

**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 Leah Twigg) Docket No. 24-KGSG-837-COM

ORDER DENYING COMPLAINT

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

1. On June 7, 2024, Leah Twigg (“Complainant”) filed a Formal Complaint against Kansas Gas Service alleging the billing practices of Kansas Gas Service, a division of ONE Gas, Inc. (“KGS”) are unreasonable, unfair, or unjust. Complainant generally alleged a \$722.01 past due bill was incorrect and that KGS unlawfully disconnected her service at her current address in Wichita.¹ Complainant’s main allegation was that service to her prior residence in Wichita was not discontinued when she moved.²

2. On July 23, 2024, the Commission found that the Formal Complaint met the requirements of K.A.R. 82-1-220(b) and should be served upon KGS to answer within 10 days of service.³

¹ See Formal Complaint by Leah Twigg (June 7, 2024).

² *Id.*

³ Order on Prima Facie Determination (July 23, 2024).

3. On August 2, 2024, KGS filed a Motion for Extension of Time to File an Answer, and the Commission subsequently granted the motion, giving KGS until August 16, 2024, to file its Answer.⁴

4. On August 16, 2024, KGS filed its Answer and Motion to Dismiss the Formal Complaint.⁵ KGS responded by stating that several unpaid bills owed by Complainant were transferred to her current residence's bill.⁶ Further, KGS stated her previous unpaid balance at her previous residence was sent to the Complainant and the bill may have been perceived as a "credit" for that prior address, when that unpaid balance actually was transferred to her current address' bill.⁷ KGS expressed regret at the confusion this caused, including Complainant's attempts to contact KGS for clarification.⁸ KGS also stated it would reach out to Complainant to try and set up payment arrangements for the past due bill so her service could be restored.⁹

5. On November 20, 2024, Commission Staff ("Staff") filed its Report and Recommendation ("R&R").¹⁰ Staff stated it had reviewed the Complainant's bills and her calls to KGS and confirmed that she had requested that service to her prior residence not be disconnected. Staff's position is that the outstanding balances for Complainant's prior addresses were properly transferred to her current address.¹¹ Accordingly, Staff recommends the complaint be dismissed.¹²

6. Complainant has not responded to either KGS's response or Staff's R&R.

7. In view of the foregoing, the Commission finds that this Complaint should be denied.

⁴ Order Granting Motion for Extension of Time to File Answer (Aug. 8, 2024).

⁵ Kansas Gas Service's Answer and Motion to Dismiss (Aug. 16, 2024).

⁶ *Id.*, pp. 3-4.

⁷ *Id.*

⁸ *Id.*

⁹ *Id.* p. 4.

¹⁰ Staff's Report and Recommendation, Nov. 20, 2024.

¹¹ *Id.*, p. 2-3.

¹² *Id.*

THEREFORE, THE COMMISSION ORDERS:

A. The formal complaint filed by Ms. Twigg is denied and this Docket is closed.

B. Any party may file and serve a petition for reconsideration pursuant to the requirements and time limits established by K.S.A. 77-529(a)(1).¹³

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 12/3/2024



Lynn M. Retz
Executive Director

ARB

¹³ See also, K.S.A. 66-118b; K.S.A. 77-503(c); K.S.A. 77-531(b).

CERTIFICATE OF SERVICE

24-KGSG-837-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 12/03/2024.

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