

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of: )  
 )  
Sarah Sperry, Complainant )  
 )  
vs. )  
 )  
Atmos Energy Corporation, Defendant )

CASE NO.  
2019-00138

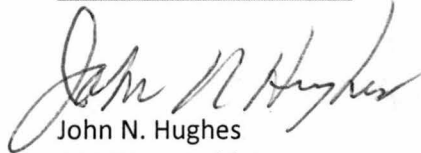
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OCT 15 2019  
PUBLIC SERVICE  
COMMISSION

SECOND UPDATE OF ATMOS ENERGY CORPORATION  
REGARDING THE COMPLAINT OF SARAH SPERRY

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

1. On July 23, 2019, Atmos Energy filed an Update Regarding the Complaint of Sarah Sperry ("First Update"). In that filing, Atmos Energy advised that Ms. Sperry had continued to use natural gas following her Complaint of April 29, 2019, but had 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.
2. Ms. Sperry continued to use natural gas, with no payment to Atmos Energy, from July 23, 2019 (the date of the First Update) until October 4, 2019, at which time Ms. Sperry advised that she was moving and requested that her gas service be permanently discontinued. On October 8, 2019, in accordance with the request of Ms. Sperry, service was terminated.
3. Attached is Ms. Sperry's final invoice. No portion of the attached has been paid by Sperry. The attached final invoice reflects the \$70 bill credit referenced in Atmos Energy's First Update.
4. On September 5, 2019, the Commission issued an order holding this matter in abeyance to allow Ms. Sperry 30 days to retain counsel. Atmos has not received notice of representation for Ms. Sperry. Given the lack of response to the order, Atmos believes this matter should be dismissed.

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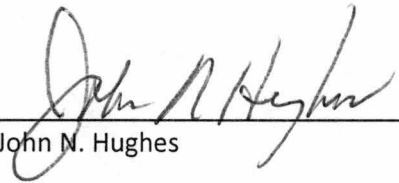
John N. Hughes  
124 West Todd Street  
Frankfort, KY 40601  
502-227-7270  
[inhughes@inhughes@johnnhughespsc.com](mailto:inhughes@inhughes@johnnhughespsc.com)

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 October 15, 2019 to:

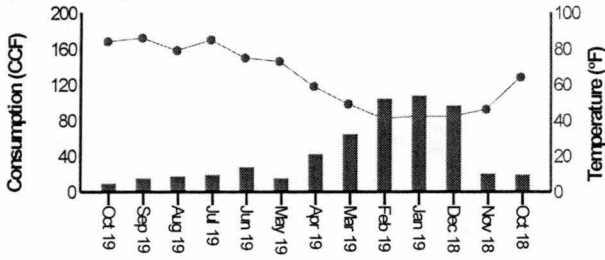
Sarah Sperry  
1206 E. 10th Ave.  
Bowling Green, KY 42103

Rebecca W. Goodman  
Lawrence W. Cook  
Kent A. Chandler  
Justin M. McNeil  
700 CAPITAL AVE., SUITE 20  
Frankfort, KY 40601-8204

  
\_\_\_\_\_  
John N. Hughes

**FINAL BILL**

**Gas Usage Trend**



**Account Summary**  
**Billing Date: 10/8/19**

Previous Balance	315.18
Payment(s)	0.00
Current Charges	22.50

**Total Amount Due**      **\$337.68**  
*(see reverse for billing details)*

**Important Messages from Your Natural Gas Company**

**HELP YOUR NEIGHBORS STAY WARM**

Many of your neighbors will not be able to pay their gas bills this winter. Help them stay warm by donating to Atmos Energy's Sharing the Warmth Program. Here's how to donate:

- On the back of your gas bill, select Round Up or check the amount you wish to contribute.
- Visit [www.atmosenergy.com/share](http://www.atmosenergy.com/share) or call 1-888-286-6700 to find out more information.

Your tax deductible donation is added to your monthly bill. You can change or end your donation at any time. All donations will assist the elderly, disabled and families in need.

**SMELL GAS? ACT FAST!**

Leave the area immediately! Then call 911 and Atmos Energy at 1-866-322-8667.

If current bill is not paid by the due date, a penalty (if applicable) will appear on your next bill.

Go paperless with E-Bill and sign up for other billing and payment options at [www.atmosenergy.com](http://www.atmosenergy.com)

For instructions on reading your Atmos Energy bill, please visit [www.atmosenergy.com/yourbill](http://www.atmosenergy.com/yourbill).

**CONTACT US:**  
Emergency Phone 24/7: 1-866-322-8667  
Customer Service M-F 7am - 6pm CST: 1-888-286-6700



**Clean energy for generations to come.**

Choosing what's best for our environment and energy that's clean, affordable and reliable is easy with natural gas.

[ATMOSENERGY.COM/ENVIRONMENT](http://ATMOSENERGY.COM/ENVIRONMENT)

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Keep this portion for your records

Page 1 of 2



Return this portion with your check or money order and include your account number. If paying in person, please bring the bill.

**Account Number**      **Due Date**      **Total Amount Due**  
[REDACTED]      10/18/2019      \$337.68



To update your mailing address or donate to energy assistance check here and complete the form on the back.

SARAH SPERRY  
1206 E 10TH AVE  
BOWLING GREEN KY 42103-4906

Amount Enclosed: \$ \_\_\_\_\_

ATMOS ENERGY  
PO Box 790311  
St Louis, MO 63179-0311



# Are You Ready for Winter?

## Save Money and Stay Warm

Natural gas is the most efficient and affordable way to keep your family cozy and warm this winter. Atmos Energy has free tools and information to help manage your energy use and lower your energy bills.



For energy saving tips, free energy management tools and winter safety information, visit [www.atmosenergy.com/EnergyTips](http://www.atmosenergy.com/EnergyTips)

### Your Billing Detail Information:

Meter Serial #	Date of Service		Meter Reading	
	From	To	Previous	Present
122733856	9/26/19	10/7/19	81	90
122733856	10/8/19	10/8/19	90	90
Read Difference:			9.00	
Actual Usage in CCF:			9.00	

### Your Charges:

#### FINAL BILL

PREVIOUS BALANCE 315.18

CURRENT GAS CHARGE TOTAL 22.08

#### RESIDENTIAL

Customer Charge 16.33

Distribution Charge 9.000 @0.14111111 / 1.27

CCF

Gas Cost Charge @0.40038 / CCF 3.60

School Fee @0.03 0.66

Franchise Fee @0.01 0.22

OTHER CHARGE TOTAL 0.42

PRP Charge - Fixed 0.42

CURRENT CHARGES 22.50

**TOTAL AMOUNT DUE 337.68**

## PROTECT YOUR FAMILY FROM CARBON MONOXIDE

- Have your gas appliances inspected annually to ensure that they are venting and operating properly.
- Install carbon monoxide detectors that are Underwriters Laboratories listed, carrying the UL mark.
- If you suspect carbon monoxide problems with your appliances, call your local appliance repair company.

### CHANGE OF MAILING ADDRESS:

Effective Date \_\_\_\_\_

Address/P.O. Box \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Cell Phone Number \_\_\_\_\_

To change account name, please call 1-888-286-6700

### Help Your Neighbors in Need. Contribute to Sharing the Warmth

You can help the elderly, the disabled and families in need keep their homes warm and secure by donating to Atmos Energy's Sharing the Warmth program.

All donations are distributed to a local area non-profit energy assistance agency(s) that serves your community. Visit [www.atmosenergy.com/share](http://www.atmosenergy.com/share) to find agencies near you.

Please indicate the contribution amount below to be billed monthly on your Atmos Energy statement.

Thank you for sharing the warmth with those in need in your community.

\_\_\_\_\_ \$1 \_\_\_\_\_ \$20

\_\_\_\_\_ \$5 \_\_\_\_\_ Other

\_\_\_\_\_ \$10 \_\_\_\_\_ Round-up

\_\_\_\_\_ One-time Contribution