



**Kansas
Gas Service.**

A Division of ONE Gas

Judy Jenkins Hitchye
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State Corporation Commission
of Kansas

July 19th, 2018

VIA ELECTRONIC TRANSMISSION

Ms. Lynn Retz
Secretary to Commission
Kansas Corporation Commission
1500 S.W. Arrowhead Road
Topeka, KS 66604

Re: In the Matter of the Complaint Kansas Gas Service by Michael & Jerri Clagg

Docket Number 18-KGSG-460-COM

Dear Ms. Retz:

Enclosed please find the *Response of Kansas Gas Service to Complaint of Michael and Jerri Clagg* for filing in the above-referenced matter. Please feel free to contact me with any questions or concerns regarding this filing.

Sincerely,

Judy Jenkins Hitchye

JH/sef
Encl.

cc: Attorneys of Record

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

In the Matter of Complaint Kansas)
Service by Michael & Jerri Clagg) Docket No. 1-KGSG-460-COM
)

**RESPONSE OF KANSAS GAS SERVICE
TO COMPLAINT OF MICHAEL AND JERRI CLAGG**

Kansas Gas Service, a Division of ONE Gas, Inc. (“Kansas Gas Service” or “Company”) hereby responds to the formal Complaint of Michael and Jerri Clagg (also referred to as “Customer”) against the Company. In accordance with K.A.R. 82-1-220, Kansas Gas Service responds as follows:

1. Kansas Gas Service is a natural gas public utility operating in the State of Kansas pursuant to certificates of convenience and necessity issued by the Commission. Kansas Gas Service’s principal place of business within the state of Kansas is located at: 7421 West 129th Street, Overland Park, Kansas 66213.

2. Pleadings, notices, orders and other correspondence and communications regarding the Application should be sent to:

Judy Jenkins Hitchye
Kansas Gas Service
A Division of ONE Gas, Inc.
7421 West 129th Street
Overland Park, Kansas 66213

and,

Janet Buchanan
Kansas Gas Service
A Division of ONE Gas, Inc.
7421 West 129th Street
Overland Park, Kansas 66213

3. In March 2018, the Company determined the Customer's natural gas meter failed to register usage since December 2016. In compliance, with the Company's General Terms and Conditions for Gas Service, sections 9.02.05(2) and 4.05.02, upon identifying the non-registering meter, the Company estimated the cost of the utility service provided to Customer for the six-month time-period covering billing cycles for the months of October 2017 through March 2018. Specifically, Section 9.02.05(2) provides:

Non-registering Meters: If the meter is found not to register for any period, Company **shall** estimate the utility service used during this period in accordance with Section 4.05.02 **Calculation of Unconfirmed Usage.** (Emphasis added).

and, Section 4.05.02 states:

Calculation of Unconfirmed Usage: When the Company is unable to confirm usage due to a non-registering meter, usage may be estimated by an individualized analysis based on information including, but not limited to, weather data, historical usage at the premises, and customer supplied information. No bill shall be issued to adjust a period exceeding six months due to the failure of a meter to register.

4. Using weather data and historical usage information, the Company created and presented an estimate of the Customer's usage for the billing periods covering the months of October 2017 through February 2018. The total amount of the estimated bill presented to Customer was \$539.47. Prior to receipt of the estimated bill, Customer paid \$90.40 which was the total of the prior bills issued (minus usage for the months of October 2017 through February 2018) resulting in a new total due for the estimated period of \$449.07. Additionally, based on a request of Customer, the Company conducted another of Customer's actual usage information obtained from the new meter and found justification to further reduce Customer's bill by an amount of \$196.16 (which will reflect as a

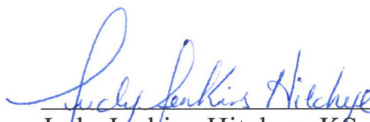
credit to Customer's account). Customer's remaining balance in dispute for the estimated bill is now \$252.91.

5. Kansas Gas Service representatives have worked closely with Customer and representatives of the Commission's Consumer Protection Division to explain the reasons for and the calculation of the estimated bill. Because the Company has complied with the Company's General Terms and Conditions for Gas Service, as approved by the Commission, the Company respectfully requests dismissal of this Complaint.

WHEREFORE, Kansas Gas Service respectfully requests that the Commission find that Kansas Gas Service, a Division of ONE Gas, Inc., has complied with its General Terms of Conditions and that dismissal of the Complaint is just and reasonable under the circumstances.

Respectfully submitted,

KANSAS GAS SERVICE
A Division of ONE Gas, Inc.




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ITS ATTORNEY

VERIFICATION

STATE OF KANSAS)
)
COUNTY OF JOHNSON)

I, Judy Jenkins Hitchye, of lawful age, being first duly sworn upon oath, states as follows: I am a Managing Attorney for Kansas Gas Service, a Division of ONE Gas, Inc. I have read the above *Response of Kansas Gas Service to Complaint of Michael and Jerri Clagg* and all the statements therein are true to the best of my knowledge, information and belief.


Judy Jenkins Hitchye

Affiant

SUBSCRIBED AND SWORN to before me on July 19th, 2018.


Notary public

My Appointment Expires:

06/05/2022



CERTIFICATE OF SERVICE

I, Judy Jenkins Hitchye, hereby certify that a copy of the above and foregoing *Response of Kansas Gas Service to Complaint of Michael and Jerri Clagg* was forwarded this _____ day of July, 2018, addressed to:

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