

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SARAH SPERRY	)	
	)	
COMPLAINANT	)	CASE NO.
	)	2019-00138
V.	)	
	)	
ATMOS ENERGY CORPORATION	)	
	)	
DEFENDANT	)	

ORDER

Atmos Energy Corporation (Atmos) is hereby notified that it has been named as a defendant in a formal complaint (Complaint) filed on May 1, 2019, a copy of which is attached hereto. The Complaint, filed by Sarah Sperry (Ms. Sperry), through her counsel Attorney Matthew J. Baker, requests that Atmos provide accurate bills for the months of December 2018–March 2019.<sup>1</sup> Ms. Sperry asserts that she will pay for the actual amount of natural gas that was used less all amounts that she has already paid.<sup>2</sup> Ms. Sperry contends that she “should not be billed an arbitrary amount based on fraudulent readings and numbers”<sup>3</sup> due to meter readers intentionally under-reporting meter readings, and Atmos incorrectly billing Ms. Sperry for her neighbor’s meter readings instead of her own.<sup>4</sup>

---

<sup>1</sup> Complaint at 2.

<sup>2</sup> *Id.*

<sup>3</sup> *Id.*

<sup>4</sup> *Id.* at unnumbered 3–4.

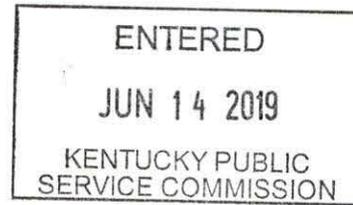
Pursuant to 807 KAR 5:001, Section 20, it is HEREBY ORDERED that:

1. Atmos is to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of the Order.

2. Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so personal information cannot be read.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

By the Commission



ATTEST:

  
Executive Director

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2019-00138 DATED **JUN 14 2019**

FOUR PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY

APR 29 2019

BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION

In the matter of:

SARAH SPERRY  
(Your Full Name)  
COMPLAINANT

VS.

ATMOS ENERGY  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of SARAH SPERRY respectfully shows:  
(Your Full Name)

(a) SARAH SPERRY  
(Your Full Name)

1206 E. 10<sup>th</sup> AVE., BOWLING GREEN, KY 42103  
(Your Address)

(b) ATMOS ENERGY  
(Name of Utility)

2850 RUSSELLVILLE RD., BOWLING GREEN KY 42101  
(Address of Utility)

(c) That: SEE ATTACHED  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page



Formal Complaint

GARAH SPERRY

vs.

ATMOS ENERGY

Page 2 of 2

Five horizontal lines for additional text or notes.

Wherefore, complainant asks (1) I want an accurate bill  
(Specifically state the relief desired.)

for the months of December 2018 through  
March 2019. I will pay for the actual amount  
used, less any and all amounts that I have  
already paid for these months. I should not be  
billed an arbitrary amount based on fraudulent  
readings and numbers.

Dated at Bowling Green, Kentucky, this 24<sup>th</sup> day  
(Your City)

of April, 2019  
(Month)

Matthew J. Baker  
911 College Street, Suite 200  
Bowling Green KY 42101  
(Name and address of attorney, if any)  
270-746-2385

[Handwritten Signature]  
(Your Signature\*)

April 24, 2019  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the Commission.



Saturday March 30<sup>th</sup>, I received an email from Atmos Energy stating that my gas meter had been "misread/ under read" for the months of December - March and that I now owe them an extra 350 dollars. I was never presented with a bill or any type of explanation or proof of my actual gas usage I was simply sent an email saying that I owed \$350 for their adjusted gas usage.

On Tuesday 4/2/2019, I went to the local Atmos office and spoke with their Operations Manager. Before he even asked my name he asked me if I would settle for paying half of my bill. I then told him that he didn't know how much my bill was since he had only just started speaking to me.

He then told me that some untrustworthy meter reader's had been running a scam and that while he wished that they would have used their brains for good, they were under reporting meter readings, resulting in under charged bills.

I asked him to look into my account and see that my gas bill always averages \$40 a month and that if I would have been provided with an accurate meter reading that I would have adjusted my gas consumption even though the only appliances that use gas in my one bedroom apartment are the water heater and the heat pump. Our heat pump is not very efficient so we rely on electric space heaters to get us through the winter months. He said he would look into it and call me back the next morning. He never did.

I went back into the Bowling Green Atmos office on Thursday 4/4/2019 and asked to speak to the Operations Manager. He told me that he could not find my previous meter readings and that the bill was accurate and that I could set up a payment plan to pay off the remainder of the bill. I refused and he told me that he would deduct what he called a "Payment Fee" which he quickly corrected to a "Customer Fee" when I asked why I was being charged an extra 17.50 a month to be billed for bill. He then said that he couldn't understand me and proceeded to interrupt me and talk over the top of me. I told him that he was being rude and disrespectful and he told me that they was nothing he could do for me.

After I left his office I called Atmos customer service where I spoke with a manager who told me that Atmos had outsourced their meter reading to a third party company who she would not name, who had mis/under read the meters and that there was nothing she could do for me other than to set up a payment plan.

I then contacted Atmos's corporate office who told me that all they could do what set up a payment plan.

While I was speaking to the corporate office an Atmos Energy truck pulled into my drive way and a man got out and went to my meter. I asked the Corporate CSR why there would be a meter reader at my house after hours and she sounded alarmed and asked me to provide the number of the Atmos truck. I went outside to the truck and there was no ID number on the truck so the CSR asked me to provide the license plate number and I did. She also asked me to get the name of the Meter Reader, who would not tell me his name. At this time it became clear that the Meter Reader was on speaker phone with the Bowling Green Operations Manager who asked him if he was speaking to Ms. Sperry. I replied that he was and the Operations Manager stated that he would be calling me immediately.

When I spoke to the Bowling Green Operations Manager he told me that the meter that was being read was my neighbor's meter and that they had been billing me for the wrong meter the entire time. He assured me that he would correct the error and that he thought "I would be happy with the results" and that he would call me in the morning with a resolution.

He did not contact on the morning of 4/5/2019 so I went to the Bowling Green office that afternoon with my partner Jacob McCormack, as back up. There we were presented with a letter saying that there had been a mistake in our previous reading and billing and that we owe Atmos energy \$175.

When I asked for a detailed bill showing my gas consumption we were shown the previous bill that contained my neighbor's meter reading. When I asked to know the dollar amount for the gas I used in the past month I was told that they did not have access to that information that that billing was handled in Texas and that they could not provide me with that information.

We were told that we would have to wait until we received a bill in the mail to know what our actual gas usage and charge was for the past month.

I was interrupted and talked over every time I would ask a question or make a point to the Bowling Green Operation Manager and I made him aware of this every time he did it, even on our way out the door as we were being escorted out.

I have yet to receive an invoice with the correct gas meter and usage.

\*Justin M. McNeil  
Office of the Attorney General Office of Rate  
700 Capitol Avenue  
Suite 20  
Frankfort, KENTUCKY 40601-8204

\*Kent Chandler  
Assistant Attorney General  
Office of the Attorney General Office of Rate  
700 Capitol Avenue  
Suite 20  
Frankfort, KENTUCKY 40601-8204

\*Larry Cook  
Assistant Attorney General  
Office of the Attorney General Office of Rate  
700 Capitol Avenue  
Suite 20  
Frankfort, KENTUCKY 40601-8204

\*Mark A Martin  
Atmos Energy Corporation  
3275 Highland Pointe Drive  
Owensboro, KY 42303

\*Atmos Energy Corporation  
3275 Highland Pointe Drive  
Owensboro, KY 42303

\*Matthew Baker  
Attorney  
911 College Street  
Suite 200  
Bowling Green, KENTUCKY 42101

\*Rebecca W Goodman  
Assistant Attorney General  
Office of the Attorney General Office of Rate  
700 Capitol Avenue  
Suite 20  
Frankfort, KENTUCKY 40601-8204