

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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In the Matter of:

AN INVESTIGATION INTO THE DISPOSITION)
OF CUSTOMER COMPLAINTS BY COLUMBIA) CASE NO. 8671
GAS OF KENTUCKY IN ACCORDANCE WITH)
807 KAR 5:006, Section 8)

O R D E R

The Commission has become increasingly concerned with the number of complaints made by customers of Columbia Gas of Kentucky ("Columbia"). These complaints cover various aspects of Columbia's customer service (billing, meter reading, costs, etc.), but in general they call into question the quality of service provided by Columbia and specifically the disposition of complaints by Columbia in accordance with 807 KAR 5:006, Section 8, Complaints.

The above-cited regulation requires all utilities over which the Commission has jurisdiction to "make a prompt and complete investigation" of all customer complaints and to "advise the complainant thereof." The Commission is of the opinion that customer service should include an expressed concern for the utility's customers as well as a willingness to pursue each complaint until all parties are satisfied, or in the alternative, until each party understands the position of the other parties.

To date in 1982, the Public Service Commission has received 69 written complaints from gas consumers in addition to those received orally. Of the written complaints, 48 percent have been

from customers of Columbia. Columbia serves roughly 23 percent of the natural gas customers in the Commonwealth. The Commission has held formal hearings this year with regard to two other Columbia customer complaints (Case Numbers 8563 and 8479). Verbal complaints center largely on Columbia's alleged insensitivity to the needs of its customers.

It is time that the causes of these complaints be eliminated or satisfactorily explained. Accordingly, the Commission, having considered the matter and being advised, is of the opinion and finds that a public meeting should be held to allow an open discussion of these matters between Columbia and customers of Columbia and to permit them to present testimony and evidence regarding the compliance by Columbia with 807 KAR 5:006, Section 8.

IT IS THEREFORE ORDERED that a public meeting for these purposes shall be held on November 3, 1982, at 7-9 p.m., Eastern Standard Time, in Lexington, Kentucky, in the Lexington-Fayette Urban Council Chambers, Second Floor, 200 Main Street, Lexington, Kentucky.

IT IS FURTHER ORDERED that Columbia shall appear at the public meeting to respond to specific consumer inquiries and complaints and to explain its complaint disposition procedures.

IT IS FURTHER ORDERED that the Commission's procedure for conducting public meetings will be followed in which consumers will make their comments and state their complaints first, after which representatives of Columbia will be called upon for their responses.

Done at Frankfort, Kentucky, this 8th day of October,
1982.

PUBLIC SERVICE COMMISSION

Marlin M. Vogt
Chairman

Katherine Randall
Vice Chairman

Sam Carrigan
Commissioner

ATTEST:

Secretary