

**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 MAKING PRIMA FACIE DETERMINATION**

Cory Schrater of Valley Center, Kansas, alleges against Kansas Gas Service (“KGS”), a division of ONE Gas, Inc., violations of billing standards adopted by the State Corporation Commission of the State of Kansas (the “Commission”). Having examined its pleadings and records, the Commission concludes as follows:

1. On May 9, 2024, Cory Schrater filed a Formal Complaint against KGS alleging the billing standards or practices of KGS to be unreasonable, unfair, or unjust. Mr. Schrater seeks a Commission order directing KGS to revise its billing practices to comply with the billing standards adopted by the Commission in Docket Number 114,337-U, as amended—specifically, provisions regarding the contents of a bill and the permissible term for estimating a meter reading.

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 formal complaint must:

(1) 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;

(2) set forth concisely and in plain language the facts claimed by the complainant to constitute the violations; and

(3) state the relief sought by the complainant.

3. Upon review, the Formal Complaint complies with the requirements K.A.R. 82-1-220(b) and establishes a prima facie case for Commission action. The Formal Complaint (1) fully and completely advises KGS 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; (2) sets forth concisely and in plain language the facts claimed by Mr. Schrater to constitute the violation; and (3) states the relief sought. The Commission concludes a true copy of the Formal Complaint shall be served upon KGS for a written answer within 10 days of service under K.A.R. 82-1-220(c).

**THEREFORE, THE COMMISSION ORDERS:**

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

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

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 07/02/2024



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Lynn M. Retz  
Executive Director

KCW

**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 07/02/2024.

CORY SCHRATER  
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/S/ KCC Docket Room

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