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Pat Apple, Chairman  
Shari Feist Albrecht, Commissioner  
Jay Scott Emler, Commissioner

Sam Brownback, Governor

## MEMORANDUM

To: File 17-KGSG-299-COM

From: Robert Elliott Vincent, Litigation Counsel

Date: June 20, 2017

Re: Closing Docket

On Thursday, May 18, 2017, I participated in a conference call with Judy Jenkins and John K. Oppermann of Kansas Gas Service, a Division of ONE Gas (KGS) to discuss a Formal Complaint filed by Mr. & Mrs. James Roberts (Complainant). The Formal Complaint was assigned Docket No. 17-KGSG-299-COM. Parties to the docket indicated a preference of attempting to resolve the complaint informally.

The May 18th conference call satisfied my concern regarding the complaint in so far as it confirmed KGS had refunded a total of four insufficient fee charges incurred by the Complainant. Subsequent billing statements provided by KGS confirmed these refunds. Later in the day on May 18, 2017, I spoke with the Complainant via telephone regarding my discussion with KGS and forwarded the Complainant billing statements indicating the refunds.

On May 19, 2017, the Complainant replied to my email indicating the billing statements confirmed the explanation of the refunds and use of a security deposit (as applied to an outstanding bill balance). The Complainant thanked me for my assistance in the matter. I further emailed the Complainant indicating it was no trouble, and asked if the docket could be closed.

On June 20, 2017, I spoke with the Complainant via telephone. I asked the Complainant if they had any further questions and whether they would be opposed to closing the docket. The Complainant stated they would accept the information provided by KGS and the docket could be closed. I have concluded the docket may be closed with no further action required. No Commission order or responses from any party are procedurally required at this time. In the event further proceedings are required, this docket may be reopened or a separate proceeding commenced.

  
Robert Elliott Vincent  
Litigation Counsel

## **CERTIFICATE OF SERVICE**

17-KGSG-299-COM

I, the undersigned, certify that a true and correct copy of the above and foregoing Memo Closing Docket was served by electronic service on this 20th day of June, 2017, to the following:

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