

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

Kansas Gas Service
(Respondent, name of utility company)

by

Kathy Reinert
(Complainant, your name)

For Commission
use only

DOCKET NO.

24-KGSG-611-COM

Please provide complainant (your) contact information:

Full Name(s): Kathy Reinert

Address: [REDACTED] Hutchinson KS 67502

Daytime Phone: [REDACTED]

E-mail Address (optional): [REDACTED]

FORMAL COMPLAINT

Kathy Reinert
(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.)

12-27-23 Notified Gas Co & Spouse passing
"Rec. Sheet of Notice" - Bill paid No delinquent Bills -
12-27-23 Notified Gas company of spouse demise, When I
Called to Check into level pay - Gave my name, address info
at that time. Provided name, address, spouse name,
I Received letter stating request for my SS#. I
didn't respond sending letter back - Placed a call instead

(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.)

Feb 1 8:48 Am 3min13 Sec. I was hung up on, called back 9:38 14min 21 Sec both that I talked to demanded my SS# both hung up when I refused to give it & explanation of why. Received Shut off notice - man delivering notice told my 16 yr old that service will be cut off if a call is not made to provider. I got on line - filled out online information, attached proof of verification. Received 2nd Shut off notice - called in again February 8, provided D.L. # - they wanted my income told them that was not sharable information - this person accepted my response & she said she would stop shut off order. Put account removed spouse & on my and for such further order or orders as the Commission may deem necessary. Name as account holder.

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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Katyn Beemert
Complainant's (your) signature

2-19-24
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.