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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

JUL 23 2019

PUBLIC SERVICE
COMMISSION

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

UPDATE OF ATMOS ENERGY CORPORATION
REGARDING THE COMPLAINT OF SARAH SPERRY

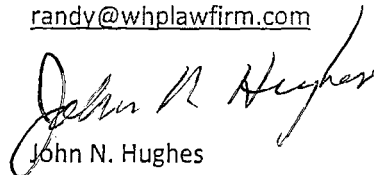
Atmos Energy Corporation ("Atmos Energy") hereby updates the Commission regarding the Complaint of Sarah Sperry:

1. In her initial filing of April 29, 2019, Ms. Sperry complained of inaccurate bills for the months December 2018-March 2019. Ms. Sperry also stated that she would pay for the actual amount of gas used, less any amounts already paid for that time period.
2. Atmos Energy has provided accurate bills for that time period to Ms. Sperry and her attorney. Atmos Energy has offered to credit Ms. Sperry \$70 in recognition of Atmos Energy's error relating to Ms. Sperry's initial bill correction.
3. Atmos Energy has contacted Ms. Sperry's attorney multiple times in an effort to settle this matter. Ms. Sperry's attorney informed Atmos Energy that he has been unable to obtain Ms. Sperry's acceptance or rejection of the Company's offer. Ms. Sperry's attorney has also communicated no further questions from Ms. Sperry to the Company.
4. Ms. Sperry has continued to use natural gas following her Complaint of April 29, 2019, but has not made a payment to Atmos Energy since March 4, 2019. To Atmos Energy's knowledge, there is no dispute regarding Ms. Sperry's bills for the period after March 27, 2019.

5. Atmos Energy has now installed a wireless meter at Ms. Sperry's address which has eliminated the need for manual meter reading and prevents the re-occurrence of the events which led to the filing of the Complaint.
6. Atmos Energy's offer to credit Ms. Sperry \$70 remains open; however, in the absence of a response from Ms. Sperry, Atmos Energy requests that this Complaint docket be held in abeyance pending her response.

Respectfully submitted,

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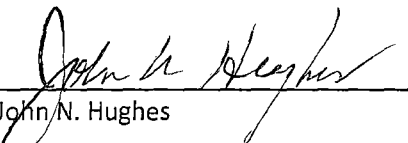
Certificate of Service

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 on July 23, 2019 to:

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