

JAN 18 2017

FORMAL COMPLAINT

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

IN THE MATTER OF THE COMPLAINT AGAINST

KANSAS GAS SERVICE “Respondent”

by

Lorraine Roberts/James Roberts, JR. “Complainant”

Contact information

**Name(s): James Roberts, JR. c/o. Lorraine
Address: 2901 Longwood Avenue, Kansas City, Ks. 66104-4138
Telephone: (913) 371-6906 OR (913) 909-3197
Email: [jqrblauncher@yahoo.com](mailto:jrqblauncher@yahoo.com)
Date: January 10, 2017**

FORMAL COMPLAINT

CERTIFIED MAIL NUMBER 7008 1140 0001 7953 5384

James Roberts, JR.

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; and reverse side, and attached supporting document(s).

I/we believe the respondent has assessed “insufficient fund penalties that are unwarranted.” Account Number [REDACTED], dates on or about; November 22, 2015; June 22, 2016, and December 20, 2016. (see attached documents identified has RETURNED CHECK/DRAFT DISCONNECT NOTICE)

- 1). Complainant (in good faith) remitted by “electronic check” per respondent’s website instructions. Initially, (June 22nd.) complainant believed they’d erred with the bank routing number, until complainant discussed the issue with respondent’s customer service representative; identified as Maxine.**
- 2). Maxine (via. telephone #8005150262, on June 27th, 2016) entered the (checking) banking information into their system, and noticed the (12th) twelfth digit did (computer glitch) not lock in.**

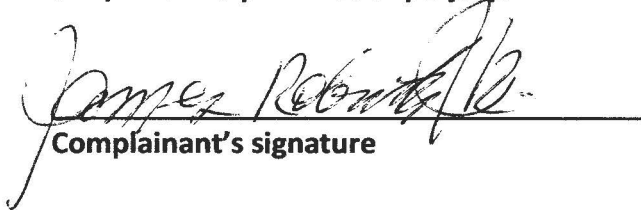
- 3). I don't believe anyone with common-sense would issue a (bogus) check that does not exist, that would cause additional (double) COST (?). (see attached copy of KANSAS GAS SERVICE WEBSITE ELECTRONIC CHECK) Ironically, the Kansas Gas Service has changed their electronic check website since December 18, 2016 transaction... (I do not know if the computer issue (glitch) I encountered has been corrected.)
- 4). Complainant has provided, and requests that the respondent utility be required to provide an answer to the complaint and requests the following action to be ordered by the Commission.

Result desired

- 5). I have provided (09) nine additional documents for you too review, and after you've reviewed, I, believe you will concur that the unwarranted (03) three checks that complainant was assessed (\$30) thirty dollars each, "because the bank number given doesn't (did) exist." These fees should be **WAIVED**, or **REIMBURSED**...

and for such further 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.


Complainant's signature

January 10, 2017
Date signed