

Delta Natural Gas Company, Inc.
CASE NO. 2019-00366

**ATTORNEY GENERAL'S COMBINED
INITIAL DATA REQUEST**

Questions to Delta Natural Gas Company, Inc. ("Delta")

1. Refer to Delta's Response to Staff 1-7. Provide the number of available slots in the Delta HEA program for each of the past 5 years.
 - a. Explain how much of any increase in slots for each of the past 5 years is due to rolling unexpended funds from one program year to the next.
 - b. Explain whether Delta increased the number of slots in the HEA program for any reason other than having unexpended funds. If so, fully describe any such reason.

Response:

1.

Program	Year	Slots
	2019	260
	2018	260
	2017	220
	2016	220
	2015	208

- a. The single reason for the increase in the number of slots is due to rolling unexpended funds from one program year to the next.
- b. No, the reason for the increase in the number of slots is having unexpended funds.

Sponsoring Witness:
Jenny Lowery Croft

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2. Refer to Staff 2-1. Explain why Delta does not also maintain a crisis program in addition to a recurring benefits program.

Response:

Delta has always relied on making zero interest payment arrangements to assist customers in crisis until they get back on their feet.

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3. Refer to Delta's Response to Staff 1-8. Delta states that representatives and personnel "who work with residential customer billings educate individual customers about the HEA program when a customer appears to require assistance."
 - a. Fully explain how Delta personnel determine whether a customer requires assistance, and what factors go into any such determination.
 - b. Refer further to Delta's Response to Staff 1-9. If neither Delta nor its administrator measure how applicants learned of the HEA program, explain how Delta ensures that customers who may qualify for the HEA program have been sufficiently engaged and educated on the available benefits, and how it gauges the effectiveness of its communication efforts.

Response:

- a. Delta is a Kentucky company with branch locations which are staffed by local employees who draw from years of experience and know many of the people and circumstances of their small town Kentucky communities. Our District Managers, Customer Representatives and Customer Service Representatives know many of our customers well and go into their homes to perform many of their job functions. They witness first-hand the circumstances in which people are living. Payments and bill status are monitored at the branch level, so they are aware of customers who are struggling to pay their bills, and customers who are having financial difficulties often ask if there is any help available. Disconnects are also handled at the branch level, and Customer Service Representatives are able to accept payment at a customer's home so the customer may avoid disconnection. If one of Delta's branch personnel witness someone who is struggling, particularly someone who is consistently delinquent with bill payments, they are educated on the availability of funds for those who qualify through Delta's HEA program and the LIHEAP program and discuss those program with customers. Often times the Delta employee can also refer them to a church or other organization that can provide additional assistance.
- b. See the above response.

Sponsoring Witness:
Jenny Lowery Croft

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 3rd day of January 2020.

Donna K Fuller (SEAL)
Notary Public



My Commission Expires:

July 11, 2020