

Lisa D. Bennett
762 S. Hunter
Wichita, Kansas 67207

September 10, 2025

Clerk of the Commission
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, Kansas 66604

RE: Docket No. 25-KGSG-396-COM- In the Matter of the Complaint Against Kansas Gas Service by Lisa D. Bennett

Dear Clerk of the Commission:

Please find enclosed for filing **Complainant's Objection to Staff's Report and Recommendation**, with Exhibit A (Declaration of Lisa D. Bennett).

I respectfully request that this filing be placed on the docket and submitted to the Commissioners for consideration. Copies have been served on counsel for Kansas Gas Service and the Kansas Corporation Commission Litigation Counsel, as required.

Thank you for your attention to this matter.

Respectfully,



Lisa D. Bennett
Complainant

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

In the Matter of the Complaint Against Kansas Gas Service by Lisa D. Bennett.

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) Docket No. 25-KGSG-396-COM

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COMPLAINANT'S OBJECTION TO STAFF'S REPORT AND RECOMMENDATION

I. Introduction

Complainant Lisa D. Bennett respectfully submits this objection to the Staff's Report and Recommendation dated September 8, 2025, which recommends the dismissal of her complaint. The record does not support the conclusions drawn by the staff, as they omit critical facts and disregard the protections of the Kansas Cold Weather Rule. The record fails to substantiate the staff's conclusions and does not support the recommendation for dismissal. Genuine issues of material fact remain in dispute, and dismissal would deny Complainant a fair hearing.

II. Errors in Staff's Findings

1. Staff incorrectly concluded that no payment arrangement existed on March 31, 2025. Complainant had previously arranged with Kansas Gas Service ("KSG") to make her down payment on that date, tied to her payday.
2. Staff overlooked Complainant's repeated calls every other week, leading up to March 31, in which she confirmed her continued eligibility for the plan.

3. Staff acknowledged Complainant made a \$65.00 payment on March 31 but improperly characterized it as “insufficient,” despite KGS quoting and accepting that amount.
4. Staff minimized the retaliatory nature of KGS’s disconnection while a formal complaint was pending, misleadingly accepting KGS’s explanation that it was an “error.”

III. Statement of Material Facts in Dispute

1. On or before March 4, 2025, Complainant was told she could make the required down payment on March 31, 2025, her payday.
2. Complainant confirmed eligibility multiple times before March 31.
3. On March 31, Complainant was told the amount had changed, but that a payment arrangement had been prepared.
4. Complainant immediately paid the quoted \$65.00 on March 31, after the call.
5. KGS accepted the payment but failed to apply it to a payment plan.
6. KGS later disconnected service while a complaint was pending, and falsely state the Commission authorized disconnection. That both agreed.
7. KGS then demanded \$259.09 plus reconnection fees, despite Complainant’s compliance with the March 31 agreement.

IV. Legal Argument

Summary dismissal is improper when disputed facts exist. Complainant’s sworn testimony directly contradicts KGS’s account of events. The Kansas Cold Weather Rule requires utilities to provide and honor payment arrangements to prevent disconnection.

KGS's conduct violated both the letter and the spirit of the Cold Weather Rule:

- Complainant relied in good faith on the March 31 plan.
- Payment was timely made and accepted.
- The difference of \$0.32 between the quoted down payment and the Staff's calculation is immaterial and cannot justify disconnection.

Moreover, retaliatory disconnection during an active complaint undermines public confidence in the Commission's oversight and violates fundamental fairness.

V. Relief Requested

Complainant respectfully requests that the Commission:

1. Reject the Staff's recommendation to dismiss.
2. Set this matter for a full evidentiary hearing.
3. Order Kansas Gas Service to honor the arrangement and bring Complainant's account into good standing.
4. Grant such other relief as is just and proper.

Respectfully submitted,

Lisa Bennett
762 S. Hunter
Wichita, Kansas 67207
Date: September 10, 2025

EXHIBIT A

DECLARATION OF LISA D. BENNETT

I, Lisa D. Bennett, declare under penalty of perjury as follows:

1. I am the Complainant in the above-captioned matter before the Kansas Corporation Commission (Docket No. 25-KGSG-396-COM).
2. I filed a formal complaint against Kansas Gas Service for failing to honor a Cold Weather Rule payment agreement that was scheduled around my payday, March 31, 2025.
3. Prior to March 31, I contacted Kansas Gas Service repeatedly-at least every other week-to confirm that I remained eligible for the payment plan and that I could make the down payment on March 31, 2025.
4. On March 31, 2025, I called Kansas Gas Service to make the payment. A representative confirmed the plan was in place and quoted a new payment amount. I paid that amount the same day.
5. Kansas Gas Service accepted my payment, but did not apply it to the payment plan. I was not notified that the agreement was void or that any other step was required.
6. My service was disconnected shortly thereafter, despite my complaint being active. I was told falsely that the disconnection had been authorized by the Commission. Both agreed.

7. I was then told the only way to restore my gas service was to pay \$259.09 plus reconnection fees, even though I had already complied with the agreed plan.
8. I believe the service disconnection was in retaliation for filing a formal complaint.
9. I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief.

Executed on this 10th day of September 2025.

Signature Lisa Bennett

Lisa D. Bennett
762 S. Hunter
Wichita, Kansas 67207

CERTIFICATE OF SERVICE

I, the undersigned, hereby certify that a true and correct copy of foregoing Complainant's **Objection to Staff's Report and Recommendation**, with Exhibit A, was served this 10th day of September, 2025, by electronic mail and/or first-class U.S. Mail, postage prepaid, addressed to the following.

Brett W. Berry, Litigation Counsel

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Lisa D. Bennett

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