

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

In the Matter of the Complaint Against Kansas)
Gas Service by Cory Schrater.) Docket No. 24-KGSG-718-COM

NOTICE OF FILING OF STAFF'S REPORT AND RECOMMENDATION

The Staff of the Kansas Corporation Commission (Staff and Commission, respectively) hereby files its Report and Recommendation dated June 11, 2025, in this docket. Staff finds that Kansas Gas Service (KGS) complied with its General Terms and Conditions in calculating the complainant's bill. Staff therefore recommends that the Commission dismiss the complaint.

WHEREFORE, Staff respectfully submits its Report & Recommendation for Commission consideration and for such other relief as the Commission deems just and reasonable.

Respectfully Submitted,

/s/ Ahsan Latif

Ahsan Latif, S. Ct. #24709
Litigation Counsel
Kansas Corporation Commission
1500 S.W. Arrowhead Road
Topeka, Kansas 66604-4027
Phone: 785-271-3118
Email: ahsan.latif@ks.gov

Andrew J. French, Chairperson
Dwight D. Keen, Commissioner
Annie Kuether, Commissioner

Laura Kelly, Governor

REPORT AND RECOMMENDATION UTILITIES DIVISION

TO: Andrew J. French, Chairperson
Dwight D. Keen, Commissioner
Annie Kuether, Commissioner

FROM: Ashlyn Hefley, Utilities Engineer
Paul Owings, Chief Engineer
Justin Grady, Director of Utilities

DATE: June 11, 2025

SUBJECT: Docket No. 24-KGSG-718-COM In the Matter of the Complaint Against Kansas Gas Service by Cory Schrater

EXECUTIVE SUMMARY

On May 9, 2024, Cory Schrater (Complainant) filed a formal complaint alleging Kansas Gas Service (KGS) withdrew money from his checking account with no explanation of how the bill was calculated after KGS discovered the meter to be non-registering. In its response, KGS requests the Commission dismiss the complaint for failure to state a claim upon which relief can be granted. Additionally, KGS states they have complied with the Commission-approved General Terms and Conditions. Staff has carefully reviewed and investigated this complaint and finds no evidence that the billing standards have been violated by KGS. Staff recommends the complaint be dismissed.

BACKGROUND

KGS found the meter to be non-registering for approximately eighteen months and notified the Complainant. KGS issued a corrected bill for six months of gas consumption.¹ The Complainant was charged \$344.58 for six months of gas usage and repeatedly states there was no explanation of how the amount was calculated or payment plan offered.

ANALYSIS

The corrected charge was calculated from the Complainants' usage from February 2023 to July 2023. A credit of \$175.45 was applied to the account which represented the amount paid by the Complainant in the six-month period that was corrected.² After accounting for the securitization, fees and taxes, the total amount due is \$344.58. Section 4.05.01 of KGS's General terms and

¹ Sections 9.02.05(2) and 4.05.02(2) of KGS's General Terms and Conditions

² See response to Staff Data Request 1

conditions allow the customer to pay the amount in equal monthly installments over a period of time equal to the adjusted billing period upon request. KGS offered a payment plan in their notice to the Complainant about the non-registering meter.³ Staff agrees that KGS appropriately charged the Complainant and offered a payment plan in accordance with the General Terms and Conditions.

RECOMMENDATION

Staff recommends the complaint be dismissed.

³ See Kansas Gas Service Answer and Motion to Dismiss Exhibit A

CERTIFICATE OF SERVICE

24-KGSG-718-COM

I, the undersigned, certify that a true copy of the attached Motion has been served to the following by means of electronic service on June 12, 2025.

AARON BAILEY, ASSISTANT GENERAL COUNSEL
KANSAS CORPORATION COMMISSION
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
aaron.bailey@ks.gov

LORNA EATON, MANAGER OF RATES AND REGULATORY
AFFAIRS
KANSAS GAS SERVICE, A DIVISION OF ONE GAS, INC.
7421 W 129TH STREET
OVERLAND PARK, KS 66213
lorna.eaton@onegas.com

AHSAN LATIF, LITIGATION COUNSEL
KANSAS CORPORATION COMMISSION
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
ahsan.latif@ks.gov

CORY SCHRATER
201 N. MILES AVE.
VALLEY CENTER, KS 67147

ROBERT E. VINCENT, MANAGING ATTORNEY
KANSAS GAS SERVICE, A DIVISION OF ONE GAS, INC.
7421 W. 129TH STREET
OVERLAND PARK, KS 66213
robert.vincent@onegas.com

/S/ Kiley McManaman

Kiley McManaman