

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF DELTA)	
NATURAL GAS COMPANY, INC. FOR)	CASE NO.
APPROVAL OF LOGO DISCLAIMER AND)	2024-00057
NOTICE OF NONREGULATED ACTIVITY)	

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO DELTA NATURAL GAS COMPANY, INC.

Delta Natural Gas Company, Inc. (Delta), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on May 17, 2024. The Commission directs Delta to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Delta shall make timely amendment to any prior response if Delta obtains information that indicates the response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Delta fails or refuses to furnish all or part of the requested information, Delta shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Delta shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Delta's response to Commission Staff's First Request for Information (Staff's First Request), 4.a. Delta states that it will be compensated for offering to transfer customers to a HomeServe representative.

a. Describe Delta's process for transferring customers to a HomeServe representative.

b. Provide any written procedures and scripts that will be used to facilitate the transfer process.

c. Explain how a Delta customer can opt-out of the transfer process.

2. Refer to Delta's application, paragraph 9. Also, refer to the Marketing Agreement (Agreement) provided in Delta's response to Staff's First Request, 2.a:

a. Delta states in its application that no customer information will be shared with HomeServe, while Section 1B of the Agreement states that HomeServe could conduct up to six mailing campaigns for Plans to each Customer. Confirm if HomeServe will have access to specific Delta customer information, and if so, how will HomeServe obtain this information.

b. Will non-Delta customers be included the HomeServe's marketing campaign which includes the Delta logo? Explain.

3. Refer to the Agreement provided in Delta's response to Staff's First Request, 2a. Section 1C of the Agreement states that Delta will provide links on its website displaying the HomeServe approved marketing materials and a link directing its customers to HomeServe's website. Explain what costs (initial set-up and ongoing O&M) will be incurred by Delta to provide this access and will these costs be passed on to Delta customers.



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Public Service Commission
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DATED MAY 03 2024

cc: Parties of Record

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