

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

Formal Complaint
June 2017

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 Town & Country Estates Homes Assoc.
Stephanie Beeder, Treasurer
(Complainant, your name)

For Commission
use only

DOCKET NO.

Please provide complainant (your) contact information:

Full Name(s): Stephanie Beeder
Address: [REDACTED]
Daytime Phone: [REDACTED]
E-mail Address (optional): [REDACTED]

FORMAL COMPLAINT

Stephanie Beeder
(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.)

Please refer to attached document

(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.*)

Please refer to attached document
Page 2, Proposal

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.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.

Stephanie Beeder

Complainant's (your) signature

9-18-25

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.

**Town & Country Estates Homes Association
Kansas Gas Service Complaint**

Background

Town and Country Estates Homes Association is a non-profit organization that serves 136 homes. Founded in 1956 it functions to maintain the neighborhood entryways, contract for trash and yard waste removal, approve home renovation projects and conduct annual business and social meetings.

The entryways to the neighborhood include stone monuments with a single gas lantern attached. There are 22 different monuments located on a street corner of a residence. Each gas lantern is regulated by one meter at the base of the monument. The monuments with lanterns attached are on the resident's property.

The billing of these 22 gas lanterns is consolidated to a master bill each month to the Town & Country Estates [REDACTED] The account number is [REDACTED]

Residents in the area with gas lanterns in their front yard are no doubt billed the resident rates with usage included with their home.

We have three concerns with the billing.

- Our account is classified as a small commercial business, which we feel is not descriptive of the nature of the HOA. Our HOA has no profit motive and is organized as such with both the state and federal government. The **Service Charge** applied each month is \$32.20 versus a residential charge of \$21.75. This **Service Charge** totals \$8,500 at the commercial rate versus \$5,742 at the residential rate annually, a difference of \$2,758.
- The **Service Charge** is being applied on each meter (22) each month. The amount of gas used each month varies from 1.3-2.0 MCF for each lantern or 28.6-44.0 MCF for the total of 22 lanterns. This usage seems within the range of an entire residential property and probably lower than small commercial accounts. Both of those would have the Service Charge applied one time per month for the same amount of gas used. Applying the Service Charge 22 times on our account versus once totals \$8,114 annually.
- There is a **Winter Event Securitized Cost** of \$10.43 per lantern/per month. This totals \$2,754 annually. While we do not disagree that we should share in the "event" costs, we do not agree that this cost be applied to each lantern.

The annual cost of our gas and delivery charge is about \$4,800 and the total master bill is about \$18,500. The combined effects of applying the **Service Charge** and **Winter Securitized Cost**

equates to about \$12,000 annually on our account or 65% of our total cost. The service charges are three times the cost of the gas/delivery costs.

Proposal

- Reclassify our account [REDACTED] from commercial to residential because the lanterns are all located on residential property.
- Apply all taxes, fees and special event charges one time each month to the total cost as shown on [REDACTED] rather than charged for each lantern separately.

We would welcome an opportunity to discuss this in person at your Topeka offices.

Respectively Submitted,

Stephanie Beeder, Treasurer

Town & Country HOA Board of Directors

Tim Fisher, President

Mary-Michael Sterchi, Vice- President

Kim Young, Secretary

Stephanie Beeder, Treasurer

Joe Jurden, Member

Jan Bleakley, Member

Don Morgan, Member