

2. On August 13, 2019, Kansas Gas Service filed an application with the Commission seeking approval for its proposed tariff revision of its credit/debit transaction amounts. The Application explained that Kansas Gas Service was seeking to transition from NCO Financial Systems (its current credit card processing service provider) to Paymentus, a new contractor for the Company. Kansas Gas Service explained that the contract negotiated with Paymentus, not only met the minimum requirements established by the Commission in its *Order Adopting the Minimum Standards for Payment Methods for Utility Bills and Allowing the Acceptance of Credit Cards by Kansas Jurisdictional Electric, Natural Gas, and Water Utilities* as issued on November 22, 2005, in Docket No. 04-GIMX-651-GIV (“2005 Order”), the new plan would also result in a decrease of the current Credit/Debit/ATM card fee from \$2.13 per

transaction to the new Paymentus fee of \$1.99 per transaction.¹ Additionally, the implementation of the Paymentus contract would increase the dollar limit per transaction from the current \$500 per transaction up to \$1,500 per transaction.² Finally, in its Application, Kansas Gas Service requested an Order be issued in this docket on or before October 30, 2019, “to permit a smooth transition of the Company’s current credit card services over to the new Paymentus plan.”³

3. On October 24, 2019, the Commission’s Staff issued its Report and Recommendation (“R&R”) for this docket. In the R&R, Staff ultimately agreed that the services contracted for pursuant to Kansas Gas Service’s new contract with Paymentus met the Commission’s minimum requirements pursuant to the Commission’s 2005 Order.⁴ Staff recommended approval of the tariff revision and approval of Kansas Gas Service’s Application as a whole. More specifically, Staff determined that the proposal set forth by Kansas Gas Service was reasonable and provided for “a reasonably cost effective means for customers to [pay natural gas bills] with credit cards” in compliance with the Commission’s 2005 Order.⁵

4. On October 29, 2019, the Commission issued an *Order Adopting Staff’s Report and Recommendation* in this docket and ordered “the approval of KGS’s Application to make revisions to its authorized charge and limit for credit and debit card transactions by customers.”⁶

5. Following the Commission’s approval of the Application, Kansas Gas Service has learned of technical issues causing a temporary delay in the implementation of the transition to the Company’s new payment services provider. As a result, Kansas

¹ See generally, Application (August 13, 2019).

² See, *Id* at p. 3, ¶7.

³ See, *Id* at p. 3, ¶9.

⁴ See, Report and Recommendation - Utilities Division, p. 6 (October 24, 2019).

⁵ See, *Id*.

⁶ See, Order Adopting Staff’s Report and Recommendation, p.2, ¶A. (October 29, 2019).

Gas Service now seeks to delay the requirement of the filing of an updated tariff as required in this docket, to allow the Company ninety (90) days from the date of the October 29, 2019 Order, issued in this docket, to provide additional time for the transition from the current payment services provider to Paymentus as approved by the Commission in this docket. This go-live date will be updated in Kansas Gas Service's compliance tariff filing once the go-live date is known.

WHEREFORE, Kansas Gas Service prays for an order granting Kansas Gas Service additional time to transition its credit card payment services over to the new payment services provider and to provide the appropriate tariff documents required in this docket.

Respectfully Submitted,

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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 *Unopposed Motion to Extend the Implementation Date* and all the statements therein are true to the best of my knowledge, information and belief.

J. J. Hitchye
Judy Jenkins Hitchye

Affiant

SUBSCRIBED AND SWORN to before me on 11/15/19.

[Signature]
Notary public

My Appointment Expires:

06/05/22



CERTIFICATE OF SERVICE

I, Judy Jenkins Hitchye, hereby certify that a copy of the above and foregoing *Unopposed Motion to Extend the Implementation Date* was forwarded this 15th day of November 2019, addressed to:

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