINT AGAINST

Kansas Gas Service
(Respondent, name of utility company)

by

Betty J. Martin
(Complainant, your name)

For Commission
use only

DOCKET NO.

17-KGSG-394-COM

Please provide complainant (your) contact information:

Full Name(s): Betty J. Martin

Address: 2625 S. West St. Lot 711

Daytime Phone: 316-491-0893

E-mail Address (optional): bjmartin2009@gmail.com

FORMAL COMPLAINT

Betty J. Martin
(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.)

In the Fall of 2015 my gas Furnace stoped working. I called (KGS) Kansas Gas Service after paying around \$20.00 a month to keep service on in order to have it shut off, to save money until I could afford to have it Fixed. The KGS informed me if I shut it off I would have to pay a \$15.00 Fee for every month within a year's time that it was off. So I told them to just leave it on then. They told me this fee was -

(Continued on the other side)

OVER

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.)

For people that shut thier gas off and then cheat the ~~KGS~~ KGS by stealing the gas. I was appalled by this, why should I be penalized for what crooks do, that's what jails are for. So I left ~~on~~ my service. Then a couple months went by. I recieve a bill from KGS in the amount of \$56.55. I call KGS and asked why I recieved such a high bill because I wasn't useing any gas, the rep said "Oh we thought you should be useing more gas, I will have them correct your bill and you will recieve it in the mail." Mind you my bills were always around \$20.00 each month in which she informed me that it was a charge for someone to come out and read my meter. So I recieve a bill for \$29.46 in which i payed. But I believe that was a bit high also. My question is when is this state ever going to be for the people? and for such further order or orders as the Commission may deem necessary. (Thats why President Trump has been my choice for office)

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 this under the pains and penalties of perjury.

Betty J. Martin
Complainant's ~~your~~ signature

2-18-2017
Date signed

I have inclosed copies of said bills for you to compare.
I will keep copies of this statement also. BDM
And How many other Kansans has this been done to?

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:

Acting Executive 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.