

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

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)

For Commission use only
DOCKET NO.
<u>25-KGSG-213-COM</u>

by  
RICHARD MALLATT JR and CONNIE B. SHAW  
(Complainant, your name)

Please provide complainant (your) contact information:

Full Name(s): RICHARD MALLATT JR

Address: [REDACTED]

Daytime Phone: [REDACTED]

E-mail Address (optional): \_\_\_\_\_

**FORMAL COMPLAINT**

RICHARD MALLATT JR and CONNIE B. SHAW  
(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.)

- 1) Cold WEATHER Rule
  - 2) ELDER ABUSE
  - 3) EXTORTION, COERCION, HARASSMENT
  - 4) CIVIL FRAUD
  - 5) CIVIL LIBERTIES
- (SEE ATTACHED sheets)

**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.*)

*Order KGS to pay for the conversion of our home to propane and/or electric*

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.

*Richard Marshall*  
*Connie B. Shaw*  
Complainant's (your) signature

*11/9/24*  
*11/9/24*  
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](mailto:public.affairs@kcc.ks.gov).

We, Richard Mallatt, Jr and Connie B. Shaw, (hereinafter referred to as WE, our, us) are filing this formal complaint as the result of Kansas Gas Service Company, ( hereinafter referred to as KGS) disconnecting our natural gas service on October 16, 2024. On the very day temperatures were forecast to be below freezing and the actual temperature that morning was 29 degrees farenheit. Whether this willful and wanton act is legal, we know not, at the very least, it is morally reprehensible.

KGS says they disconnected the line under a bare steel line tariff. We are told this tariff was for 10 years starting in 2017, so they would have had until 2027 before their time limit was up to replace this line. We requested they give us until July 2025 to determine if this was legal, and if so, we would have time to make preparations. But no, their gung-ho attitude was full steam ahead. We are 80 years old. We guess when you get old, sick, decrepit and defenseless, this Gas Service Company also thinks you are "STUPID".

Let us explain,

On or about August 8, 2024, KGS presented us with an estimate of \$ 7,787.00 to replace our 1300 foot line going to our home and emphasized this was an estimate and could actually be more. A perfectly good line, not leaking or causing any problems. This Gas Service Company made it perfectly clear over the past 30 plus years when we had a leak, they would do nothing to help with the repair, As a result, our line is part steel and part plastic where repairs were made. Now this gas company wants us to abandon a perfectly good line that is not leaking or causing problems and give them \$ 7,787.00 plus an unknown amount we would be out for material and labor to clean up and reseed the 1300 foot ditch they want to dig across our yard to bury a new line plus the possibility their estimate might be low and we could be liable for even more following completion of work.

\$ 612.29 Our total gas bills for the 12 months of 2022

629.20 Our total gas bills for the 12 months of 2023

385.24 Our total gas bills for the 9 months of 2024 thus far

We've got to ask you?

**"What sane person would spend \$ 8,000 plus to buy \$ 600 of natural gas per year?"**

**Again,** we guess when you get old and defenseless, this Kansas Gas Service thinks you are also "STUPID".

If, you, the KCC have the authority to allow the Kansas Gas Service to financially rape their customers, surely you have the authority to direct them to pay damages for their reprehensible acts against customers.

We would also like to point out a few other questionable acts of this Company: Our recollection is that 20 plus years ago, this Kansas Gas Company convinced the KCC to let them extract money from the ratepayers so the Kansas Gas Service could gamble

on the Commodity Futures Market. The reasoning being to protect ratepayers from spikes in the market price of natural gas.

Then, a couple of years ago, a volatile market hits, and this Kansas Gas Company comes to the KCC crying about a winter event, and you, the KCC, allow them to stick the ratepayers for several million dollars and amortize it over a period of time on our bills.

**Why should ratepayers have to pay for this Company's gambling and mismanagement?**

Another issue we would like to bring up:

Since these people were trying to extort a goodly sum from us, and as the result of the coercion and harassment we were receiving to sign the estimate, we made a trip to the Kansas Gas Service Company's Pittsburg, Kansas office and it was locked up like a prison. They used to maintain a district manager at this office, but now we're told they don't and we were referred to a phone number. When you call that number, you tend to get the run around. It's like the right hand doesn't know what the left hand is doing and vice-versa. We suppose they do this so people will throw up their hands and give up. CUSTOMER SERVICE STINKS. Since we are no longer a customer, it doesn't matter to us, but, are the ratepayers paying extra for this kind of service?

KGS tries to tell everyone that the KCC and State of Kansas are forcing KGS to move gas meters up next to their house. This KGS tells a great many non-truths. October 16, 2024, KGS removed our gas meter, we requested they use a bypass kit to keep our line charged while they removed the meter and so as to retain the integrity of our line while we weighed our possible options and alternatives. In fact, they intentionally disconnected and bled our line. We told them, after they removed their meter, it was none of their damn business why we wanted the line to remain charged or what we do with the line, since it is our line, and we still retain that opinion today. The harassment should have ended on this day. But NO, the final straw :

FRIDAY, October 25, 2024, a Shawn Ingstrum, KGS Director of Something commenced to tell us KGS owned our line to within 1 foot of our home ! As a result of that ruckus, we had to call the County Sheriff Department to protect our property at the meter site, which is on a neighbor's property and for which we have a recorded easement. KGS Ingstrum told the same lie to the Sheriff Deputy.

All of the above harassment, etc. has harmed us financially and taken a toll on our emotional and physical health and caused us to scramble to obtain the basic comforts of life.

In conclusion, we have to ask:

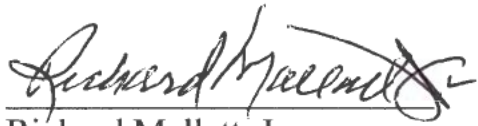
1.) By what authority is the KCC empowered to deprive us of our property? and there-  
forth deny us access to the basic service of fuel to heat water for  
our personal hygiene, fuel to cook our food and fuel to heat our home  
and thus deny us the comforts of life.

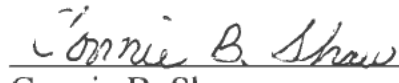
2.) Does KCC have the power of eminent domain?

3.) Who is liable for our damages as a result of this farce?  
KCC, KGS or both?

We hereby request determination and answers to these questions

Respectfully submitted,

  
Richard Mallatt, Jr.  
11/9/24

  
Connie B. Shaw  
11/9/24