

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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PUBLIC SERVICE
COMMISSION

In the Matter of:)	
)	
Sarah Sperry, Complainant)	CASE NO.
)	
vs.)	2019-00138
)	
Atmos Energy Corporation, Defendant)	

**ATMOS ENERGY CORPORATION'S RESPONSE
TO
INITIAL COMMENTS OF THE ATTORNEY GENERAL**

Atmos Energy Corporation ("Atmos Energy" or "Company") responds to the Initial Comments of the Attorney General as follows:

1. Prior to Ms. Sperry filing her complaint, Atmos Energy had been working diligently to address high billing concerns of customers in the areas served by Atmos Energy's Bowling Green and Glasgow service centers. Also, prior to the filing of the complaint, Atmos Energy was engaged in discussions with Commission staff about this issue.
2. As discussed with the Commission, Atmos Energy learned that three third-party contractor employees falsified meter readings in the above communities. When their misconduct was discovered, the contractor fired these employees. The contractor implemented new processes and procedures to safeguard Atmos Energy customers and prevent this from happening again.
3. The scope of the issue surfaced as affected customers who had received artificially lower bills throughout the winter months because their meter readings were not accurate began to receive higher bills in the spring that reflected their actual consumption when the meters were accurately read.

4. Atmos Energy has met with numerous affected customers as well as elected officials in these communities to describe what happened and what safeguards are now in place.
5. Atmos Energy is working with the affected customers so they can pay for the delayed billing of their actual consumption over time (under a payment plan pursuant to the tariff) without any service disruption or additional fees.
6. Atmos Energy's customers are not at risk. The rogue contractor employees have been fired, safeguards implemented, and customers are paying over time only for gas actually consumed.
7. To more fully describe these plans and action, Atmos Energy respectfully requests the opportunity to participate in an informal technical conference to discuss: (1) the conduct and termination of three of Atmos Energy contractor employees; (2) the impact this conduct had on customer bills; (3) describe how the Company addressed the underlying cause with its contractor to eliminate any present or future risk; and (4) any other topics as the Commission deems appropriate.

Respectfully submitted,

/s/Mark R. Hutchinson

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Certificate of Service and Filing

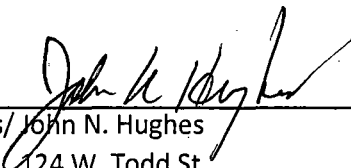
Counsel certifies that an original and ten photocopies of the foregoing were served and filed by hand delivery to Ms. Gwen R. Pinson, Executive Director, Public Service Commission, 211 Sower Boulevard, Frankfort, Kentucky 40601; counsel further states that true and accurate copies of the foregoing were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

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This the 5th day of June, 2019



/s/ John N. Hughes
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Attorney for Atmos Energy Corporation