

**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 Sheri Donaldson) Docket No. 25-KGSG-382-COM

ORDER GRANTING MOTION TO DISMISS

This matter comes before the State Corporation Commission of the State of Kansas (“Commission”) on for consideration and a determination. Having examined its pleadings and records, the Commission concludes the following:

1. On April 28, 2025, Sheri Donaldson (“Complainant”) filed a Formal Complaint against Kansas Gas Service, a division of ONE Gas, Inc. (“KGS”) alleging that she received a bill for \$488 purportedly due to KGS for failing to turn off her gas service at her previous address, and sending the bill to collections.¹ Complainant alleges she had sold her previous property in September 2021, and the gas service that she was billed for was for services in 2024.² Complainant seeks to have the gas service charges removed, and that collection attempts stop.³

2. On May 8, 2025, the Commission found the Formal Complaint met the requirements for a prima facie determination and should be served upon KGS to answer within 10 days of service, pursuant to K.A.R. 82-1-220(b).⁴

¹ Formal Complaint Against KGS by Sheri Donaldson (Apr. 28, 2025).

² *Id.*

³ *Id.*

⁴ Order Making Prima Facie Determination (May 8, 2025).

3. On March 25, 2024, KGS filed a Motion for Extension of Time to File an Answer, and the Commission subsequently granted KGS's request and extended the time to file its Answer to June 2, 2025.⁵

4. On June 2, 2025, KGS filed an Answer and Motion to Close Docket, explaining that it agrees to waive the \$488.51 charge and cease collection efforts.⁶ KGS further states the issue arose from the 2022 cancellation of Complainant's Revert-to-Owner agreement for two properties, and that Complainant failed to specify service to which property under said agreement she desired to terminate.⁷ KGS states that given the unique nature of this situation, it agrees to waive the \$488.51 charge, and requests the Commission close this docket.⁸ Complainant has not relied to KGS' Answer and Motion to Close Docket.

5. Given that the remedy requested by the Complainant has been made by KGS, the Formal Complaint is now moot.

THEREFORE, THE COMMISSION ORDERS:

A. The Commission finds that jurisdiction exists to investigate the Complaint and resolve the same.⁹

B. Based on the above, the Commission dismisses this Formal Complaint without prejudice since the matter is now moot.

C. Any party may file and serve a petition for reconsideration pursuant to the requirements and time limits established by K.S.A. 77-529(a)(1).¹⁰

⁵ Order Granting Kansas Gas Service's Motion for Additional Time to File Answer (May 29, 2025).

⁶ Answer and Motion to Close Docket, p. 2 (June 2, 2025).

⁷ *Id.*

⁸ *Id.*, pp. 4-5.

⁹ See K.S.A. 66-1,201 (the Commission has "full power, authority and jurisdiction to supervise and control" public gas utilities); see also K.S.A. 66-1,205(a) (the Commission may investigate any practice or act alleged by a written complaint to be "unreasonable, unfair, unjust, unreasonably inefficient or insufficient, unjustly discriminatory or unduly preferential").

¹⁰ See also, K.S.A. 66-118b; K.S.A. 77-503(c); K.S.A. 77-531(b).

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 07/03/2025



Celeste Chaney-Tucker
Executive Director

ARB

CERTIFICATE OF SERVICE

25-KGSG-382-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 07/03/2025.

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/S/ KCC Docket Room

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