

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

Formal Complaint  
June 2017

*Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.*

**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

Wheat State Investments, LLC - Jordan Sanders  
(Complainant, your name) (Owner/Property Manager)

For Commission  
use only

DOCKET NO.

26-KGSG-101-COM

Please provide complainant (your) contact information:

Full Name(s): Jordan Sanders

Address: [REDACTED]

Daytime Phone: [REDACTED]

E-mail Address (optional): [REDACTED]

**FORMAL COMPLAINT**

Jordan Sanders  
(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 letter.

(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.)


We formally request that Kansas Gas Service take immediate action to restore natural gas service to the following addresses, which have been without service since August 26, 2025.

[REDACTED]

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 this under the pains and penalties of perjury.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.

  
Complainant's (your) signature

9/24/25  
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 to the Commission  
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](mailto:public.affairs@kcc.ks.gov).

The facts and circumstances surrounding the complaint are in regards to the following addresses, of which all are owned by Wheat State Investments, LLC and managed by Jordan Sanders (owner).

[REDACTED]

On August 22, 2025, Kansas Gas Service (KGS) conducted a standard leak detection test and recorded an above-ground gas reading adjacent to 914 SE 10th Terrace. As a precautionary measure, KGS temporarily shut off service in order to inspect its pipelines, fittings, and related infrastructure. Following this inspection, no leaks were identified, and service was briefly restored.

In the days following, KGS conducted additional soil probe testing and utilized vacuum trucks around 914 SE 10th Terrace and 907 SE 10th Terrace to further evaluate conditions. On August 26, 2025, KGS again discontinued gas service to the area. Shortly thereafter, KGS completed an eight-hour pressure test across all affected lines, which confirmed that no leaks or failures were present within KGS's infrastructure.

Subsequent testing by both KGS and the Kansas Department of Health and Environment (KDHE) determined that the detected emissions originated from naturally occurring "decaying gas" produced by organic matter in the fill dirt—not from KGS pipelines. Notably, no above-ground gas readings have been recorded since the initial test on August 22.

Furthermore, sub-slab ventilation systems have now been installed in 26 of the units. While the fans have not yet been installed, these systems are already providing passive ventilation beneath each slab, further mitigating any potential accumulation of soil gas.

Despite these findings and the mitigation measures in place, KGS has continued to withhold gas service from 29 units along SE 10th Terrace. While KDHE has not yet issued its written report, the agency has verbally confirmed that the situation does not present a risk to public health.

During this period, I, along with Paul Owings, have maintained regular communication with Sam Loganbill of KGS. Although discussions have suggested possible restoration of service to 15 units east of Logan Street, KGS has categorically declined to negotiate restoration for the remaining 14 units—12 of which are currently occupied.