

RECEIVE:

July 24, 2023

||| 27 2023

To Whom It May Concern:

PUBLIC SERVICE
COMMISSION

The Attached information was originally sent to the Kentucky Public Utilities Commission on May 3, 2023. I was under the impression from conversations with the KUPUC that it needed to be both faxed + emailed.

Please contact me if you have any questions.



Vicki Ansermet



TX Result Report

Serial No. 05/23/23 16:05:06
 TC

Addressee	Start Time	Time	Prints	Result	Note
[REDACTED]	05-03 15:56	00:10:28	014/014	OK	

Note
 TMR:Timer TX, POL:Polling, ORG:Original Size Setting, FME:Frame Erase TX,
 DPS:Page Separation TX, MIX:Mixed Original TX, CAL:Manual TX, CSNC:CSNC,
 FCO:Forward, B:PC-FAX, BFD:Double-Sided Binding Direction, SO:Special Original,
 FCODE:F-code, RTX:RTX, RY:Relay, HX:Confidential, BK:Bulletin,
 IPADR:IP Address Fax, I-FAX:Internet Fax IP-FAX: IP-FAX(SIP)

Result
 OK: Communication OK, G-OK: Stop Communication, PW-OFF: Power Switch OFF,
 TEL: RX from TEL, NG: Other Error, Cont: Continue, No Ans: No Answer,
 Refuse: Receipt Refused, Busy: Busy, H-Full:Memory Full, LOVR:Receiving length over,
 DOUR:Receiving page over, FE:File Error, GC:Decode Error, WDR:MDN Response Error,
 DSN:DSN Response Error, PRINT:Compulsory Memory Document Print,
 DEL:Compulsory Memory Document Delete, SEND:Compulsory Memory Document Send.

RECEIVED

JUL 27 2023

PUBLIC SERVICE
 COMMISSION

Kentucky Public Service Commission
 211 Sower Boulevard
 Frankfort, KY 40602

May 3, 2023

To Whom It May Concern:

My name is Vicki Ansemat and I live at 210 Boone Street in Berea, Kentucky. I am filing this complaint against Delta Natural Gas Co.

I have been receiving winter heating assistance with Delta Gas Co. from Kentucky River Foothills for the past 5 years. The protocol has always been that once eligibility for the LIHEAP program has been met in terms of low income, I would wait until I received the "Final Notice Prior to Disconnection." At that time I could go the Kentucky River Foothills office and they would make whatever payment I was eligible for directly to Delta Gas Co.

This year, however, Delta did not send me any Final Disconnect Notice. While this is a blessing in some ways, it prevented me from being eligible for the LIHEAP program because in order to process any funding for me KY River Foothills REQUIRES that disconnect notice. I am faxing today (by fax, this form is submitted separately online), copies of my Delta bills beginning in November 2022 and ending in April 2023. My April bills shows a balance of \$377.66. And it is also clear from the bills that I never received LIHEAP assistance (I did receive HEA assistance but I was eligible for both).

I called the Delta office in Berea several times, usually twice a week, and spoke with a woman at the front desk named Wendy every time. She told me that she did not know why Delta was not sending out Final Notices this winter. She informed me that the company had been purchased by another company recently and they were not following the usual protocol with sending out Final Notices. She said she had spoken to her supervisor and there was nothing to be done. (She suggested that I get on a payment plan to avoid getting disconnected).

Every week I called at least once to ask if a final notice had come through. Wendy told me that I should go into KY River Foothill offices and try without the Notice. On February 28 I did just that and was told that they could not help me without the Final Notice (I am including in faxed material an email from Foothills stating this).

I am not eligible for Social Security due to being a mother at home in a foreign country, married to a foreigner, worked for academic institutions and was unaware that they were not taking out Social Security from my check.

RECEIVED

JUL 27 2023

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

Vicki Ann Ansermet
(Your Full Name)
COMPLAINANT

VS.

Delta Natural Gas Co.
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Vicki Ann Ansermet respectfully shows:
(Your Full Name)

(a) Vicki Ann Ansermet
(Your Full Name)

210 Boone St. Berea, KY 40403
(Your Address)

(b) Delta Natural Gas Co.
(Name of Utility)

P.O. Box 190, Berea, KY 40403
(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

vs.

Page 2 of 2

See Attached

Wherefore, complainant asks

(Specifically state the relief desired.)

Given that Delta gave me \$100 toward my April balance of \$377.60, I am asking for \$277.60 from Delta - I would like to return \$100 that I received from the BUKR Church Group -

Dated at Berea Kentucky, this 31 day (Your City)

of May 2023 (Month)

[Handwritten Signature]

(Your Signature*)

(Name and address of attorney, if any)

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.

Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40602

May 3, 2023

To Whom It May Concern:

My name is Vicki Ansermet and I live at 210 Boone Street in Berea, Kentucky. I am filing this complaint against Delta Natural Gas Co.

I have been receiving winter heating assistance with Delta Gas Co. from Kentucky River Foothills for the past 5 years. The protocol has always been that once eligibility for the LIHEAP program has been met in terms of low income, I would wait until I received the "Final Notice Prior to Disconnection." At that time I could go the Kentucky River Foothills office and they would make whatever payment I was eligible for directly to Delta Gas Co.

This year, however, Delta did not send me any Final Disconnect Notice. While this is a blessing in some ways, it prevented me from being eligible for the LIHEAP program because in order to process any funding for me KY River Foothills REQUIRES that disconnect notice. I am faxing today (by fax, this form is submitted separately online), copies of my Delta bills beginning in November 2022 and ending in April 2023. My April bills shows a balance of \$377.66. And it is also clear from the bills that I never received LIHEAP assistance (I did receive HEA assistance but I was eligible for both).

I called the Delta office in Berea several times, usually twice a week, and spoke with a woman at the front desk named Wendy every time. She told me that she did not know why Delta was not sending out Final Notices this winter. She informed me that the company had been purchased by another company recently and they were not following the usual protocol with sending out Final Notices. She said she had spoken to her supervisor and there was nothing to be done. (She suggested that I get on a payment plan to avoid getting disconnected).

Every week I called at least once to ask if a final notice had come through. Wendy told me that I should go into KY River Foothill offices and try without the Notice. On February 28 I did just that and was told that they could not help me without the Final Notice (I am including in faxed material an email from Foothills stating this).

I am not eligible for Social Security due to being a mother at home in a foreign country, married to a foreigner, worked for academic institutions and was unaware that they were not taking out Social Security from my check.

I am 70 years old, a single female, and have an income of about \$600-650/month (I am faxing a letter from my bank that states the monthly amount that I received in January of 2023, a statement from the bank which Foothills uses to determine my eligibility). A table stating eligibility requirements for LIHEAP is also included in the faxed materials. I would have clearly been eligible for the amount of \$400 given my income. I spoke with Cecily Sears at Kentucky River Foothills yesterday and she gave me the LIHEAP winter table to help in my explanation here.

The LIHEAP program ended on April 1, 2023 and I (finally) received a Final Notice from Delta on April 10. That Notice is included in the faxed material I will send today along with this form. That Final Notice showed I had a debt balance with Delta of \$377.60 and the amount that I would have received from LIHEAP/Foothills would have been approximately \$400.

At that point I called Wendy again and she said I needed to speak to the Delta Corporate office in Winchester. I spoke with a woman by the name of Denise and she said she did not see a problem, that it was too late now and we could not go back in time. She said that I had received some assistance and there was nothing to discuss. She advised me to go to the churches and see if I could get help from them.

I did so, and a church group called BUURR immediately sent \$100 to Delta. I called the Berea office of Delta and asked Wendy for copies of my bills. I had told her previously that I was advised to take the matter to small claims court (but of course I do not have the funds to pay for that). She told me that if I was going to take the matter to small claims court she may not be able to provide me with copies of my bills. She did, in the end, send them to me.

She also told me that Delta had decided they would give me \$100, and that would leave me with about a \$200 debt to Delta which I would need to pay off within 4 months (about \$50/month). I told her that since I would have to be paying my usual monthly bill I would not be able to afford to pay that amount in addition.

So I am writing to appeal to you for help with this issue. I cannot believe it is legal for a utility company to block someone in need from getting assistance which they are eligible for. I was not asking Delta for any kind of assistance at all. I was only asking for the Final Notice. I had been told by Wendy at the Berea office that even with the HEA assistance I was receiving, I still had a debt balance and that would have always generated a Final Notice in the past.

Why couldn't Delta give me any kind of explanation for not sending out the Final Notice? Why did I call their offices many many times and no one could explain anything to me as to why I could not get the assistance I had the right to?

I am asking Delta to dismiss this debt on my account (\$377.60 amount on my April bill) that occurred because I was unable to get the LIHEAP assistance this winter of 2023. I

believe that I should be given enough funds so that I can return the \$100 to the churches who so generously helped me at a crisis moment. I also believe I should receive some kind of compensation for all the unnecessary stress I have endured.

Thank you very much for your consideration.

Sincerely,


vicki ansermet



Vicki A. [Redacted]

Need disconnect notice

2 messages

Madison Outreach smadisonoutreach@foothillscan.org

Thu, Mar 2, 2023 at 11:45 AM

To: [Redacted]

Vicki Ansermet came into our office on Tuesday February 28 to get help. We were not able to help her because she cannot get a final notice from Delta Gas.

Madison County Outreach Office
Kentucky River Foothills Development Council, Inc.
311 Spangler Dr. Richmond KY 40475
Office: 859-623-6514
Fax: 859-623-6562

NOTICE OF CONFIDENTIALITY: The contents of this email and any attachments are intended solely for the addressee and may contain confidential information that is legally privileged and exempt from disclosure under applicable law. If you are not the intended recipient of this message, you are hereby notified that any disclosure, copying, distribution or action taken in reliance on the contents of this email is strictly prohibited. If you have received this communication in error, please immediately contact the sender by reply email or at (859)624-2046 and delete this message and its attachments, if any.

[Redacted] Fri, Apr 14, 2023 at 2:54 PM

[Redacted]
[Quoted text hidden]



Vicki A [REDACTED]

Letter

2 messages

[REDACTED] Fri, Apr 28, 2023 at 3:53 PM

Cecily Sears

Office Manager/ Resource And Referral Specialist
 Kentucky River Foothills Development Council, Inc.
 311 Spangler Dr
 Richmond, KY 40475
 859-623-6514
 859-623-6562 (fax)
 csears@foothillscap.org
 http://www.foothillscap.org

NOTICE OF CONFIDENTIALITY: The contents of this email and any attachments are intended solely for the addressee and may contain confidential information that is legally privileged and exempt from disclosure under applicable law. If you are not the intended recipient of this message, you are hereby notified that any disclosure, copying, distribution or action taken in reliance on the contents of this email is strictly prohibited. If you have received this communication in error, please immediately contact the sender by reply email or at (859)624-2046 and delete this message and its attachments, if any.

 **update Letter.pdf**
154K

[REDACTED] Fri, Apr 28, 2023 at 9:05 PM

[Quoted text hidden]

 **update Letter.pdf**
154K

LIHEAP Winter Crisis 2023

Up to a max total of \$400.00 per client is allowed during the duration of January through March.

These funds are distributed in allotments, not exceeding the disconnect amount from Delta Gas disconnect notices within the months of January through March.

Clients only received this help if they meet the following household income limits:

Household Size	Monthly Gross Income		
1	\$1,473.00		
2	\$1,984.00		
3	\$2,495.00		
4	\$3,007.00		
5	\$3,518.00		
6	\$4,029.00		
7	\$4,541.00		
8	\$5,052.00		

For each additional household member above 8, add \$511.00 to the monthly income limit.

May 3, 2023

Vicki Ansermet
210 Boone Street
Berea, KY 40403-1605

Re: Wire

To Whom It May Concern,

This letter serves as verification that on January 11, 2023, a wire was received in the amount of \$645.33 from Caisse Suisse De Compensati to 71 Free Checking account.

If additional information is required, please feel free to contact our Member Contact Center at (714) 258.4000 or (800) 462-8328. Representatives are available Monday through Friday from 7:00 am to 7:00 pm and Saturday from 9:00 am to 3:00 pm. Thank you again for the opportunity in allowing us to serve your Member needs.

Sincerely,

Christina Wissman
Supervisor, eservices
Member Contact Center
SchoolsFirst Federal Credit Union



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

April 10, 2023

Return Service Requested

RE-ACCOUNT NO:



Vicki Ansermet
210 Boone St
Berea, KY 40403-1605

SERVICE ADDRESS:
210 BOONE ST
BEREA KY 40403

AMOUNT: \$254.48

FINAL NOTICE

Our records indicate that your account is past due in the amount of \$254.48. Please give this your prompt attention or we will discontinue your gas service on or after 4/21/2023. Disconnection shall not be affected by receipt of a subsequent bill, and you have the right to dispute the reasons for termination.

A collection field trip charge of \$5.00 may be applicable if a Delta representative makes a trip to the premise for the purpose of terminating service. A reconnection charge of \$9.00 may be applicable if service is restored following termination.

Discontinuance of service can be avoided if payment is received prior to 4/21/2023 or if you contact us to negotiate in good faith a partial payment plan that will pay off the past due amount in a reasonable length of time. Please call our office at (859) 986-4291 or write to us at PO BOX 190, BEREA, KY 40403.

Service shall not be terminated for thirty (30) days beyond the termination date if a physician, registered nurse or public health officer certifies in writing that termination of service will aggravate a debilitating illness or infirmity currently suffered by a resident living at the affected premises. Energy Assistance such as LIHEAP and the Home Energy Assistance Program (HEAP) may be available to you. The Cabinet for Human Resources has contracted all services related to HEAP to be provided by the local Community Action Agencies (CAAs).

Delta shall not terminate service for thirty (30) days beyond the termination date if the CAA certifies in writing that you are eligible for the Cabinet's Energy Assistance program and you present this certification to Delta. Contact the agency nearest you for assistance or verification of eligibility. A full list of the agencies is provided on page 2 of this notice.

Sincerely,

Delta Natural Gas Company, Inc.
Customer Service

VICKI ANSERMET
210 BOONE ST
BEREA KY 40403



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

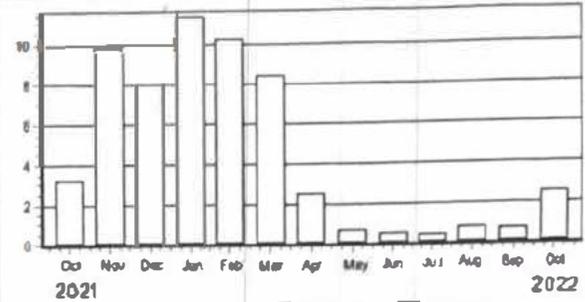
Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday
(859) 986-4291

Bill Date
Nov 9, 2022

SUMMARY OF BASIC CHARGES

Charges And Credits Since Your Last Bill	
Balance from last bill	\$78.66
Payment on OCT 25, 2022 - Thank You	20.00 CR
Balance	\$58.66
Current Charges	
Monthly Customer Charge	\$24.00
Gas Cost Recovery	
2.5 MCF @ \$16.0240	40.06
Energy Assistance Program Tariff	.30
Research & Development Tariff	.01
3.00% Franchise Fee - Berea on \$64.37	1.93
3.00% Rate Inc City Of Berea Sch Tx on \$6437	1.93
Total Current Charges	\$68.23
Total Amount Due	\$126.89

MONTHLY USAGE COMPARISON



Average monthly use: 4.3 MCF
Total annual use: 66.0 MCF

	Avg Temp	Days
Current Month	49	28
Previous Month	44	27
Same Month last year	60	30

BILLING PERIOD & METER READINGS

Date	Read Type	Reading	Difference
Meter Number	V82-1753		
OCT 31, 2022	Actual	210.4	2.5
OCT 03, 2022	Actual	207.9	2.5
MCF Used in 28 Days			

To our customers who pay their Delta Gas bill on line, please be sure to change your account number with your banking service. For more information about your bill, visit www.deltagas.com

You can pay your bill by Credit/Debit Card or Electronic Check. Call Act SpeedPay at (855) 730-8785 or visit www.deltagas.com and click on "Pay Bill Online"

Please Pay Amount Due \$126.89 by Nov 21, 2022

Delta e-Account provides all of your account information at your fingertips 24/7. Pay your bill, sign up for electronic billing and much more with Delta e-account. It's free, secure, and easy to sign up. Go to Deltagas.com to register and get started today!

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Please detach and return this coupon with a check made payable to Delta Natural Gas Company

EA6001083421



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday

Return Service Requested

Vicki Ansermet
210 Boone St
Berea, KY 40403-1605

- Check the field indicators and the phone number on back
- Don't forget to stop at your bank's drive-through teller window

Pay by **Nov 21, 2022** **Amount Due**

\$126.89	Amount Enclosed
Amount Due	Amount Enclosed

I am voluntarily adding \$ _____ (\$1.00 or more) to any payment for the Wintercare Program

DELTA NATURAL GASCO INC
PO BOX 747108
PITTSBURGH, PA 15274-7108

VICKI ANSERMET
210 BOONE ST
BEREA KY 40403



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday
(502) 998-4291

Account Number

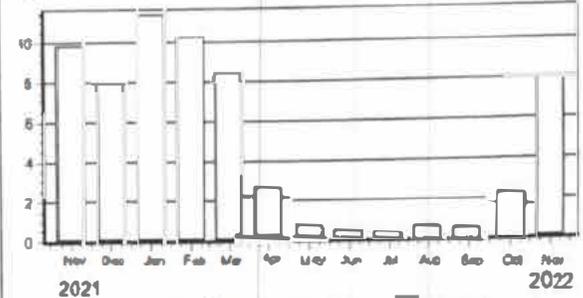
Bill Date

Dec 13, 2022

SUMMARY OF BASIC CHARGES

Credits And Charges Since Your Last Bill	\$126.89
Balance from last bill	\$126.89
Current Charges	
Residential Monthly Customer Charge	\$24.00
Gas Usage Charge	
8.0 MCF @ \$13.2438	105.95
Energy Assistance Program Tariff	.30
Research & Development Tariff	.02
3.00% Franchise Fee - Berea on \$130.27	3.91
3.00% Rate Inc City Of Berea Sch Tx on \$130.27	3.91
Total Current Charges	\$138.09
Total Amount Due	\$264.98

MONTHLY USAGE COMPARISON



Average monthly use: 4.2 MCF
Total annual use: 54.2 MCF

	Avg Term	Days
Current Month	48	35
Previous Month	49	28
Same Month last year	40	33

BILLING PERIOD & METER READINGS

Date	Read Type	Reading	Difference
Meter Number	V621753		
DEC 06, 2022	Actual	218.4	8.0
OCT 31, 2022	Actual	210.4	8.0
8 MCF Used in 38 Days			

To our customers who pay their Delta Gas bill on-line, please be sure to change your account number with your banking service. For more information about your bill, visit www.deltagas.com

You can pay your bill by Credit/Debit Card or Electronic Check. Call AC1 Speedy at (855) 730-8765 or visit www.deltagas.com and click on "Pay Bill Online"

Please Pay Amount Due \$264.98 by Dec 25, 2022

Delta e-Account provides all of your account information at your fingertips 24/7. Pay your bill, sign up for electronic billing and much more with Delta e-account. It's free, secure, and easy to sign up. Go to Deltagas.com to register and get started today!

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Please detach and return this coupon with a check made payable to Delta Natural Gas Company

832001134807



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday

Return Service Requested

Vicki Ansermet
210 Boone St
Berea, KY 40403-1605

- Check here to indicate address and/or phone number change on back
- Check here for automatic bank bill service. Get information on back of this stub

DUPLICATE Dec 25, 2022 ACCOUNT NO. [REDACTED]

\$264.98	
Amount Due	Amount Enclosed

I am voluntarily adding \$ _____ \$1.00 or more, to any payment for the Wintercare Program

DELTA NATURAL GAS CO INC
PO BOX 747108
PITTSBURGH, PA 15274-7108

VICKI ANSERMET
210 BOONE ST
BEREA KY 40403



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday
(855) 988-4291

Account Number

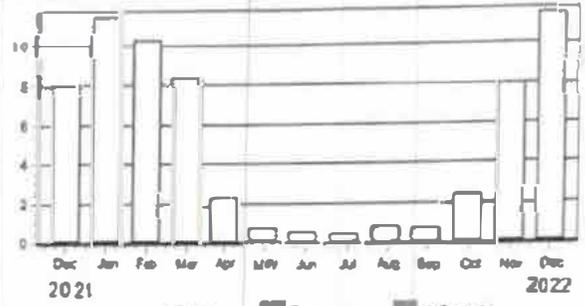
Billed

Jan 12, 2023

SUMMARY OF BASIC CHARGES

Credits And Charges Since Your Last Bill	
Payment on JAN 03, 2023 - Thank You	\$264.98
HEA Credit	175.00 CR
Balance	150.00 CR
Current Charges	
01 Residential Monthly Customer Charge	\$24.00
Gas Usage Charge	
11.5 MCF @ \$13.6948	157.49
Energy Assistance Program Tariff	.30
Research & Development Tariff	.02
3.00% Franchise Fee - Berea on \$181.81	5.45
3.00% Rate Inc City Of Berea Sch Tx on \$181.81	5.45
Total Current Charges	\$192.71
Total Amount Due	\$132.69

MONTHLY USAGE COMPARISON



Average monthly use: 4.4 MCF
Total annual use: 57.7 MCF

	App. Term	Days
Current Month	33	29
Previous Month	68	35
Same Month last year	30	29

BILLING PERIOD & METER READINGS

Date	Read Type	Reading	Difference
Meter Number	VE21753		
JAN 03, 2023	Actual	229.9	11.5
DEC 05, 2022	Actual	218.4	11.5
MCF Used in 29 Days			

To our customers who pay their Delta Gas bill on-line, please be sure to change your account number with your banking service. For more information about your bill, visit www.deltagas.com

You can pay your bill by Credit/Debit Card or Electronic Check. Call AGI Specialty at (855) 730-8785 or visit www.deltagas.com and click on "Pay Bill Online"

Please Pay Amount Due \$132.69 by Jan 24, 2023

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Please detach and return this coupon with a check made payable to Delta Natural Gas Company

82201118558



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday

Return Service Requested

- Check here to indicate address and/or phone number change on back
- Check here for automatic bill pay service. Consider application on back of this stub

DUPLICATE Jan 24, 2023 **ACCOUNT NO.** [REDACTED]

\$132.69	
Amount Due	Amount Deposited

I am voluntarily adding \$ [] (\$1.00 or more) to any payment for the Wintercare Program

DELTA NATURAL GAS CO INC
PO BOX 747108
PITTSBURGH, PA 15274-7108

Vick Ansermet
210 Boone St
Berea, KY 40403-1605

VICKI ANSERMET
210 BOONE ST
BEREA KY 40403



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

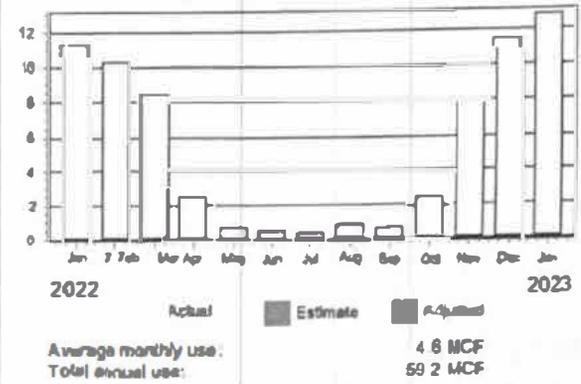
Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday
(859) 986-4291

Bill Date
Feb 10, 2023

SUMMARY OF BASIC CHARGES

Credits And Charges Since Last Bill	
Balance From Last Bill	\$132.69
HEA Credit	150.00 CR
Balance	\$17.31 CR
Current Charges	
Of Residential Monthly Customer Charge	\$24.00
Actual Cost Adjustment	
12.9 MCF @ \$14.2922	184.37
Energy Assistance Program Tariff	.30
Pipe Replacement Pgm 12.9 MCF @ \$0.3434	4.43
Research & Development Tariff	.03
3.00% Franchise Fee - Berea on \$213.13	6.39
3.00% Rate Inc City Of Berea Sch Tx on \$213.13	6.39
Total Current Charges	\$225.91
Total Amount Due	\$208.60

MONTHLY USAGE COMPARISON



	Avo Tempo	Days
Current Month	34	29
Previous Month	33	29
Same Month last Year	24	28

BILLING PERIOD & METER READINGS

Date	Read Type	Reading	Difference
Meter Number	V821753		
FEB 01, 2023	Actual	242.8	12.8
JAN 03, 2023	Actual	229.9	12.8
MCF Used in 29 Days			

To our customers who pay their Delta Gas bill on-line, please be sure to change your account number with your banking service. For more information about your bill, visit www.deltagas.com.
You can pay your bill by Credit/Debit Card or Electronic Check. Gas AGI Speedpay at (855) 730-8765 or visit www.deltagas.com and click on "Pay Bill Online"

Please Pay Amount Due \$208.60 by Feb 22, 2023

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Please detach and return this coupon with a check made payable to Delta Natural Gas Company

870003663037



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours: 8:00 A.M. to 4:00 P.M. Monday-Friday

Return Service Requested

Vicki Ansermet
210 Boone St
Berea, KY 40403-1605

- Check here to indicate address and/or phone number change on back
- Check here for automatic bank draft service. Complete application on back of this stub

DELTA GAS Feb 22, 2023 ACCOUNT NO. [REDACTED]

\$208.60	Amount Due
Amount Enclosed	

I am voluntarily adding \$ (5) 00 or more to any payment for the Wintertime Program

DELTA NATURAL GAS CO INC
PO BOX 747108
PITTSBURGH, PA 15274-7108

VICKI ANSERMET
210 BOONE ST
BEREA KY 40403



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Account Number
200012315657

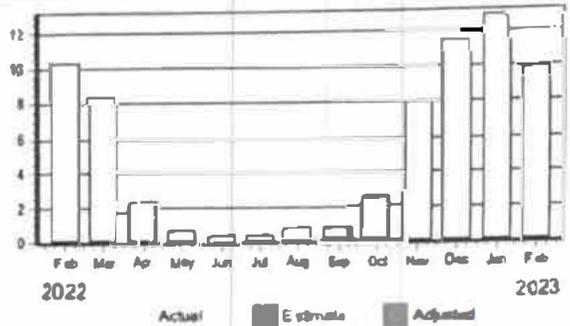
Bill Date
Mar 14, 2023

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday
(859) 986-4291

SUMMARY OF BASIC CHARGES

Credits And Credits Since You Last Bill	
Balance from last bill	\$208.60
HEA Credit	150.00 CR
Balance	\$58.60
Current Charges	
Of Rate Schedule Monthly Customer Charge	\$24.00
Gas Usage Charge	
9.9 MCF @ \$15.7586	156.01
Energy Assistance Program Tariff	.30
Pipe Replacement Pgm - 9.9 MCF @ \$0.4517	4.47
Research & Development Tariff	.02
3.00% Franchise Fee - Berea on \$184.80	5.54
3.00% Rate Inc City Of Berea Sch Tx on \$184.80	5.54
Total Current Charges	\$195.88
Total Amount Due	\$254.48

MONTHLY USAGE COMPARISON



Average monthly use: 4.5 MCF
Total annual use: 58.8 MCF

	Avg Temp	Days
Current Month	48	33
Previous Month	34	29
Same Month last year	30	28

BILLING PERIOD & METER READINGS

Date	Read Type	Reading	Difference
Meter Number	V821753		
MAR 08, 2023	Actual	2527	0.0
FEB 01, 2023	Actual	2428	0.0
MCF Used in 33 Days			

To our customers who pay their Delta Gas bill on-line, please be sure to change your account number with your banking service. For more information about your bill, visit www.deltagas.com

You can pay your bill by Credit/Debit Card or Electronic Check. Call ACI Specialty at (855) 730-8765 or visit www.deltagas.com and click on "Pay Bill Online"

Please Pay Amount Due \$254.48 by Mar 26, 2023

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Please detach and return this coupon with a check made payable to Delta Natural Gas Company

640027753017



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday

Return Service Requested

VICKI ANSERMET
210 BOONE ST
BEREA, KY 40403

- Check here to indicate address and/or phone number change on back.
- Check here for automatic bill payment service. Complete application on back of this stub.

DELTA Mar 26, 2023 **ACCOUNT NO.** [REDACTED]

\$254.48	
Amount Due	Amount Enclosed

I am voluntarily adding \$ [] \$1.00 or more, to any payment for the Wintercare Program

DELTA NATURAL GAS CO INC
PO BOX 747108
PITTSBURGH, PA 15274-7108

VICKI ANSERMET
210 BOONE ST
BEREA KY 40403



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday
(859) 986-4291

Account Number

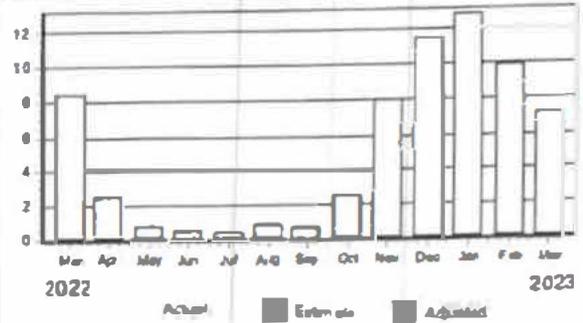
Bill Date

Apr 11, 2023

SUMMARY OF BASIC CHARGES

Credits And Charges Since Your Last Bill	
Balance from last bill	\$254.48
Balance	\$254.48
Current Charges	
01 Residential Monthly Customer Charge	\$24.00
Gas Usage Charge	
7.2 MCF @ \$12.3111	88.64
Energy Assistance Program Tariff	.30
Pipe Replacement Pgm. 7.2 MCF @ \$0.4517	3.25
Research & Development Tariff	.01
3.00% Franchise Fee - Berea on \$116.20	3.49
3.00% Rate Inc City Of Berea Sch Tx on \$116.20	3.49
Total Current Charges	\$123.18
Total Amount Due	\$377.66

MONTHLY USAGE COMPARISON



Average monthly use: 4.4 MCF
Total annual use: 57.6 MCF

	Avg Temp	Days
Current Month	38	28
Previous Month	48	33
Same Month last year	49	35

BILLING PERIOD & METER READINGS

Date	Read Type	Reading	Difference
Meter Number	VE21753		
APR 01, 2023	Actual	250.9	7.2
MAR 06, 2023	Actual	252.7	7.2
MCF Used in 29 Days			

To our customers who pay their Delta Gas bill on-line, please be sure to change your account number with your banking service. For more information about your bill, visit www.deltagas.com

You can pay your bill by Credit/Debit Card or Electronic Check. Call ACI Speedpay at (855) 730.8765 or visit www.deltagas.com and click on "Pay Bill Online"

Please Pay Amount Due \$377.66 by Apr 23, 2023

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Please detach and return this coupon with a check made payable to Delta Natural Gas Company

816001217437



DELTA NATURAL GAS COMPANY, INC.
PO BOX 190
BEREA, KY 40403

Office Hours 8:00 A.M. to 4:00 P.M. Monday-Friday

Return Service Requested

Vicki Ansermet
210 Boone St
Berea, KY 40403-1605

Check here to indicate address and/or phone number change on back.

Check here for automatic bank draft service. Complete application on back of this stub.

DATE DUE	Apr 23, 2023	ACCOUNT NO.	[REDACTED]
	\$377.66		
	Amount Due		Amount Enclosed
I am voluntarily adding \$ [] or more to any payment for the Winterize Program			

DELTA NATURAL GAS CO INC
PO BOX 747108
PITTSBURGH, PA 15274-7108