

**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 Sheri Donaldson) Docket No. 25-KGSG-382-COM

**ORDER GRANTING KANSAS GAS SERVICE’S MOTION FOR ADDITIONAL
TIME TO FILE ANSWER**

This matter comes before the State Corporation Commission of the State of Kansas (Commission). Having examined its pleadings and records, the Commission concludes the following:

1. On April 28, 2025, Sheri Donaldson (“Complainant”) filed a Formal Complaint against Kansas Gas Service (“KGS”) alleging that she received a bill for \$488 purportedly due to KGS failing to turn off her gas service at her previous address, and sending the bill to collections.¹ Complainant alleges she had sold her previous property in September 2021, and the gas service that she was billed for was for services in 2024.² Complainant seeks to have the gas service charges removed, and that collection attempts cease.³

2. On May 8, 2025, the Commission found that Complainant’s Formal Complaint met the requirements of K.A.R. 82-1-220(b) and should be served upon KGS to answer within 10 days.⁴

3. On May 19, 2025, KGS filed a motion seeking an extension of time up and until June 2, 2025, to file its response to provide additional time to investigate the Complaint and prepare

¹ Formal Complaint Against KGS by Sheri Donaldson (Apr. 28, 2025).

² *Id.*

³ *Id.*

⁴ Order Making Prima Facie Determination, May 8, 2025, Ordering Clause A.

an appropriate response. KGS states the requested extension to file its answer will not unnecessarily delay the resolution of the Complaint, nor prejudice Ms. Donaldson.⁵

4. K.A.R. 82-1-217(b) allows the Commission to grant an extension of time for good cause shown, at its discretion.⁶ The Commission finds allowing KGS additional time to investigate the complaint constitutes good cause. Thus, the Commission grants KGS' Motion for Extension of Time to File Answer. KGS' Answer is due June 2, 2025.

THEREFORE, THE COMMISSION ORDERS:

A. KGS' Motion for Extension of Time to File Answer is granted. KGS' Answer is now due June 2, 2025.

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 05/29/2025



Celeste Chaney-Tucker
Executive Director

ARB

⁵ Motion for Extension of Time to File Answer, May 19, 2025, ¶ 3.

⁶ See K.A.R. 82-1-217(b).

CERTIFICATE OF SERVICE

25-KGSG-382-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 05/29/2025.

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/S/ KCC Docket Room
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