

COMMONWEALTH OF KENTUCKY
ENERGY REGULATORY COMMISSION

* * * * *

In the Matter of

INVESTIGATION OF THE)
SERVICE PRACTICES OF)
DELTA NATURAL GAS)
COMPANY)

CASE NO. 8031

O R D E R

In the past few months, the Commission has received numerous complaints from the customers of Delta Natural Gas Company regarding certain of the company's service practices. Specifically, Delta's customers have alleged that:

- (1) The company does not provide adequate time for the customer to pay the bill before imposition of a penalty charge;
- (2) The company does not maintain open office hours for a full eight-hour work day, thus making it inconvenient for customers to pay their bills or discuss a problem with company personnel;
- (3) The company shuts down its computer before the end of the last working day of the week, thus forcing a customer who has otherwise paid his bill on time to not receive credit for such payment until the following Monday;
- (4) The company refuses to implement an automatic bank payment plan for those customers who must be absent from their homes or businesses at the time such bills are received through the mail.

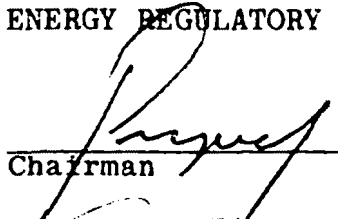
In addition to the above-recited allegations of Delta's customers, the Commission also has information indicating that the company may be assessing a meter testing charge to its customers that has not been approved by the Commission.

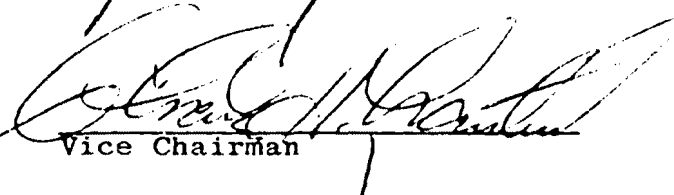
Based upon the allegations and information set forth above, the Commission hereby FINDS that a public hearing is necessary in order to further investigate these and any other issues relevant to the service provided by Delta to its customers.

THE COMMISSION HEREBY ORDERS that Delta Natural Gas Company shall appear on December 10, 1980, at 10:00 a.m. EST, at the Commission's offices in Frankfort, Kentucky, for the purpose of giving testimony in this matter. In addition, any customer of Delta Natural Gas who desires to present a statement or formal testimony on the issues set forth herein (or on any other relevant issue regarding Delta's service), should be present at the December 10, 1980, hearing.

Done at Frankfort, Kentucky, this 13th day of November, 1980.

ENERGY REGULATORY COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Secretary