

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

REBECCA HALL)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2007-00471
)	
MIKE LITTLE GAS COMPANY, INC.)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

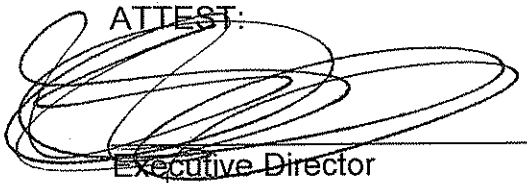
Mike Little Gas Company, Inc. ("Mike Little") is hereby notified that it has been named as defendant in a formal complaint filed on November 5, 2007, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Mike Little is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 13th day of November, 2007.

ATTEST:



Executive Director

By the Commission

2007-00471

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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

NOV 05 2007

PUBLIC SERVICE
COMMISSION

Rebecca HALL
(Your Full Name)

COMPLAINANT

VS.

Mike Little Gas Co.
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Rebecca HALL respectfully shows:
(Your Full Name)

(a) (Same as Complaint)
(Your Full Name)

Box 23, Langley, Ky. 41645
(Your Address)

(b) Mike Little Gas
(Name of Utility)
P.O. Box 67
Melvin, Ky. 41650
(Address of Utility)

(c) That: Mike Little Gas Co.
(Describe here, attaching additional sheets if necessary,

has denied me a connection
the specific act, fully and clearly, or facts that are the reason

to their gas services in Langley,
and basis for the complaint.)

Ky. I called Mike Little Gas Co.

in July of 2006. They would ^{not} connect

Formal Complaint

vs.

Page 2 of 2

my home to their gasline. Several
times they ^{were} called to install gas service
but they gave different excuses: (1) they
didn't have anyone working for them (2) make
Little Gas said it would require running extra
lines. ^{no equipment.} They just kept putting me off. This
has been going on for over a year.
Wherefore, complainant asks I would like to be connected
(Specifically state the relief desired.)

to a source of gas to heat my home. Everyone
in the community has gas except me. The gas
company does not treat everyone fairly. They
are the only source of gas in this community.

Dated at Laargley, Kentucky, this 1 day
(Your City)

of NOVEMBER, 19 2007
(Month)

Rebecca Hall
(Your Signature)

(Name and address of attorney, if any)

PSC Consumer Inquiry System

11/5/2007

Complaint: 2007-02372 **Entry Date:** 10/9/2007 **Closed Date:** 10/12/2007 **Contact Type:** Hotline

Name: Hall, Rebecca **Utility:** Mike Little Gas Company, Inc.

Address: Box 23 **Utility Nbr:** 5300 **Location:** Residence
Langley, KY 41645

County: Floyd **Utility Type:** Gas

Home: (606) 285-9288 **Work:** **Reason:** Line extension/upgrade charge (Held order/delay)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:**

Contacted Utility? **Spoke with:**

Cust Relations: None

Utility Contact: Virginia Gibson **Contact's** (606) 452-2475

Preliminary Description: **Other Contacts:**
service

Processor: JOHNR.GEOGHEGAN

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: JOHNR.GEOGHEGAN

Date: 10/9/2007 11:22:30 AM

Customer says she has requested gas service at this address but hasn't gotten it yet. She would like to know when she can expect to have service connected.

Date: 10/30/2007 2:32:44 PM

Customer called back and said she was told she would not be able to get service. She says they would not give her a explanation as to why.

Date: 10/30/2007 2:34:15 PM

Customer requested formal complaint form.

Utility Response:

Date: 10/12/2007 1:48:19 PM

Fax from Virginia Morgan states that Ms. Hall's service is scheduled to be turned on 10/12/07.

Date: 10/30/2007 2:33:46 PM

Called utility and was advised that a written response explaining the reason the customer cannot have service would be faxed to 502-564-7937 by COB 10/30/07.

Date: 10/31/2007 10:29:53 AM

October 31, 2007

2007-02372 (Continued)

Ms. Rebecca Hall
P.O. Box 23
Langley, KY 41645

Dear Ms. Hall:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint, as requested in your conversation with John. Please complete the forms and return them to the above-listed address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Ginny Smith, Director
Division of Consumer Services

Enclosure

Date: 11/1/2007 1:45:32 PM

On Oct. 31 the following letter was faxed to Consumer Services from Miki Thompson:

Dear Mr. Geoghegan:

This letter is being written with regard to Mike Little Gas Company's denial of connection to Mrs. Rebecca Hall. After investigation, Mrs. Hall has informed Mike Little Gas that she only wishes to have the connection for use of a small appliance which she would only use during winter months. The line would require connection in a complicated area requiring extraordinary expenditures on behalf of Mike Little Gas, which would result in further costs to the customer and therefore, would not be cost effective. Further, there is a factor of considerable danger to the system and other customers. With this in mind, we have determined that at this time, it would not be beneficial to the customer nor Mike Little Gas to install service for Mrs. Hall.

If any further information is required, please contact me at (304) 235-2223 so that I may assist you.

Cordiall,
Miki Thompson
President, Mike Little Gas Company, Inc.