

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

FORMAL COMPLAINT

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SE
3/21/25
20250428112815
Filed Date: 04/28/2025
State Corporation Commission
of Kansas
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 ACCOUNT [REDACTED]
(Respondent, name of utility company)

For Commission
use only

DOCKET NO.

25-KGSG-382-COM

by

SHERI DONALDSON
(Complainant, your name)

Please provide complainant (your) contact information:

Full Name(s): SHERI DONALDSON

Address: [REDACTED]

Daytime Phone: [REDACTED]

E-mail Address (optional): _____

FORMAL COMPLAINT

SHERI DONALDSON
(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.)

Letter is attached.

STATE
CORPORATION
COMMISSION
APR 25 2025
PUBLIC AFFAIRS
AND
CONSUMER PROTECTION

(Continued on the other side)

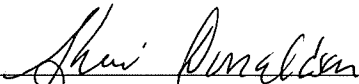
Formal Complaint *continued*

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.)*

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

4-22-2025
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.

Sheri Donaldson
8632 W Univerdity B
Wichita, ks 67209

Kansas Corporation Commission

1500 SW Arrowhead Road

Topeka, Kansas 66604

RE: Kansas Gas Service Account [REDACTED]

Dear Secretary:

Let it be known that I have not owned the said property at 842-834 N Glendale in Wichita Ks. since September of 2021. When I sold the property which is a duplex, I cancelled all utilities, including gas service to the property (the entire property, not half) as well as all revert to owner contracts. This was even in the sales contract that I would not be responsible for any utilites or repairs after the sale date. There have been 3 different additional owners of the said property since I owned it. In January 2025 I received a call from Kansas Gas Service is claiming that I owe them \$300 for a recent unpaid gas bill and that I didn't stop service for one side of this duplex. That is simply not true. Why THEY only stopped service to one side is unknown to me since I requested that the service be stopped to the entire property since I would no longer own it. According to Kansas Gas Service they had cancelled both revert to owner contracts as requested. I would not leave gas service in my name for years for a property for a property which I no longer own. I wouldn't and I didn't. All an owner can do is place a request and trust that they fulfill that request. I had no idea that they didn't do as requested until YEARS later when I get a call stating that I owed them \$300 for a recent unpaid gas bill. No billing statement, nothing. They obviously should have had my revert to owner address on file, just like they had my phone number. I explained the situation as described above but they would not admit their error and stated that I must place ANOTHER request to stop service which I requested that they do THAT day. They said that they could not fulfill that request but that they could do it within a week. Next, I get a call from them for \$488; the bill increased by \$188 for one additional week of gas service for a 700 square foot unit. There are some obvious procedural deficiencies on their part. They stated that if I didn't pay right away that they would turn me over to collections which they have done. They refused to let me speak to a supervisor. I called Consumer Protection at the Kansas Corporation Commission and spoke to Sherri Eisenbarth who attempted to work this out with the Kansas Gas Service but was unsuccessful. She recommended that I file a formal complaint so that is what I am doing. This is a billing error and I request that the charges to me be eliminated and that collection attempts stop.

Sheri Donaldson
316-253-5154

4-22-2025

1500 SW Arrowhead Road
Topeka, KS 66604-4027



Phone: 785-271-3100
Fax: 785-271-3354
<http://kcc.ks.gov/>

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

Laura Kelly, Governor

Sheri Donaldson

March 21, 2025

Ms. Donaldson,

Please find enclosed the formal complaint form that we discussed. I want to add that there is a State Agency, The Citizens' Utility Ratepayer Board, (CURB) that may assist you with questions and/or completing the formal complaint form. I highly recommend contacting them. You may reach them at 785.271.3200. ?

785-271-3200

Sincerely,

Sherri Eisenbarth
Public Service Administrator
Kansas Corporation Commission

*I SPOKE to Todd Love - STAFF Attorney on 2-21-25
And he suggested that I file a formal complaint.
He said that is how to get it on the docket.*



Sedgwick County
Register of Deeds - Tonya Buckingham
Doc.#/Filn-Pg: 30104384
Receipt #: 2267294
Pages Recorded: 1
Casher: jfisher
Recording Fee: \$21.00
Authorized By: *Tonya Buckingham*
Date Recorded: 10/05/2021 03:27:45 PM

MAIL TO:

832 N. Glendale
Wichita KS 67208

STATUTORY WARRANTY DEED

Grantor(s): Sheri L. Donaldson, a single person and Evelyn L. Donaldson, a single person

Convey(s) and Warrant(s) to Huynh Hoa Hong

The following described premises, to-wit:

Lot 3, Block 6, East Highland North Addition to Wichita, Sedgwick County, Kansas. → *832-834 N. Glendale*
Wichita KS.

For the sum of One Dollar and other good and valuable consideration.

Subject to: easements and restrictions of record, if any

Dated this *29th* day of September, 2021

Sheri L. Donaldson

Sheri L. Donaldson

Evelyn L. Donaldson

Evelyn L. Donaldson

State of Kansas, Sedgwick County} ss.

This instrument was acknowledged before me on September *29*^{*th*}, 2021 by Sheri L. Donaldson, a single person and Evelyn L. Donaldson, a single person.

My appointment expires:

[Signature]

Notary Public



E-Recorded by Security 1st Title LLC
By: Kristy Clark
Phone #: 316-609-2907
File No.: 2471449



Security 1st Title

File No. 2471449



\$77/Sq Ft Est. Value

832 N Glendale St
Wichita, KS 67208

Average Value \$115,069

This can be verified thru Sedgwickcounty.org

Home Values in the Area



PO Box 6099
Jackson, MI 49204-6099
1-844-348-1739 Monday through Friday from 8am to 6:30pm EST
pay.ljross.com

TO: SHERI L DONALDSON
525 E Kinkaid St
Wichita, KS 67211-4916

Reference Number: [REDACTED]
April 14, 2025

L J Ross Associates is a debt collector. We are trying to collect a debt that you owe to KANSAS GAS SERVICE. We will use any information you give us to help collect the debt.

Our information shows:

You had an account with KANSAS GAS SERVICE with account number [REDACTED]	
As of April 06, 2025, you owed:	\$488.51
Between April 06, 2025 and today: April 14, 2025	
You were charged this amount in interest:	+ \$0.00
You were charged this amount in fees:	+ \$0.00
You paid or were credited this amount toward the debt:	- \$0.00
Total amount of the debt now:	\$488.51

How can you dispute the debt?

- **Call or write to us by May 29, 2025, to dispute all or part of the debt.** If you do not, we will assume that our information is correct.
- **If you write to us by May 29, 2025, we must stop collection on any amount you dispute until we send you information showing you owe the debt.** You may use the form below or write to us without the form. You may also include supporting documents. We accept disputes electronically at www.ljross.com/customer-support/file-a-dispute.

What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write to us by May 29, 2025, we must stop collection until we send you that information. You may use the form below or write to us without the form. We accept such requests electronically at www.ljross.com/customer-support/file-a-dispute.
- **Go to www.cfpb.gov/debt-collection to learn more about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- **Contact us about your payment options.**

LJRA/MVN-101071/ACZ358590709 13236/000006749/C


Mail this form to:
PO Box 6099
Jackson, MI 49204-6099
1-844-348-1739




SHERI L DONALDSON
525 E Kinkaid St
Wichita, KS 67211-4916

How do you want to respond?

Check all that apply:

- ☒ **I want to dispute the debt because I think:**
 - ☒ This is not my debt.
 - ☐ This amount is wrong.
 - ☐ Other (please describe on reverse or attach additional information).
- ☐ **I want you to send me the name and address of the original creditor.**
- ☐ **I enclosed this amount:** \$ 

Make your checks payable to **L J Ross Associates**. Include the reference number 126004125.

2019 Statute

[Prev](#)

[Article 8. - PUBLIC UTILITIES](#)

[Next](#)

12-808c. Municipalities; lien for utility services. (a) Except as provided in subsection (b), if any person, firm, corporation, organization, political or taxing subdivision of the state or other entity other than the state of Kansas and the federal government residing, occupying, using or operating on property to which is provided utility services by a utility owned or operated by a municipality, neglects, fails or refuses to pay the fees or charges for such service, the unpaid fees or charges shall constitute a lien upon the property to which such utility service is provided. The amount of the unpaid fees or charges shall be certified by the governing body of the municipality to the county clerk of the county in which such property is located, to be placed on the tax roll for collection, subject to the same penalties and collected in the same manner as other taxes are collected by law. The governing body may refuse the delivery of such utility service as otherwise permitted by law until such time as such charges are fully paid.

(b) A lien shall not attach to property for unpaid utility fees or charges, when the utility service has been contracted for by a tenant and not by the landlord or owner of the property to which such service is provided.

(c) Except as provided by this subsection, no municipality which provides utility services shall refuse to contract with a tenant for provision of such services to property occupied by such tenant. A municipality shall not be required to contract with any person if such person has outstanding or unpaid charges for utility services provided by such municipality.

(d) A municipality may require a single deposit to be paid by a customer for all utility services, except that such deposit shall not exceed an amount equal to the expected average bills for a three month period for such utility services.

(e) When used in this section:

(1) "Municipality" means any city, county, township, water district, improvement district or other political or taxing subdivision of the state or any agency or instrumentality of a municipality which provides utility services but does not include any rural water district organized pursuant to K.S.A. 82a-612 et seq., and amendments thereto.

(2) "Utility services" means refuse, trash, garbage or other solid waste collection and disposal, sewer, water, gas and electric power services.

History: L. 2006, ch. 95, § 1; July 1.

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[Article 8. - PUBLIC UTILITIES](#)

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