THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS

Before Commissioners:

Andrew J. French, Chairperson Dwight D. Keen Annie Kuether

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In the Matter of the Complaint Against Kansas Gas Service, by Lisa D. Bennett.

Docket No. 25-KGSG-396-COM

ORDER GRANTING KANSAS GAS SERVICE'S MOTION FOR ADDITIONAL TIME TO FILE ANSWER

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 May 2, 2025, Lisa D. Bennett filed a Formal Complaint against Kansas Gas Service (KGS) alleging that KGS failed to accept her payment during the Cold Weather period and canceled her payment plan agreement. Claimant seeks to have her payment plan agreement honored and her account restored to good standing.

2. On May 8, 2025, the Commission found that Ms. Bennett's Formal Complaint met the requirements of K.A.R. 82-1-220(b) and should be served upon KGS to answer within 10 days.¹

3. On May 15, 2025, Ms. Bennett filed an Emergency Motion for Immediate Reinstatement of Gas Service, and also requested protection from any service disconnection while her complaint is pending.

4. On May 19, 2025, KGS filed a motion seeking an extension of time to June 2, 2025, to file its answer to provide it additional time to investigate the Complaint and prepare an

¹ Order Making Prima Facie Determination, May 8, 2025, Ordering Clause A.

appropriate response.² KGS attests the requested extension will not unnecessarily delay the resolution of the Complaint, nor prejudice Ms. Bennett.³

5. On May 20, 2025, KGS notified the Commission that it had restored Ms. Bennett's service, mooting her Emergency Motion for Immediate Reinstatement of Gas Service.⁴ KGS explained the service disconnection on May 15, 2025, was an error and was corrected the same day.⁵

6. K.A.R. 82-1-217(b) gives the Commission discretion to grant an extension of time for good cause shown.⁶ KGS advised that since April 15, 2025, it has been engaged in informal and formal dispute resolution procedures with Ms. Bennett.⁷ The Commission finds allowing KGS additional time to try to resolve the complaint constitutes good cause. Thus, the Commission grants KGS' Motion for Extension of Time to File Answer. KGS' Answer is due June 2, 2025.

THEREFORE, THE COMMISSION ORDERS:

A. KGS' Motion for Extension of Time to File Answer is granted. KGS' Answer is due June 2, 2025.

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 05/29/2025

(Wet)

Celeste Chaney-Tucker Executive Director

BGF

³ Id.

 $^{^2}$ Motion for Extension of Time to File Answer, May 19, 2025, \P 3

⁴ Reply to Complainant's Emergency Motion for Immediate Reinstatement of Gas Service, May 20. 2025, P 1.

⁵ Id.

⁶ See K.A.R. 82-1-217(b).

⁷ Reply to Complainant's Emergency Motion for Immediate Reinstatement of Gas Service, **P**7.

CERTIFICATE OF SERVICE

25-KGSG-396-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 _____05/29/2025

LISA D. BENNETT

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