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Filed Date: 05/02/2025
State Corporation Commission
of Kansas

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

Formal Complaint
June 2017

FORMAL COMPLAINT

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
(Respondent, name of utility company)

by
Lisa D. Bennett
(Complainant, your name)

For Commission
use only

DOCKET NO.

25-KGSG-396-COM

Please provide complainant (your) contact information:

Full Name(s): Lisa D. Bennett
Address: [REDACTED]
Daytime Phone: [REDACTED]
E-mail Address (optional): [REDACTED]

FORMAL COMPLAINT

Lisa D. Bennett
(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.)

(Continued on the other side)

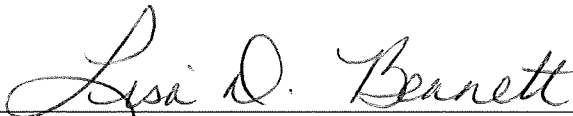
Formal Complaint *continued*

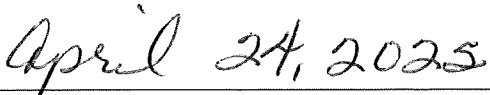
Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (*State action or result desired.*)

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


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.

Formal Complaint Against Kansas Gas Service

Lisa D. Bennett

[REDACTED]
Wichita, Kansas 67207

[REDACTED]
April 24, 2025

Account Number: [REDACTED]

To:

Kansas Corporation Commission

Office of Public Affairs and Consumer Protection

1500 SW Arrowhead Rd

Topeka, Ks 66604

consumer@kcc.ks.gov

Subject: Formal Complaint Against Kansas Gas Service Regarding Winter Program

Dear Kansas Corporation Commission,

I am filing a formal complaint against Kansas Gas Service regarding a serious issue with their Winter Payment Program and the handling of my account.

On March 4, 2025, I contacted Kansas Gas Service and was informed that I needed to pay \$55.00 by the deadline to maintain my participation in the Winter Program and keep my payment plan active. On the final day to make the payment, March 31, 2025, I contacted them again and was told the required payment had increased to \$65.00. Although I was

upset by this sudden change and ended the call, I did in fact make the full payment that same day.

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Now, Kansas Gas Service is stating that I do not have an active payment plan and I am responsible for the entire past due amount, which contradicts the agreement I acted upon and paid under in good faith.

This situation reflects poor communication and unfair treatment of customers, particularly during the winter moratorium period when protections should apply. I am requesting that the KCC investigate Kansas Gas Service's handling of his matter, including:

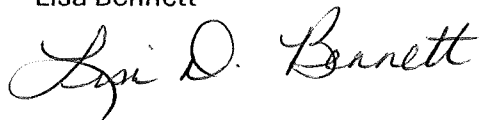
- Why the payment amount changed without proper notice.
- Why payment was not recognized as part of an active arrangement.
- How Kansas Gas Service is communicating Winter Program terms to customers.
- Why weren't all the recorded calls pulled and shared with the Commission.

I respectfully ask that my payment arrangement be honored, and my account brought into good standing under the terms I was told.

Please contact me if additional documentation is needed, I look forward to your help in resolving this matter.

Sincerely,

Lisa Bennett

A handwritten signature in cursive script that reads "Lisa D. Bennett". The signature is written in black ink and is positioned below the printed name.



Payment Arrangement

1 message

<kgs.noreply@kansasgasservice.com>

To: LISA [REDACTED]

Tue, Mar 4, 2025 at 9:23 AM



Thank you for contacting Kansas Gas Service.

Your request to setup a payment agreement for your account and address below has been received:

Account Number: [REDACTED]

Address 1: [REDACTED]

City: WICHITA

State: KS

Zip: 67207-2028

Total account balance: \$689.06

Down payment amount: \$57.40

Pay agreement installment amount: \$57.42

Terms of Pay Agreement:

1. A down payment is required to begin your agreement.
2. A pay agreement installment will be added to each bill for the next 11 month(s).
3. Each month's bill (current charges plus installment) is due on or before the due date, or your pay agreement will default and your service may be subject to disconnection.
4. By creating the payment arrangement, you are accepting the terms of this agreement.

For payment options, view <https://www.kansasgasservice.com>

I want to personally thank you for your business and this opportunity to assist you. If you have any questions or require additional assistance, please contact any member of our team and we will be happy to help.

GO GREEN

Kansas Gas Service Customer Service

Please do not respond to this message. Replies to this message are routed to an unmonitored mailbox



E-Statement

1 message

<estatement@kansasgasservice.com>

To:

Tue, Apr 22, 2025 at 7:31 PM

Electronic Statement

April 22, 2025



Current Account Balance

\$783.³⁸

Due on May 15, 2025

Save Time By Enrolling in Automatic
Payments

Pay Bill

MY ACCOUNT SUMMARY



Check

Your last payment was \$65.00 on March 31, 2025.

SERVICE ADDRESS

ACCOUNT NUMBER