

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAY 30 2019

PUBLIC SERVICE  
COMMISSION

In the Matter of:

Sarah Sperry, Complainant

)

vs.

)

CASE NO.

2019-00138

)

)

Atmos Energy Corporation, Defendant

)

**ATTORNEY GENERAL'S INITIAL COMMENTS**

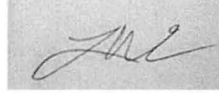
Comes now the Attorney General of the Commonwealth of Kentucky, by and through his Office of Rate Intervention, and tenders his initial comments in this matter.

The Attorney General believes Ms. Sperry's complaint presents well-documented, serious allegations regarding the accuracy of her own bill, but also that inaccurate meter readings are apparently impacting *multiple* Atmos customers. In fact, the Attorney General recently received an informal complaint from yet another Atmos customer with similar allegations of inaccurate, and potentially fraudulent meter readings upon which monthly bills are being issued.

Furthermore, the Attorney General believes Ms. Sperry's complaint presents substantial and *prima facie* evidence which requires the Commission to initiate a formal investigation. Given that multiple customers are apparently being impacted by such inaccurate meter readings, and that Atmos is allegedly aware of a "scam" being perpetrated on customers, the risk posed to Atmos' customer base is too great to be ignored. Therefore, the Attorney General believes the Complaint is substantiated and urges the Commission to

open a formal investigation. The failure to do so could have widespread serious implications for the Company and its customers.

Respectfully submitted,  
ANDY BESHEAR  
ATTORNEY GENERAL



---

REBECCA W. GOODMAN  
LAWRENCE W. COOK  
KENT A. CHANDLER  
JUSTIN M. MCNEIL  
ASSISTANT ATTORNEYS GENERAL  
700 CAPITAL AVE., SUITE 20  
FRANKFORT KY 40601-8204  
(502) 696-5453  
[Kent.Chandler@ky.gov](mailto:Kent.Chandler@ky.gov)  
[Rebecca.Goodman@ky.gov](mailto:Rebecca.Goodman@ky.gov)  
[Justin.McNeil@ky.gov](mailto:Justin.McNeil@ky.gov)  
[Larry.Cook@ky.gov](mailto:Larry.Cook@ky.gov)

***Certificate of Service and Filing***

Counsel certifies that an original and ten photocopies of the foregoing were served and filed by hand delivery to Ms. Gwen R. Pinson, Executive Director, Public Service Commission, 211 Sower Boulevard, Frankfort, Kentucky 40601; counsel further states that true and accurate copies of the foregoing were mailed via First Class U.S. Mail, postage pre-paid, to:

Sarah Sperry  
1206 E. 10th Ave.  
Bowling Green, KY 42103

Matthew J. Baker  
911 College St.  
Bowling Green, KY 42101

Mark A. Martin  
Atmos Energy Corporation  
3275 Highland Pointe Dr.  
Owensboro, KY 42303

This 30<sup>th</sup> day of April, 2019.



---

Assistant Attorney General