

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 Sheri Donaldson) Docket No. 25-KGSG-382-COM

ORDER MAKING PRIMA FACIE DETERMINATION

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

1. On April 28, 2025, Sheri Donaldson (“Complainant”) filed a Formal Complaint against Kansas Gas Service (“KGS”) alleging that she received a bill for \$488 purportedly due to KGS failing to turn off her gas service at her previous address, and sending the bill to collections.¹ Complainant alleges she had sold her previous property in September 2021, and the gas service that she was billed for was for services in 2024.² Complainant seeks to have the gas service charges removed, and that collection attempts stop.³

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 Complaint must:

(a) 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;

¹ Formal Complaint Against KGS by Sheri Donaldson (Apr. 28, 2025).

² *Id.*

³ *Id.*

(b) Set forth concisely and in plain language the facts claimed by the Complainant to constitute the violation(s); and

(c) State the relief sought by the Complainant.

3. Upon review, the Formal Complaint complies with the requirements above and establishes a prima facie case for Commission action.⁴ The Formal Complaint (1) fully and completely advises the 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; or (2) sets forth concisely and in plain language the facts claimed by the Complainant constitute a violation; and (3) states the relief sought. The Commission concludes the Formal Complaint establishes a prima facie case and, pursuant to K.A.R. 82-1-220(c), shall be served upon KGS for an answer.

THEREFORE, THE COMMISSION ORDERS:

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

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 05/08/2025



Celeste Chaney-Tucker
Executive Director

ARB

⁴ See K.A.R. 82-1-220(a) (a complaint must allege a service performed by the public utility is unreasonable, unfair, [or] unjust).

CERTIFICATE OF SERVICE

25-KGSG-382-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 05/08/2025.

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/S/ KCC Docket Room
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