

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MICHAEL DONALD GRUGIN)	
)	
COMPLAINANT)	
V.)	CASE NO.
)	2014-00008
ATMOS ENERGY CORPORATION)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

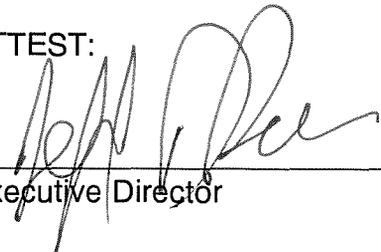
Atmos Energy Corporation ("Atmos Energy") is hereby notified that it has been named as defendant in a formal complaint filed on December 16, 2013, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 19, Atmos Energy is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ATTEST:



Executive Director

ENTERED
JAN 09 2014
KENTUCKY PUBLIC
SERVICE COMMISSION

RECEIVED

COMMONWEALTH OF KENTUCKY

DEC 16 2013

BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION

In the matter of:

Michael Donald Grugin
 (Your Full Name)
 COMPLAINANT

VS. ATMOS Energy Corporation
 (Name of Utility)
 DEFENDANT

Case No. 2014-00000

COMPLAINT

The complaint of Michael Donald Grugin (Your Full Name) respectfully shows:

(a) Michael Donald Grugin
 (Your Full Name)
P.O. Box 4202, Frankfort Ky 40604
 (Your Address)

(b) ATMOS Energy Corporation
 (Name of Utility)
P.O. Box 650205, Dallas Texas 75265-0205
 (Address of Utility)

(c) That: ATMOS Energy improperly placed
 (Describe here, attaching additional sheets if necessary,
my account under commercial rates despite
 the specific act, fully and clearly, or facts that are the reason
my continued complaints. Recently they admitted
 and basis for the complaint.)
that it should have been residential and changed

Continued on Next Page

* This property used to be a motel however when I bought it and changed the gas it was never operated as anything other than apts. The only gas was a furnace for the owners residence

Formal Complaint

Michael Donald Grugin vs. ATMOS Energy Corporation

Page 2 of 2

my account and billing from commercial to residential. They have over charged me for over 16 years. The customer charge per month had been 30. per month (base) when it should have been 12.50. I believe that I should also be reimbursed interest and the difference in gas rate charges

Wherefore, complainant asks The difference in the base
(Specifically state the relief desired.)

customer charge over 16 years would amount to \$3360. Estimating interest and gas cost I seek \$4,000. in reimbursement.

Dated at Frankfort, Ky., Kentucky, this 13th day
(Your City)

of Dec., 2013.
(Month)

Michael Donald Grugin
(Your Signature*)

(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

807 KAR 5:001. Rules of Procedure.

Section 19. Formal Complaints.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant;
 - (b) The full name and post office address of the defendant; and
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation section and subsection, of which a violation is claimed, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall specifically establish the relief desired.
- (2) **Signature.** The complaint shall be signed by the complainant or his or her attorney, if applicable, and if signed by an attorney, shall show the attorney's post office address. **A complaint by a corporation, association, or another organization with the right to file a complaint, shall be signed by the entity's attorney.**
- (3) **Number of copies required.** When the complainant files his or her original complaint, the complainant shall also file two (2) more copies than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of a complaint, the commission shall immediately examine the same to ascertain if it establishes a prima facie case and conforms to this administrative regulation.
 1. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, the commission shall notify the complainant or his or her attorney to that effect, and opportunity shall be given to amend the complaint within a specified time.
 2. If the complaint is not amended within the time or the extension as the commission, for good cause shown, shall grant, the complaint shall be dismissed.
 - (b) If the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to this administrative regulation, the commission shall serve an order upon the person complained of, accompanied by a copy of the complaint, directed to the person complained of and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order, provided that the commission may, in particular cases, require the answer to be filed within a shorter or longer period.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he or she shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which the defendant is willing to give. Upon the acceptance of this offer by the complainant and with the approval of the commission, further proceedings shall not be taken.
- (6) **Answer to complaint.** If the complainant is not satisfied with the relief offered, the person complained of shall file an answer to the complaint, with certificate of service on other endorsed parties, within the time specified in the order or the extension as the commission, for good cause shown, shall grant.
 - (a) The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of new matter constituting a defense.
 - (b) If the answering party does not have information sufficient to enable him or her to answer an allegation of the complaint, the answering party may so state in the answer and place the denial upon that ground.

Letter of Complaint and Checked Bills Attached

12-07-2013

ATMOS Energy Corporation
Attn: Customer Research
P.O.Box 650205
Dallas, Texas 75265-0205

Case # 3503605

Account # [REDACTED]

Customer Service:

In April or early May of 1996 I signed up for natural gas service with your company. At that time I was told that it had to be a commercial account because it had been in the past. I explained that there was only one gas appliance in the building and it was the furnace that heated a 750 square foot apartment that I would be living in at the time. Despite my complaint I had to do what you said. Since that time I have paid double and triple what I should have been paying. Over the years I complained several times too no avail. Recently I rented out the apartment and the tenant was to convert the gas into his name. When he tried he was told that it would be several hundred dollars because it was a commercial account. This time when I called to complain I was told that this should never have been a commercial account and that it would be changed. (copies of the last two bills are attached showing the change. I asked about getting a refund for all the extra money I had paid for over 16 years plus the hookup fee. I was told that it would be given to someone to research and I would be contacted. A couple of weeks later I called again and was told the same thing. That inaction is why I am writing this letter. I have attached the two bills for last month that show the change. I have also sent a copy of this letter to the Kentucky Public Service Commission to encourage your response and refund.

Copy:
Ky. Public Service Commission
P.O.Box 615
Frankfort, Ky. 40602

Sincerely,


Mike Grugin
[REDACTED]
P.O.Box 4202
Frankfort, Ky. 40604

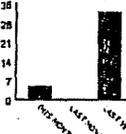


Emergency Telephone
24/7
1-866-322-8667

Customer Service
M-F 7am-8pm Sat 8am-5pm (Central)
1-888-286-6700
atmosenergy.com

001000075941

USAGE COMPARISON



RESIDENTIAL

Meter Serial #	Date of Service		Meter Reading	
	From	To	Previous	Present
0736776	10/11/13	11/11/13	5708	5713
	Read Difference			5.00
	Actual Usage In CCF			5.00

IMPORTANT MESSAGES:

BILLING AND PAYMENT OPTIONS

Atmos Energy offers billing and payment options to help simplify your life -- from recurring credit card payments to budget billing to electronic billing. For more information or to sign up, call 1-888-286-6700 or visit atmosenergy.com.

HELP YOUR NEIGHBORS STAY WARM

Many of your neighbors will not be able to pay their gas bills this winter. Help them stay warm by donating to Atmos Energy's Sharing the Warmth Program. To donate, check the box on the back of your bill to Round Up or contribute another amount, or visit atmosenergy.com/share for more information.

PROTECT YOUR FAMILY FROM CARBON MONOXIDE

Carbon monoxide (CO) is a potentially deadly gas produced by improperly working appliances. Have your heating equipment checked regularly for safety and efficiency. Also, install approved CO detectors in sleeping areas.

Customer Number: [REDACTED]
Customer Name: MIKE GRUGIN
Service Address: 699 W BROADWAY ST APT 13
 LAWRENCEBURG KY 40342-1539
Billing Date: 11/19/13
PAST DUE AFTER 12/09/13

BILLING INFORMATION:

PREVIOUS BALANCE	47.05
CURRENT GAS CHARGE TOTAL	17.06
RESIDENTIAL	
Customer Charge	12.50
Distribution Charge 5.000 @ 0.11600/CCF	0.58
Gas Cost Charge @ 0.56975/CCF	2.85
School Fee @ 0.03000	0.57
Franchise Fee @ 0.03000	0.56
OTHER CHARGE TOTAL	44.44-
PRP Charge --Fixed	2.61
Cancel Bill (-) 11/19/13	47.05-
CURRENT CHARGES	27.38-
TOTAL AMOUNT DUE	19.67

IF BILL IS NOT PAID BY DUE DATE A PENALTY (IF APPLICABLE) WILL APPEAR ON YOUR NEXT BILL

atmosenergy.com

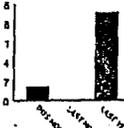


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M-F 7am-8pm Sat 8am-5pm (Central)
1-888-286-6700
atmosenergy.com

009400391783

USAGE COMPARISON



COMMERCIAL FIRM

Meter Serial #	Date of Service		Meter Reading	
	From	To	Previous	Present
0736776	10/11/13	11/11/13	5708	5713
	Read Difference			5.00
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IF BILL IS NOT PAID BY DUE DATE A PENALTY (IF APPLICABLE) WILL APPEAR ON YOUR NEXT BILL

atmosenergy.com

Customer Number: [REDACTED]
Customer Name: MIKE GRUGIN
Service Address: 699 W BROADWAY ST
LAWRENCEBURG KY 40342-1539
Billing Date: 11/11/13
PAST DUE AFTER 12/02/13

BILLING INFORMATION:

PREVIOUS BALANCE	41.23
Payment Received 10/24/2013	41.23-
CURRENT GAS CHARGE TOTAL	35.97
COMMERCIAL FIRM	
Customer Charge	30.00
Distribution Charge 5.000 @ 0.11400/CCF	0.57
Gas Cost Charge @ 0.56975/CCF	2.85
School Fee @ 0.03000	1.29
Franchise Fee @ 0.03000	1.26
TAX/FEE CHARGE TOTAL	2.66
State Sales Tax @ 0.06000	2.66
OTHER CHARGE TOTAL	8.42
PRP Charge - Fixed	8.42
CURRENT CHARGES	47.05
TOTAL AMOUNT DUE	47.05

Atmos Energy Corporation
P. O. Box 650205
Dallas, TEXAS 75235-0205

Michael Donald Grugin
P.O. Box 4202
Frankfort, KENTUCKY 40604

Mark Martin
VP Rates & Regulatory Affairs
Atmos Energy Corporation
3275 Highland Pointe Drive
Owensboro, KY 42303