

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

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Filed Date: 04/29/2025
State Corporation Commission
of Kansas

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 Company
(Respondent, name of utility company)

by
Kristin May
(Complainant, your name)

For Commission
use only

DOCKET NO.

25-KGSG-387-COM

Please provide complainant (your) contact information:

Full Name(s): Kristin May
Current Address: [REDACTED]
Daytime Phone: [REDACTED]
E-mail Address (optional): [REDACTED]

604 Laramie St.
Atchison KS 66002

address for bill
in question.

FORMAL COMPLAINT

Kristin May
(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 bill for \$67.30 for a rental property that is vacation January 10th. I called about this bill Kansas Gas sent someone out to check the property. They red tagged my furnace January 16th stating there was a leak. The next month I received a nother bill for 358.91, I called they said

(Continued on the other side)

Formal Complaint *continued*

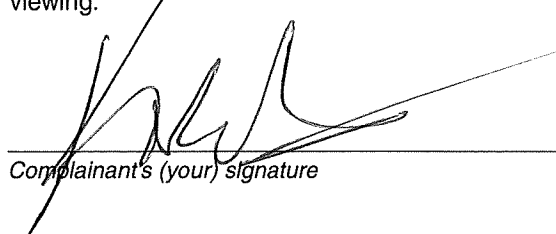
Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (State action or result desired.)

there was nothing that could be done because of the leak. I told them the furnace was red tagged. They argued saying the average last yr & the house being empty. The house has brand new windows & doors w/ the furnace being red tagged in January what am I paying for. In March I received another bill for 202.20. I called & told them someone needs to come out. Kansas Gas came to my rental in March & looked at the furnace & stated no leak then why was it red tagged what am I paying for? I have paid 387.⁰⁰ they want an additional 427.⁰⁰. I do not feel I owe this.

and for such further order or orders as the Commission may deem necessary. My rental address is 604 Laramie St. Atchison KS 66002

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.

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Complainant's (your) signature

4.23.25
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.