

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

128086 SE 5/20/24

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 Leah Twigg
(Complainant, your name)

For Commission use only
DOCKET NO.
24-KGSG-837-COM

Please provide complainant (your) contact information:

Full Name(s): Leah Dawn Twigg

Address: [REDACTED] Wichita, Ks. 67213

Daytime Phone: [REDACTED]

E-mail Address (optional): [REDACTED]

CORPORATION
COMMISSION

JUN 07 2024

PUBLIC AFFAIRS
AND
CONSUMER PROTECTION

FORMAL COMPLAINT

Leah Twigg
(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.)

I received a letter in the mail stating I owed \$722.01 to the gas co. ^{so I called} I spent 2 hours on the phone we ended up figuring out it was a credit, 2 months later I received a bill stating I owed that amount I spent over a month trying to talk to a supervisor but they kept telling me I could not speak to ~~the~~

(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.)

I just want the right thing done. I spent 2 hrs. on the phone figuring it out. & have been treated poorly the entire time I'm trying to figure out my bill. I gave them the confirmation # & amounts like they asked. That should've taken care of that and I should have my gas back on

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.

Leah Turley
Complainant's (your) signature

06/02/24
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.

a supervisor ~~or~~ during the call I had to leave a message and someone would call me back within 24-48 hours, ~~or~~ I would wait for 3 or 4 days and never receive a call back. So I would call again. Finally ~~at~~ over a month later I was able to talk to someone. Ron told me he would research it and I was told to find my confirmation # and amount paid ~~for~~ for the bill in 2021. ~~By~~ By then Kansas Gas came out & shut me off for non-payments ~~for~~ saying I owed \$1200. Also Kansas Gas never shut off my service at my old address when I moved. The lady at LIEAP made me aware of that when I called to find out ~~why~~ why my ~~payment~~ lieap went to my old address. I was told my acct. was still active and I was still being charged a monthly bill for it. So my lieap went to that I called after being shut off to try figure things out & the customer service lady was very rude. ~~She~~ She thought she had put me on hold & was talking crap the entire time. Then came back on the line & told me the lady I talked

to that told me it was a credit
m's informed me & I had to pay
the \$1,200 to get my service back
on. When I located the confirmation
& amount paid, I was told
to be sorry that will not work
now we need the original receipt
So I'm still sitting here with
no gas.