

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

Formal Complaint on Behalf of Bryan) Docket No. 25-KGSG-044-COM
Boldridge against Kansas Gas Service)

NOTICE OF FILING OF STAFF'S REPORT AND RECOMMENDATION

The Staff of the Kansas Corporation Commission (Staff and Commission, respectively) hereby files its Report and Recommendation, dated October 11, 2024, in this docket. Based on the information available, Staff states that it is not able to conclude Kansas Gas Service (KGS) has violated any tariff, law, or Commission Order. Staff therefore recommends that the Commission dismiss the complaint.

WHEREFORE, Staff respectfully submits its Report & Recommendation for Commission consideration and for such other relief as the Commission deems just and reasonable.

Respectfully Submitted,

/s/ Ahsan Latif

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**REPORT AND RECOMMENDATION
UTILITIES DIVISION**

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

FROM: Justin Prentiss, Senior Rate Analyst
Justin Grady, Deputy Director of Utilities
Jeff McClanahan, Director of Utilities

DATE: October 11, 2024

SUBJECT: Docket No. 25-KGSG-044-COM: Formal Complaint on Behalf of Bryan Boldridge against Kansas Gas Service

EXECUTIVE SUMMARY:

On July 8, 2024, Bryan Boldridge filed a formal complaint against Kansas Gas Service (KGS).¹ Mr. Boldridge claims that when he asked to be added to his wife's account they were given separate accounts, when he asked for his old account number he was given the incorrect one, and his gas service was turned off.

On July 26, 2024, KGS filed a response.² KGS stated that upon reviewing the calls, the correct account numbers were given, and also gave detailed history for the accounts.

Staff has thoroughly investigated this complaint by reviewing in detail the disputed conversations as well as the account history. While sympathetic to the situation and circumstances of Mr. Boldridge, based on the information available to Staff, we are not able to conclude that KGS has made any mistakes or violated any tariff, law, or Commission Order. Staff recommends the Commission dismiss the complaint in its entirety.

BACKGROUND:

On July 8, 2024, Bryan Boldridge filed a formal complaint against Kansas Gas Service (KGS).³ Mr. Boldridge claims that when he asked to be added to his wife's account they were given separate

¹ See Formal Complaint by Bryan Boldridge Against Kansas Gas Service, July 8, 2024.

² See Kansas Gas Service Answer and Motion to Dismiss, July 26, 2024

³ See Formal Complaint by Bryan Boldridge Against Kansas Gas Service, July 8, 2024.

accounts instead. Also, he claims when he asked for his old account number he was given an incorrect one leading to his current gas service and account being turned off.

On July 26, 2024, KGS responded saying that they followed the wishes of the customer and that he requested the account be placed in his name only. Also, regarding the account numbers, the company said the customer asked for both the old and current account numbers to make payments on both. KGS said it reviewed the calls and did not find an error in the company's actions based on what was requested. The company also supplied the account transaction history.

ANALYSIS:

Staff reviewed the phone conversations in question and found that KGS removed Mr. Boldridge's wife from the account according to the customer's wishes. During the call involving the name change, Mr. Boldridge explicitly requested that KGS provide him with a separate account only in his name, and to take his wife off the account. Thus KGS made no error in putting the account only in Mr. Boldridge's name. During the call where KGS provided the account numbers, Staff verified the representative provided the correct account numbers.⁴

RECOMMENDATION:

Staff has reviewed the complaints of Bryan Boldridge, the responses of KGS, and the various information and exhibits submitted by both Mr. Boldridge and KGS. While sympathetic to the situation and circumstances Mr. Boldridge finds himself in, based on the information available, Staff is not able to conclude that KGS has violated any tariff, law, or Commission Order. The account changes and account numbers provided by KGS were consistent with the customer's requests. Staff recommends that the Commission dismiss the complaint in its entirety.

⁴ Response to Staff Data Request No. 1.

CERTIFICATE OF SERVICE

25-KGSG-044-COM

I, the undersigned, certify that a true and correct copy of the above and foregoing Notice of Filing was served via electronic service this 15th day of October, 2024, to the following:

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