

DELTA NATURAL GAS COMPANY, INC.
CASE NO. 2019-00366

**RESPONSES TO POST-FORMAL CONFERENCE REQUEST
FOR INFORMATION DATED FEBRUARY 26, 2020**

Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, Kentucky Power

1. Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, shall provide the following information for January 1, 2015, until December 31, 2019. If a utility has both electric and gas residential customers, provide the information requested for electric residential customers, gas residential customers, and the total number of residential customers.
 - a. Total number of residential customers for each year.
 - b. Monthly and annual totals of service termination notices issued to residential customers only for non-payment of bills.
 - c. Monthly and annual totals of service termination for residential customers only for non-payment of bills.
 - d. Monthly and annual total amount of unique residential customers issued service termination notices for non-payment of bills.
 - e. Monthly and annual total amount of unique residential customers with service terminated for non-payment of bills.

Response:

- a. The total number of residential customers for each year is as follows:

Year	Residential Customers
2015	29,506
2016	29,540
2017	29,600
2018	29,728
2019	29,892

- b. See Exhibit A. The information contained in Exhibit A relates to the number of service termination notices for residential customers for non-payment of bills. Termination notices included in the data provided are cutoff service orders as discussed in No. 4 below.
- c. See Exhibit A. The information contained in Exhibit A relates to the number of service terminations of residential customers for non-payment of bills. Service terminations included in this data are the services which were terminated by the CSR as discussed in No. 4 below after trying to collect on-site.

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- d. See below for the annual total amount of unique residential customers issued service termination notices for non-payment of bills. Delta is unable to query the corresponding monthly amounts. In order to determine a monthly amount, Delta would have to manually check each of the customers issued disconnect notices by month. Due to the original work required on a large amount of data, Delta cannot complete this process in a timely manner in order to benefit this case.

Year	Unique Term Notices Issued
2015	3,830
2016	3,324
2017	3,541
2018	3,767
2019	3,190

- e. See below for the annual total amount of unique residential customers with service terminated for non-payment of bills. Delta is unable to query the corresponding monthly amounts. In order to determine a monthly amount, Delta would have to manually check each of the customers with service terminated by month. Due to the original work required on a large amount of data, Delta cannot complete this process in a timely manner in order to benefit this case. The information provided by Jenny Lowery Croft in response to Item No. 1(d) of the amendment to the Staff's third request to Delta was unique by month, but was not unique from month to month.

Year	Unique Service Terminations
2015	1,776
2016	1,501
2017	1,524
2018	1,650
2019	1,360

Sponsoring Witness:
Jenny Lowery Croft

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2. For each month from January 1, 2015, to December 31, 2019, Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should provide the total number of LIHEAP recipients, HEA recipients and customers who received both LIHEAP and HEA benefits.

Response:
See Exhibit B attached.

Sponsoring Witness:
Jenny Lowery Croft

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3. For each month from January 1, 2015, to December 31, 2019, Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should provide the monthly total average residential bill that includes the cost of current service and arrearages. For utilities that provide gas and electric service, break out the amounts by gas-only, electric-only, and combined gas and electric customers.

Response:

See Exhibit C attached. Average bill amounts presented in Exhibit C include only residential customers.

Sponsoring Witness:
Jenny Lowery Croft

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4. Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should explain how its process currently in place for disconnection of residential service for non-payment complies with the applicable sections of 807 KAR 5:006, Sections 14 and 15. Provide sample bills or inserts that evidence compliance with those applicable sections.

Response:

Current bills are due 12 days from the bill date. A 'Final Notice' (attached as Exhibit D) is sent to customers who have not paid their current bill or set up payment arrangements. Final notices are sent approximately 15-16 days after the bill date.

Approximately 12 days after the date of the Final Notice a cutoff service order is sent to the applicable district office. District office personnel then go through the cutoff service orders and remove any which have been paid since the time the service orders were generated. All remaining service orders are worked by Customer Service Representatives (CSR) who visit each location subject to termination of service. If the account is paid or a payment plan is arranged, service is not terminated. If the account is not paid or payment terms are not set, the service is terminated.

CSRs attempt personal contact with each customer who is subject to termination. CSRs can accept payment on-site, make payment arrangements, and at this time, refer the customer to the local Community Action Agency (CAA) for financial assistance. In further efforts to assist customers, CSRs often make multiple trips to the premise to collect to prior to disconnection.

Sponsoring Witness:
Jenny Lowery Croft

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Delta

19. Provide the annual average of past-due accounts for the past five years.

Response:

Annual average past-due account balances for residential customers are as follows:

Year	Avg Past Due
2015	\$ 88.12
2016	\$ 67.50
2017	\$ 69.25
2018	\$ 89.68
2019	\$ 69.20

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20. Provide the training materials referencing the HEA program used by the Customer Service Representatives and the materials used when hand delivering termination notices to homes.

Response:

Denisa King, Director – Treasury, provides an annual training to Customer Representatives (CRs) at each district office location in accordance with 807 KAR 5:006, Section 14, (2) (d) which includes LIHEAP programs. At that time, there is also a review of Delta’s HEA program details and guidelines. Ms. King trains the CRs to direct customers who indicate they are having difficulty paying or appear in need of assistance to their local CAA to inquire about enrollment in Delta’s HEA program as well as other available assistance. The information sheet provided by Community Action Council Lexington pertaining to Delta’s HEA program is displayed in the lobby of each district office. The CRs are very familiar with the contact information and location of their local CAA.

Sponsoring Witness:
Jenny Lowery Croft

b. Total service termination notices issued for non-payment of bills are as follows:

	January	February	March	April	May	June	July	August	September	October	November	December	Yr Total
2015	1,108	2,323	4,732	3,351	2,185	1,140	253	420	339	484	101	361	16,797
2016	1,029	1,506	3,907	2,334	1,422	474	512	399	336	238	284	294	12,735
2017	1,118	1,830	1,905	2,071	2,557	280	540	616	331	322	286	206	12,062
2018	1,701	2,153	3,949	903	3,821	1,147	178	664	118	447	217	121	15,419
2019	2,353	1,804	1,853	1,958	1,494	283	760	344	117	436	97	388	11,887

NOTE: Delta's response to No. 1(a) of the Amendment to the Staff's Third Request to Delta inadvertently included service termination notices for small non-residential customers.

c. Total service terminations for non-payment of bills are as follows:

	January	February	March	April	May	June	July	August	September	October	November	December	Yr Total
2015	49	29	217	542	354	240	86	98	78	56	39	32	1,820
2016	32	36	235	322	243	243	135	85	101	53	23	20	1,528
2017	47	89	150	316	371	154	143	94	79	64	29	24	1,560
2018	58	111	135	272	394	330	135	98	80	37	24	16	1,690
2019	21	70	106	221	457	156	132	93	54	39	17	18	1,384

NOTE: Delta's response to No. 1(b) of the Amendment to the Staff's Third Request to Delta inadvertently included service terminations of small non-residential customers.

Year	Month	LIHEAP	HEA	Both
2015	January	254	205	22
	February	178	206	9
	March	369	213	29
	April	37	1	3
	May	11	2	0
	June	45	0	3
	July	7	0	0
	August	6	0	1
	September	7	1	3
	October	5	0	0
	November	75	213	16
	December	291	227	55
2016	January	308	220	60
	February	169	220	20
	March	323	223	48
	April	101	1	1
	May	66	0	1
	June	19	2	2
	July	11	0	1
	August	7	1	0
	September	8	0	0
	October	3	1	0
	November	63	175	13
	December	280	175	57
2017	January	199	187	39
	February	89	187	8
	March	410	201	103
	April	103	3	4
	May	59	1	2
	June	8	1	0
	July	7	0	0
	August	5	1	0
	September	3	0	0
	October	1	0	0
	November	58	136	1
	December	133	145	15
2018	January	313	181	92
	February	283	237	96
	March	195	199	32
	April	18	0	0
	May	4	0	0
	June	22	1	0
	July	7	0	0
	August	2	0	0
	September	5	0	0
	October	3	0	0
	November	58	161	16
	December	132	161	26

Year	Month	LIHEAP	HEA	Both
2019	January	260	186	75
	February	242	180	53
	March	235	202	58
	April	288	23	78
	May	100	0	7
	June	13	0	0
	July	15	1	0
	August	18	0	2
	September	4	0	0
	October	1	2	0
	November	32	157	6
	December	224	181	53

Year	Month	Avg Current	Avg Past Due	Total Avg Bill
2015	January	\$ 128.61	\$ 43.18	\$ 171.79
	February	\$ 141.15	\$ 85.77	\$ 226.92
	March	\$ 147.94	\$ 119.51	\$ 267.45
	April	\$ 100.79	\$ 144.85	\$ 245.64
	May	\$ 61.08	\$ 107.82	\$ 168.90
	June	\$ 39.17	\$ 67.44	\$ 106.61
	July	\$ 32.62	\$ 36.82	\$ 69.44
	August	\$ 30.22	\$ 20.18	\$ 50.40
	September	\$ 29.32	\$ 9.07	\$ 38.39
	October	\$ 29.46	\$ (0.91)	\$ 28.55
	November	\$ 42.21	\$ (9.70)	\$ 32.51
	December	\$ 62.30	\$ (6.49)	\$ 55.81
2016	January	\$ 78.99	\$ 9.20	\$ 88.19
	February	\$ 110.10	\$ 30.83	\$ 140.93
	March	\$ 116.53	\$ 73.80	\$ 190.33
	April	\$ 69.78	\$ 91.91	\$ 161.69
	May	\$ 54.32	\$ 57.03	\$ 111.35
	June	\$ 37.18	\$ 39.24	\$ 76.42
	July	\$ 29.04	\$ 23.93	\$ 52.97
	August	\$ 29.27	\$ 10.44	\$ 39.71
	September	\$ 29.93	\$ 6.69	\$ 36.62
	October	\$ 29.02	\$ (0.31)	\$ 28.71
	November	\$ 36.61	\$ (6.28)	\$ 30.33
	December	\$ 72.14	\$ (5.94)	\$ 66.20
2017	January	\$ 94.51	\$ 27.95	\$ 122.46
	February	\$ 119.40	\$ 60.80	\$ 180.20
	March	\$ 91.06	\$ 99.49	\$ 190.55
	April	\$ 75.19	\$ 88.93	\$ 164.12
	May	\$ 42.92	\$ 81.32	\$ 124.24
	June	\$ 34.84	\$ 49.80	\$ 84.64
	July	\$ 31.76	\$ 38.79	\$ 70.55
	August	\$ 28.71	\$ 27.32	\$ 56.03
	September	\$ 30.20	\$ 21.73	\$ 51.93
	October	\$ 32.17	\$ 15.19	\$ 47.36
	November	\$ 40.81	\$ 8.88	\$ 49.69
	December	\$ 84.72	\$ 11.56	\$ 96.28
2018	January	\$ 116.44	\$ 52.55	\$ 168.99
	February	\$ 134.70	\$ 96.28	\$ 230.98
	March	\$ 101.42	\$ 140.75	\$ 242.17
	April	\$ 84.25	\$ 120.75	\$ 205.00
	May	\$ 86.55	\$ 109.71	\$ 196.26
	June	\$ 34.96	\$ 115.94	\$ 150.90
	July	\$ 31.28	\$ 69.82	\$ 101.10
	August	\$ 30.26	\$ 52.55	\$ 82.81
	September	\$ 32.28	\$ 43.80	\$ 76.08
	October	\$ 20.17	\$ 33.19	\$ 53.36
	November	\$ 34.89	\$ 12.12	\$ 47.01
	December	\$ 75.38	\$ 15.58	\$ 90.96

Year	Month	Avg Current	Avg Past Due	Total Avg Bill
2019	January	\$ 94.30	\$ 47.06	\$ 141.36
	February	\$ 103.21	\$ 71.92	\$ 175.13
	March	\$ 97.96	\$ 89.29	\$ 187.25
	April	\$ 93.41	\$ 91.49	\$ 184.90
	May	\$ 46.39	\$ 91.52	\$ 137.91
	June	\$ 31.70	\$ 51.45	\$ 83.15
	July	\$ 28.80	\$ 24.86	\$ 53.66
	August	\$ 26.94	\$ 11.63	\$ 38.57
	September	\$ 27.89	\$ (0.50)	\$ 27.39
	October	\$ 26.13	\$ (6.55)	\$ 19.58
	November	\$ 41.70	\$ (12.87)	\$ 28.83
	December	\$ 78.28	\$ (3.80)	\$ 74.48

NOTE: Information provided in No. 6(a) of the Staff's Third Request for Data in this case inadvertently included small non-residential customer bills in the calculation.



DELTA NATURAL GAS COMPANY, INC.
3617 Lexington Road
Winchester KY 40391

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

Service Address

Exhibit D

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

- 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 NATURAL GAS
P O BOX 593
CORBIN KY 40702

Pay your bill by electronic check, debit or credit card 24 hours a day, 7 days a week. Pay online at www.deltagas.com or by phone 1-877-762-1261. Payment may be made with the following credit cards: VISA, MasterCard, Discover, or American Express. A processing fee will be charged when using this service.

606-528-3611

Please return this portion with your payment.

Bill Date	Current Bill Amount	Past Due Amount	Due Date	Account Number	Total Amount Due
3/06/2020			3/16/2020	154523 5	

Rate Code*	Service Period		Read Code*	Meter Reading		CCF Usage	Charges
	From	To		Previous	Present		

FINAL NOTICE

OUR RECORDS INDICATE THAT YOUR ACCOUNT IS PAST DUE. IF THE ACCOUNT HAS BEEN PAID OR OTHER ARRANGEMENTS HAVE BEEN MADE PRIOR TO RECEIPT OF THIS NOTICE, PLEASE DISREGARD AND ACCEPT OUR THANKS. OTHERWISE, PROMPT PAYMENT WILL BE APPRECIATED.

COLLECTION/FIELD TRIP CHARGE OF \$20 MAY BE APPLICABLE IF A COMPANY REPRESENTATIVE MAKES A TRIP TO THE PREMISE FOR THE PURPOSE OF TERMINATING SERVICE.

IF THE ACCOUNT IS NOT PAID ON OR BEFORE 3/16/2020, SERVICE IS SUBJECT TO BE DISCONTINUED.

RECONNECT CHARGE OF \$60 MAY BE APPLICABLE IF SERVICE IS THEREAFTER RESUMED.

NOT RESPONSIBLE FOR MAIL DELIVERY - Failure to receive your bill does not exempt you from payment or discontinuation of service.

*Rate Codes and Read Codes are defined on the back side of this statement.

	Avg Temp	Days	CCF Use
Current Month			
Previous Month			
Same Month Last Year			

Past Due Amount, if any, is immediately payable. Carrying a Past Due Amount and/or failing to pay the Total Amount Due in full by the Due Date may result in discontinuance of service and the assessment of collection charges.

Account Number: 154523 5
Bill Date: 3/06/2020
Office: 606-528-3611

Due Date: 3/16/2020

Service Address:

SEE REVERSE SIDE FOR EMERGENCY INFORMATION

Change of Address

New Address _____

City _____ State _____ Zip _____

Phone _____

Signature _____

Automatic Bank Draft Service

Please deduct my payment from my

 Checking Savings*(Please attach a voided check).*

I hereby authorize Delta Natural Gas Company, Inc. to debit my bank account in payment for gas service for the Delta customer shown on the reverse side. Upon notification, the automatic payment service will be stopped and the normal payment process will resume with the next billing.

Signature _____ Date _____

RATE CODE*

01 Residential
 02CS Small Non-Residential
 02C,02I Large Non-Residential
 04C,04I Interruptible

READ CODE*

E Denotes estimated meter reading. Otherwise, actual meter reading was obtained.**

CHARGES

Reconnect \$60.00
 Collection \$20.00
 NSF \$15.00

WE ARE PROUD TO OFFER AN AUTOMATED BILL PAYMENT SERVICE.

Pay your bill by electronic check, debit or credit card 24 hours a day, 7 days a week.

Pay online at www.deltagas.com or by phone 1-877-762-1261.

Payment may be made with the following credit cards: VISA, MasterCard, Discover, or American Express.

A processing fee will be charged when using this service.

Pay your bill online at www.deltagas.com. Delta is NOT affiliated with the DOXO website.**FOR YOUR SAFETY****Natural gas has a distinctive odor added for your protection. When you smell it:**

Leave the house... immediately! Don't light matches or flip an electrical switch.

Call us from a telephone other than your house phone.

EMERGENCY NUMBER (After Hours/Weekend/Holidays)

To report an emergency during office hours, please call the number listed on the front of the bill.

To report an emergency after normal office hours, weekends or holidays, please call: **1-800-432-0771**.**Call before you dig**

If you are planning a home construction or landscaping project, call Kentucky 811 at least 72 hours before you start to dig.

A representative will mark the approximate location of the underground utility lines on your property.

PAYMENT TERMS**Current Month's Bill**

The current month's bill due date is shown on the front of this statement. Payment is due in Delta's office on or before the due date.

Previous Amounts Due

The due date indicated on this statement is for the current month's bill only and does not apply to Previous Amounts Due. Previous Amounts Due are past due and may be subject to disconnection. No extensions of time for Previous Amounts Due is being authorized by this statement.

**Usage is occasionally estimated due to weather conditions or unforeseen circumstances. Any adjustments from an estimated bill will be reflected with the next actual meter reading.

VERIFICATION


COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF CLARK)

The undersigned, Jenny Lowery Croft, being duly sworn, deposes and says that she is Manager – Employee and Regulatory Services of Delta Natural Gas Company, Inc. and that she has personal knowledge of the matters set forth in the responses for which she is identified as the witness and the answers contained therein are true and correct to the best of her information, knowledge and belief.

Jenny Lowery Croft

Jenny Lowery Croft

Subscribed and sworn to before me, a Notary Public, in said County and State this 6 day of March 2020.



Notary Public (SEAL)

My Commission Expires: *July 11, 2020*

Donna K. Fuller
