

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

**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

LUMEN #89644872  
(Respondent, name of utility company)

by Bolz INSURANCE, INC.  
(Complainant, your name)

For Commission  
use only  
  
DOCKET NO.  
25-QWCT-139-COM

Please provide complainant (your) contact information:

Full Name(s): RONALD W Bolz  
Address: [REDACTED] Lyndon KS 66451  
Daytime Phone: [REDACTED]  
E-mail Address (optional): [REDACTED]

**FORMAL COMPLAINT**

Bolz INSURANCE, INC.  
(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.)

IN 2023 LUMEN CHANGED THE MONTHLY RATE  
FROM \$1,159.55 TO \$6,374.30 WITHOUT NOTIFYING  
BOLZ INSURANCE. LUMEN DID NOT MAIL A BILL  
FOR TWO MONTHS THEN REQUESTED FULL PAYMENT OF  
\$12,926.72. BOLZ INSURANCE INQUIRED ABOUT MISSING  
INVOICE AND WAS ADVISED OF COMPUTER PROBLEMS

(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.)

Inquired About RATE increase AND WAS ADVISED THAT  
A REPRESENTATIVE WOULD PROVIDE QUOTE FOR COMPETITIVE PLAN.  
NEW PLAN WAS QUOTED IN DECEMBER OF 2022. IN THE MEANTIME  
LUMEN KEPT MONTHLY CHARGES AT APPROX \$6,500 A MONTH.  
LUMEN STATES THEY SENT EMAIL TO BOLZ INSURANCE ABOUT CHANGE  
IN RATE TO bolzins@embargo.com THAT LUMEN MADE  
BOLZ INSURANCE GET RID OF IN 2019. RE RATE EMAILS ALSO WERE  
SAID TO BE SENT TO A@concord.net; bhaxha@concord.net;  
ablubaugh@bpt3.net. CORRECT EMAIL IS RONOLD@bolzins.com AND  
LUMEN HAS BEEN SENDING EMAILS TO → SINCE 2020.

and for such further order or 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.

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Complainant's (your) signature

8-20-2024  
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](mailto:public.affairs@kcc.ks.gov).