

PSC Consumer Inquiry System

11/5/2007

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 Langley, KY 41645		Utility Nbr: 5300	Location: Residence
County: Floyd		Utility Type: Gas	
Home: (606) 285-9288	Work:	Reason: Line extension/upgrade charge (Held order/delay) (none) (none)	
Fax:	CBR Nbr:	Complaint referred by:	
Cell:	Email:		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with:		
	Cust Relations: None		
Utility Contact: Virginia Gibson		Contact's (606) 452-2475	
Preliminary Description: service		Other Contacts:	
Processor: JOHNR.GEOGHEGAN			
See File <input checked="" type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input checked="" type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input checked="" type="checkbox"/>	Ref to Util <input type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input checked="" type="radio"/>

PSC Narratives:

Investigator: JOHNR.GEOGHEGAN

Date: 10/9/2007 11:22:30 AM

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 requested formal complaint form.

Utility Response:

Date: 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 2:33:46 PM

Called utility and was advised that a written response explaining the reason the customer cannot have service would be faxed to 502-564-7937 by COB 10/30/07.

Date: 10/31/2007 10:29:53 AM

October 31, 2007

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 further 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.

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