

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 Lisa D. Bennett) Docket No. 25-KGSG-396-COM

ORDER MAKING PRIMA FACIE DETERMINATION

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

1. On May 2, 2025, Lisa Bennett (“Complainant”) filed a Formal Complaint against Kansas Gas Service (“KGS”) alleging that KGS failed to accept her payment during the Cold Weather Rule period and cancelled her payment plan agreement.¹ Complainant seeks to have her payment arrangement honored and her account be brought into good standing.²

2. K.A.R. 82-1-220(b) sets forth the following procedural requirements for a Formal Complaints. To establish a prima facie case, a Complaint must:

(a) Fully and completely advise each Respondent and the Commission as to the provisions of law or the regulations or orders of the Commission that have been or are being violated by the acts or omissions complained of, or that will be violated by a continuance of acts or omissions;

(b) Set forth concisely and in plain language the facts claimed by the Complainant to constitute the violation(s); and

¹ Formal Complaint Against KGS by Lisa Bennett (May 1, 2025).

² *Id.*

(c) State the relief sought by the Complainant.

3. Upon review, the Formal Complaint complies with the requirements above and establishes a prima facie case for Commission action.³ The Formal Complaint (1) fully and completely advises the Respondent and the Commission as to the provisions of law or the regulations or orders of the Commission that have been or are being violated by the acts or omissions complained of, or that will be violated by a continuance of acts or omissions; or (2) sets forth concisely and in plain language the facts claimed by the Complainant constitute a violation; and (3) states the relief sought. The Commission concludes the Formal Complaint establishes a prima facie case and, pursuant to K.A.R. 82-1-220(c), shall be served upon KGS for an answer.

THEREFORE, THE COMMISSION ORDERS:

A. The Formal Complaint meets the procedural requirements of K.A.R. 82-1-220(b) and shall be served upon KGS for an answer within 10 days of service.

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 05/08/2025



Celeste Chaney-Tucker
Executive Director

BGF

³ See K.A.R 82-1-220(a) (a complaint must allege a service performed by the public utility is unreasonable, unfair, [or] unjust).

CERTIFICATE OF SERVICE

25-KGSG-396-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 05/08/2025.

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/S/ KCC Docket Room

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