

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 Bryan Boldridge ) Docket No. 25-KGSG-044-COM

**ORDER DENYING COMPLAINT**

This matter comes before the State Corporation Commission of the State of Kansas (“Commission”). Having examined the pleadings and records and being fully advised in the premises, the Commission finds and orders as follows:

**I. BACKGROUND AND PROCEDURAL HISTORY**

1. On July 8, 2024, Bryan Boldridge (“Complainant”) filed a Formal Complaint against Kansas Gas Service, a division of ONE Gas, Inc. (“KGS”) alleging that KGS misapplied his payment of \$1,000.<sup>1</sup> Specifically, Complainant states that he contacted KGS and requested to be added to his wife’s account for a residence in Horton, but KGS created two separate accounts for them.<sup>2</sup> He alleges he later asked KGS to provide the account number so he could make a payment on their “old account.”<sup>3</sup> He then made a \$1,000 payment that he claims was applied to an account that was not theirs.<sup>4</sup> Complainant’s service was subsequently disconnected.<sup>5</sup>

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<sup>1</sup> See Formal Complaint Against Kansas Gas Service by Bryan Boldridge (Jul. 8, 2024).

<sup>2</sup> *Id.*

<sup>3</sup> *Id.*

<sup>4</sup> *Id.*

<sup>5</sup> *Id.*

2. On July 16, 2024, the Commission found that the Formal Complaint met the requirements of K.A.R. 82-1-220(b), (c), and should be served upon KGS to answer within 10 days of service.<sup>6</sup>

3. On July 26, 2024, KGS filed its Answer and Motion to Dismiss the Formal Complaint.<sup>7</sup> KGS responded by stating that it disconnected Complainant's service for non-payment in June 2024.<sup>8</sup> KGS explained that it had transferred an old balance owed by Complainant and his wife for the same residence in Holton to the account Complainant had set up solely in his name for the same residence, as allowed by its terms and conditions of service, and the Commission's Billing Standards.<sup>9</sup>

4. On October 15, 2024, Commission Staff ("Staff") filed its Report and Recommendation ("R&R") finding that, while sympathetic to the Complainant's predicament, KGS did not violate any tariff, law, or Commission Order.<sup>10</sup> Staff noted it had reviewed the submitted information, including the billing statements and disputed conversations, and found that KGS had followed Complainant's directions to have the account listed in his name only, and was given the correct account numbers so he could make a payment.<sup>11</sup> Accordingly, Staff recommends the Complaint be dismissed in its entirety.<sup>12</sup>

5. Complainant has failed to reply to either KGS's response or Staff's R&R.

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<sup>6</sup> Order Making Prima Facie Determination (Jul. 16, 2024) (finding the Complaint met the requirements of K.A.R. 82-1-220(b), (c) by: (1) advising the Commission of the provision(s) of law, regulation, or order of the Commission that were violated; (2) concisely sets forth the facts claimed, that if true, constitute a violation; and (3) states the relief sought).

<sup>7</sup> Kansas Gas Service's Answer and Motion to Dismiss (Jul. 26, 2024).

<sup>8</sup> *Id.*, ¶ 11.

<sup>9</sup> *Id.*, ¶ 8.

<sup>10</sup> Staff's Report and Recommendation (Oct. 15, 2024).

<sup>11</sup> *Id.*, pg. 2.

<sup>12</sup> *Id.*

## II. FINDINGS AND CONCLUSIONS

6. The Commission finds that jurisdiction exists to investigate the Complaint and resolve the same.<sup>13</sup>

7. Based on the above, the Commission further finds that KGS acted just and reasonably when following Complainant's instructions regarding his accounts, and applying his payment to said accounts.

8. In view of the foregoing, the Commission finds that the Complaint should be denied, and this matter should be dismissed.

### **THEREFORE, THE COMMISSION ORDERS:**

A. The formal complaint filed by Mr. Boldridge is denied and this Docket is closed.

B. 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).<sup>14</sup>

### **BY THE COMMISSION IT IS SO ORDERED.**

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 10/31/2024 \_\_\_\_\_



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Lynn M. Retz  
Executive Director

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<sup>13</sup> 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").

<sup>14</sup> *See also* K.S.A. 66-118b; K.S.A. 77-503(c); K.S.A. 77-531(b).

## CERTIFICATE OF SERVICE

25-KGSG-044-COM

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of  
10/31/2024  
first class mail and electronic service on \_\_\_\_\_.

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