

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

Before Commissioners:                    Andrew J. French, Chairperson  
   Dwight D. Keen  
   Annie Kuether

In the Matter of the Complaint Against                    )  
Kansas Gas Service by Bryan Boldridge.                    )                    Docket No. 25-KGSG-044-COM

**ORDER MAKING PRIMA FACIE DETERMINATION**

This matter comes before the State Corporation Commission of the State of Kansas (the “Commission”). Having examined its pleadings and records, the Commission finds as follows:

1.        On July 8, 2024, Bryan Boldridge of Horton, Kansas, filed a formal complaint (the “Complaint”) against Kansas Gas Service (“KGS”), a division of ONE Gas, Inc., accusing it of violating billing standards adopted by the Commission in Docket Number 114,337-U, as amended. Specifically, Mr. Boldridge alleges that he had contacted KGS to obtain the account number for an old account of his and his wife’s so to make payment on that account. Mr. Boldridge then made payment to the account number provided to him by KGS; however, that account number is designated to an account not owned by either Mr. Boldridge or his wife. In addition, Mr. Boldridge alleges that KGS then wrongfully disconnected service to his residence.

2.        Under K.A.R. 82-1-220(c), the Commission examines a formal complaint to determine whether the allegations, if true, establish a prima facie case for action by the Commission and whether the formal complaint conforms to Kansas regulations. If the Commission determines that the formal complaint establishes a prima facie case for Commission action and complies to Kansas regulations, the Commission shall serve the public utility complained of a true copy of the formal complaint, and the respondent shall either satisfy the matter complained of or file a written answer within 10 days of service.

3. K.A.R. 82-1-220(b) sets forth the following procedural requirements for a formal complaints. To establish a prima facie case, a formal complaint must:

(a) Fully and completely advise each respondent and the Commission as to the provisions of law or the regulations or orders of the Commission that have been or are being violated by the acts or omissions complained of, or that will be violated by a continuance of acts or omissions;

(b) Set forth concisely and in plain language the facts claimed by the complainant to constitute the violation or violations; and

(c) State the relief sought by the complainant.

4. Upon review, the Complaint complies with the requirements of K.A.R. 82-1-220(b) and establishes a prima facie case for Commission action. The Complaint (1) fully and completely advises KGS and the Commission as to the provisions of law or the regulations or orders of the Commission that have been or are being violated by the acts or omissions complained of, or that will be violated by a continuance of acts or omissions; or (2) sets forth concisely and in plain language the facts claimed by the Complainant to constitute the violation; and (3) states the relief sought. Therefore, a true copy of the Complaint should be served upon KGS in accordance with K.A.R. 82-1-220(c).

**THEREFORE, THE COMMISSION ORDERS:**

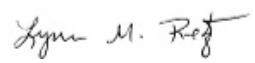
A. The Complaint establishes a prima facie case for Commission action and complies with K.A.R. 82-1-220(b)—accordingly, a true copy of the Complaint shall be served upon KGS.

B. Within 10 days of service, KGS shall either satisfy the matter complained of or file a written answer.

**BY THE COMMISSION IT IS SO ORDERED.**

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 07/16/2024



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Lynn M. Retz  
Executive Director

KCW

## CERTIFICATE OF SERVICE

25-KGSG-044-COM

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of first class mail and electronic service on 07/16/2024.

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/S/ KCC Docket Room  
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