

2007-00471

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COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:	RECEIVED
Rebecca HALL	NOV 0 5 2007
(Your Full Name) COMPLAINANT	PUBLIC SERVICE COMMISSION
VS. Mike Lottle GAS Co.))
(Name of Utility) DEFENDANT))
COMPLAINT	
The complaint of Resecta Mall. (Your Full Name)	respectfully shows:
(a) SAME AS COMPLAINT (Your Full Name)	
Box 23, LANGley, Ky. (Your Address)	41645
(b) Mike Lettle GAS P.D. (Name of Utility) P.D. BEXET Melv. N, Ky. 41650 (Address of Utility)	
(c) That: Mike Little GR. (Describe here, attaching additional s	
has devied he a (
and basis for the complaint) Ky. I (Alled M: Ke) in Jaly of 2006. The	Lettle GAS Co. They Would Convect

Continued on Next Page

Page 2 of 2

to A Source of TAS to heat my home. EVERYONE in the Community has gas except men The gas Gompany does not treat everyone fasaly, they
Are the ONLY Source of GASIN this Community

of November, 49 2007
(Month)

(Name and address of attorney, if any)

Complaint:	2007-02372	Entry Date:	10/9/2007	Closed Date:	10/12/2007	Contact Type:	Hotline		
Name:	Hall, Rebecca			Utility:	Mike Little Gas Company, Inc.				
Address:	Box 23			Utility Nbr:	5300	Location:	Residence		
Langley, KY 41645		Utility Type:	Gas						
County: Home: (606	Floyd :06) 285-9288 Work:			Reason:	Line extension/upgrade charge (Held order/delay)				
Fax:	CBR Nbr:			(none) ((none)) Complaint referred by:					
Cell:	: Email:			Complaint reletted by.					
Contacted Ut	ility? 🔽	Spoke with:							
		Cust Relations	:None						
Utility Contact:	Virginia Gibson	l		Contact's	(606) 452-2475				
Preliminary Description: service			Other Contacts:						
Processor:	JOHNR.GEOG	HEGAN							
See File	\square	Case Related		Staff Referral		Confidential			
Info Only		Formal Forms	₽	Ref to Util		Customer Satisfied	Yes O No ●		
PSC Narratives: Investigator: JOHNR.GEOGHEGAN									
Date:	10/9/2007 11:2	2:30 AM		ŭ					
Customer says she has requested gas service at this address but hasn't gotten it yet. She would like to know when she can expect to have service connected.									
Date:	10/30/2007 2:32:44 PM								
Customer called back and said she was told she would not be able to get service. She says they would not give her a explanation as to why.									
Date:	10/30/2007 2:34:15 PM								
Customer requ	uested formal co	mplaint form.							
Utility Resp	onse:				**************************************				
Date:	ate: 10/12/2007 1:48:19 PM								
Fax from Virginia Morgan states that Ms. Hall's service is scheduled to be turned on 10/12/07.									
Date:	10/30/2007 2:3	3:46 PM							
Called utility ar faxed to 502-5	nd was advised 64-7937 by COE	that a written re: 3 10/30/07.	sponse explanin	g the reason the	e customer cann	ot have service	would be		

Date:

October 31, 2007

10/31/2007 10:29:53 AM

Page 1 of 2

2007-02372 (Continued)

Ms. Rebecca Hall P.O. Box 23 Langley, KY 41645

Dear Ms. Hall:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint, as requested in your conversation with John. Please complete the forms and return them to the above-listed address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Ginny Smith, Director Division of Consumer Services

Enclosure

Date:

11/1/2007 1:45:32 PM

On Oct. 31 the following letter was faxed to Consumer Services from Miki Thompson:

Dear Mr. Geoghegan:

This letter is being written with regard to Mike Little Gas Company's denial of connection to Mrs. Rebecca Hall. After investigation, MRs. Hall has informed Mike Little Gas that she only wishes to have the connection for use of a small appliance which she would only use during winter months. The line would require connection in a complicated area requiring extraordinary expenditures on behalf of Mike Little Gas, which would result in firther costs to the customer and therefore, would not be cost effective. Further, there is a factor of considerable danger to the system and other customers. With this in mind, we have determined that at this time, it would not be beneficial to the customer nor Mike Little Gas to install service for Mrs. Hall.

If any further information is required, please contact me at (304) 235-2223 so that I may assist you.

Cordiall, Miki Thompson President, Mike Little Gas Company, Inc.