

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 Cory Schrater) Docket No. 24-KGSG-718-COM

ORDER DENYING COMPLAINT

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

1. On May 9, 2024, Cory Schrater (“Complainant”) filed a Formal Complaint against Kansas Gas Service, a division of ONE Gas, Inc. (“KGS”) alleging that KGS withdrew about \$350.00 from his account with no explanation.¹ Complainant alleges he was told by KGS his gas meter has been out for over a year and that amount was what he owed.² Complainant wanted an explanation for this charge.³

2. On July 2, 2024, the Commission found the Formal Complaint met the requirements for a prima facie determination and should be served upon KGS to answer within 10 days of service, pursuant to K.A.R. 82-1-220(b).⁴

3. On July 12, 2024, KGS filed an Answer and Motion to Dismiss, stating it charged the Complainant \$344.58 in accordance with its Commission-approved tariffs when it discovered Complainant had not been billed for service for approximately eighteen (18) months.⁵

¹ Formal Complaint Against KGS by Cory Schrater (May 9, 2024).

² *Id.*

³ *Id.*

⁴ Order Making Prima Facie Determination (May 8, 2025).

⁵ Kansas Gas Service’s Answer and Motion to Dismiss (July 12, 2024).

4. On June 11, 2025, Commission Staff (“Staff”) filed a Report and Recommendation, concluding the \$344.58 charge was permissible pursuant to KGS’ General Terms and Conditions, sections 9.02.05(2) and 4.05.02(2).⁶ Pursuant to those sections, KGS is allowed to charge an average of six months of gas consumption when the meter is not registering (Complainant’s register was not registering for eighteen months).⁷ Staff analyzed the charge and found that KGS appropriately calculated a six-month charge of \$344.58 based on Complainant’s usage from February 2023 to July 2023 and offered Complainant a payment plan.⁸ Staff thus recommends the Formal Complaint be dismissed.⁹ Complainant has not filed a response to the Report and Recommendation.

5. The Commission agrees with Staff’s assessment and finds that the charge was permissible and accurately computed a six-month average usage.

THEREFORE, THE COMMISSION ORDERS:

A. The Commission finds that jurisdiction exists to investigate the Complaint and resolve the same.¹⁰

B. Based on the above, the Commission denies this Formal Complaint and this Docket is closed.

C. Any party may file and serve a petition for reconsideration pursuant to the requirements and time limits established by K.S.A. 77-529(a)(1).¹¹

⁶ Report and Recommendation (June 11, 2025).

⁷ *Id.*

⁸ *Id.*

⁹ *Id.*

¹⁰ See K.S.A. 66-1,201 (the Commission has “full power, authority and jurisdiction to supervise and control” public gas utilities); *see also*, K.S.A. 66-1,205(a) (the Commission may investigate any practice or act alleged by a written complaint to be “unreasonable, unfair, unjust, unreasonably inefficient or insufficient, unjustly discriminatory or unduly preferential”).

¹¹ *See also*, K.S.A. 66-118b; K.S.A. 77-503(c); K.S.A. 77-531(b).

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 0703/2024



Celeste Chaney-Tucker
Executive Director

ARB

CERTIFICATE OF SERVICE

24-KGSG-718-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 07/03/2025.

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/S/ KCC Docket Room

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