

Delta Natural Gas Company, Inc. August 2021 HEA Annual Report

The attached report is provided in accordance with the provisions from Appendix B of the Public Service Commission's November 4, 2020 Order in Case No. 2019-00366.

Items not addressed in the attached report are set forth below, as well as supplemental information for the items noted.

Item 5: Agendas of meetings between the administrator and utility, including any discussed or proposed program changes.

Multiple conference calls and emails were exchanged in late summer and fall with members of Community Action Kentucky (CAK) staff to discuss the number of available slots, program benefit changes and communication of enrollments. Through these discussions, Delta explained that due to a lack of fully spending prior year budgets, additional dollars were available for this year's program, allowing for extra slots to be opened to applicants. Delta also agreed to modify its program period to provide for applications beginning in the fall and benefits provided to participants January through March. Under the new model, annual benefits increased from \$410 for the winter period to \$450 per participant. Benefits are provided as a \$150 credit in the months of January, February and March.

Item 7a. Average balance amount for HEA participant group

In January of 2021, Delta refunded security deposits held on accounts as a credit to accounts. These credits lowered average account balances, and because the group of HEA participants is so small, the impact to the average is more pronounced.

Item 7c. Average payment amount for HEA participant group

Please note all payments received on a customer's account, including energy assistance through LIHEAP, are used in the calculation of average payment.

Outreach efforts

Delta implemented a multi-pronged outreach plan that included employee education, bill insert information, agency outreach, direct customer contact and a pop-up message on its website to encourage customers to contact CAK agencies to participate in the program. Participation in this year's program grew substantially due to increased outreach efforts and the support of CAK agencies.

Delta HEA Report	JUN 2020	JUL 2020	AUG 2020	SEPT 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	MAR 2021	APR 2021	MAY 2021	JUN 2021
1. Provided separated by month:													
a. Total funds collected from ratepayers via a meter-change	\$ 6,131.40	\$ 9,107.90	\$ 9,054.30	\$ 9,036.30	\$ 9,051.00	\$ 9,192.30	\$ 9,400.50	\$ 9,510.66	\$ 9,493.53	\$ 14,761.80	\$ 4,424.10	\$ 9,492.30	\$ 9,538.50
b. Donations collected from ratepayers for HEA program	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
c. The total amount of residential customers.	30,405	30,127	29,989	29,945	29,961	30,430	31,013	31,436	31,504	31,781	31,363	30,382	30,530
d. The amount of shareholder funds allocated for the program									\$ 45,000.00				
e. The amount of HEA funds distributed to participants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 45,150.00	\$ 54,000.00	\$ 54,900.00	\$ -	\$ -	\$ -
f. The current balance of the HEA account	\$ 27,320.55	\$ 36,428.45	\$ 45,482.75	\$ 54,519.05	\$ 63,570.05	\$ 72,762.35	\$ 82,162.85	\$ 46,523.51	\$ 47,017.04	\$ 6,878.84	\$ 11,302.94	\$ 20,795.24	\$ 30,333.74
g. The amount, if any of "rolled-over" and unspent HEA funds													
2. The total number of slots, total and by county	Please refer to Attachment A												
3. The total number of:													
a. Program participants	0	0	0	0	0	0	282	37	43	6	0	0	0
b. Program applicants	0	0	0	0	38	119	345	74	52	20	7	1	3
c. Denied applicants	0	0	0	0	0	0	38	5	4	1	0	0	0
4. Copies of each Monthly HEA Report	Please refer to Attachment B												
5. Agendas of meeting between the administrator and utility, including any discussed or proposed program changes	Please refer to report cover page												
6. The following information for all residential customers by month:													
a. Average balance amount	\$ 83.77	\$ 82.69	\$ 79.81	\$ 85.27	\$ 87.34	\$ 84.20	\$ 101.32	\$77.53	\$98.83	\$110.87	\$103.58	\$82.88	\$73.43
b. Average monthly bill amount	\$ 46.95	\$ 28.17	\$ 28.10	\$ 27.43	\$ 28.28	\$ 36.22	\$ 53.15	\$62.75	\$105.94	\$97.14	\$68.46	\$66.21	\$37.59
c. Average monthly payment amount	\$ 63.55	\$ 40.76	\$ 39.74	\$ 39.41	\$ 41.06	\$ 49.41	\$ 64.11	\$103.33	\$110.95	\$116.32	\$87.46	\$74.57	\$56.60
d. Average monthly usage (Gas and Electric separate, where applicable) in MCF	2.8	0.8	0.7	0.6	0.8	2.0	4.1	4.7	9.9	9.4	4.9	4.2	1.4
e. Termination notices issued	655	0	0	0	0	0	0			1,429	2,095	751	3,724
f. Service terminations	0	0	0	0	0	0	0			51	197	406	369
g. Amount of unique customers receiving a termination notice for nonpayment (ie, if a customer receives one or more termination notices, this customer would only be counted as one)	101	0	0	0	0	0	0			1,429	2,095	751	1,974
h. Amount of unique customers with service terminated for nonpayment (ie if a customer has service terminated once, this customer would only be counted as one)	0	0	0	0	0	0	0			51	196	406	368
7. This information set forth in Item 6 for HEA program participants by month:													
a. Average balance amount	\$ 91.00	\$ 79.22	\$ 65.02	\$ 77.83	\$ 83.60	\$ 95.51	\$ 114.99	-\$167.07	-\$170.36	-\$48.44	-\$151.94	-\$142.55	-\$116.54
b. Average monthly bill amount	\$ 71.54	\$ 28.80	\$ 27.30	\$ 30.07	\$ 29.65	\$ 35.89	\$ 56.09	\$99.59	\$99.52	\$90.04	\$74.13	\$67.19	\$37.58
c. Average monthly payment amount	\$ 154.01	\$ 94.22	\$ 65.87	\$ 99.91	\$ 113.62	\$ 161.58	\$ 207.59	\$144.93	\$22.46	\$13.53	\$96.44	\$103.50	\$76.35
d. Average monthly usage (Gas and Electric separate, where applicable)	2.8	0.8	0.7	0.6	0.8	2.0	4.1	9.0	9.2	8.6	5.6	4.3	1.4
e. Termination notices issued	5	0	0	0	0	0	0			6	9	17	51
f. Service terminations	0	0	0	0	0	0	0			2	3	7	7
g. Amount of unique customers receiving a termination notice for nonpayment (ie, if a customer receives one or more termination notices, this customer would only be counted as one)	5	0	0	0	0	0	0			6	9	17	28
h. Amount of unique customers with service terminated for nonpayment (ie if a customer has service terminated once, this customer would only be counted as one)	0	0	0	0	0	0	0			2	3	7	7
8. The average monthly benefit provided to participants through the program								\$ 150.00	\$ 150.00	\$ 150.00	\$ -	\$ -	\$ -

9. Copies of any outside independent audit conducted during the program year	No such audit ot Delta's HEA was conducted										
10. A brief description of the current shareholder funding levels and any future plans to increase the shareholder contribution amount	Shareholder funding was increased from by 50% from \$30,000 to \$45,000 in 2021. Delta plans to maintain contributions at \$45,000 annually.										



Utility Assistance Report - Slots

Delta Gas DEAP

FFY 21 (10/1/2020-9/30/2021)

Summary

Applications

Program Participants

368

Program Applicants

440

Denied Applicants

48

Natural Gas				
Agency	County	Allocated	Used	Unused
Bell-Whitley	Bell	19	19	0
	Whitley	93	93	0
	Total	112	112	0
Blue Grass Community Action Partnership	Garrard	1	0	1
	Jessamine	74	19	55
	Total	75	19	56
Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc	Bourbon	2	0	2
	Fayette	8	0	8
	Nicholas	1	0	1
	Total	11	0	11
Daniel Boone Community Action Agency	Clay	25	25	0
	Jackson	1	1	0
	Laurel	38	13	25
	Total	64	39	25
Foothills	Madison	26	26	0
	Powell	69	66	3
	Total	95	92	3
Gateway Community Action	Bath	22	22	0
	Menifee	5	5	0
	Montgomery	6	6	0
	Rowan	8	8	0
	Total	41	41	0
KCEOC	Knox	55	55	0
	Total	55	55	0
Licking Valley	Robertson	4	3	1
	Total	4	3	1
Middle KY	Lee	7	7	0
	Total	7	7	0
Grand Total		464	368	96

Utility Assistance Report - Slots

Delta Gas DEAP

FFY 21 (10/1/2020-9/30/2021)



Agency	Benefit Type	County	Available	On Waitlist	Approved	Withdrawn	Rejected	Removed
Bell-Whitley	Natural Gas	Bell	0	0	1	0	0	0
		Whitley	0	0	3	0	1	0
		Total	0	0	4	0	1	0
Blue Grass Community Action Partnership	Natural Gas	Garrard	1					
		Jessamine	55	0	4	0	1	0
		Total	56	0	4	0	1	0
Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc	Natural Gas	Bourbon	2					
		Fayette	8	0	0	0	0	0
		Nicholas	1	0	0	0	1	0
		Total	11	0	0	0	1	0
Daniel Boone Community Action Agency	Natural Gas	Clay	0	0	0	0	3	0
		Jackson	0	0	0	0	0	0
		Laurel	25	0	6	0	2	0
		Total	25	0	6	0	5	0
Foothills	Natural Gas	Madison	0	0	3	0	11	0
		Powell	3	0	1	0	9	0
		Total	3	0	4	0	20	0
Gateway Community Action	Natural Gas	Bath	0	0	0	0	0	0
		Menifee	0	0	0	0	0	0
		Montgomery	0	0	1	0	0	0
		Rowan	0	0	0	0	1	0
		Total	0	0	1	0	1	0
KCEOC	Natural Gas	Knox	0	0	5	0	1	0
		Total	0	0	5	0	1	0
Licking Valley	Natural Gas	Robertson	1	0	0	0	1	0
		Total	1	0	0	0	1	0
Middle KY	Natural Gas	Lee	0	0	0	0	0	0
		Total	0	0	0	0	0	0
Grand Total			96	0	24	0	31	0

Denial Reason	# Apps
Exceeds Maximum Number of Applications	17
System Message: The request was rejected by the vendor because of the following reason: Account name listed as [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Account name Neita Combs. No record of [REDACTED] on this account.	1



Utility Assistance Report - Slots

Delta Gas DEAP

FFY 21 (10/1/2020-9/30/2021)

System Message: The request was rejected by the vendor because of the following reason: Account no longer on service	11
System Message: The request was rejected by the vendor because of the following reason: Account not found	1
System Message: The request was rejected by the vendor because of the following reason: Account not found-account number error	3
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]. Account no longer on service.	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Correct account number [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Incorrect account name. Account name listed as [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Incorrect account name. Account name listed as [REDACTED]	1
System Message: The request was rejected by the vendor because of the following reason: Invalid account number	2
System Message: The request was rejected by the vendor because of the following reason: Invalid Account Number	1
System Message: The request was rejected by the vendor because of the following reason: No longer on service	1

Community Action Kentucky
 DELTA - HEA Program Invoice
 for Fiscal Year 2020-2021
 For the period ending 10/31/20

Utility Program Funding

	Budget	Oct	Remaining
# of Slots	464	0	464
\$ per Slot	\$25.00	\$25.00	\$25.00
Max Slot Admin Maintenance Fee	\$11,600.00	\$0.00	\$11,600.00
Max Additional Admin	\$4,561.67	\$0.00	\$4,561.67

	Budget	Oct-20	Variance
Revenues	\$ 23,088.10	\$ 2,504.94	\$ 20,583.16

Expenses			
Salaries/Benefits	2,777.78	1,476.84	1,300.94
IT R&M	2,862.64	87.41	2,775.23
Legal	591.56	799.79	(208.23)
CAA Admin	16,161.67	-	16,161.67
Other Expenses	694.45	140.90	553.55
Expenses	\$ 23,088.10	\$ 2,504.94	\$ 20,583.16

Project Balance:	-	-	-
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CAK Admin Exp	\$ 6,926.43	\$ 2,504.94	\$ 4,421.49
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Utility Assistance Report - Slots

Delta Gas DEAP

FFY 21 (10/1/2020-9/30/2021)

Summary

Applications

Program Participants

0

Program Applicants

38

Denied Applicants

0

Natural Gas				
Agency	County	Allocated	Used	Unused
Bell-Whitley	Bell	40	0	40
	Whitley	68	0	68
	Total	108	0	108
Blue Grass Community Action Partnership	Garrard	1	0	1
	Jessamine	106	0	106
	Total	107	0	107
Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc	Bourbon	2	0	2
	Fayette	9	0	9
	Total	11	0	11
Daniel Boone Community Action Agency	Clay	18	0	18
	Jackson	1	0	1
	Laurel	45	0	45
	Total	64	0	64
Foothills	Madison	60	0	60
	Powell	25	0	25
	Total	85	0	85
Gateway Community Action	Menifee	4	0	4
	Montgomery	9	0	9
	Rowan	16	0	16
	Total	29	0	29
KCEOC	Knox	53	0	53
	Total	53	0	53
Licking Valley	Robertson	3	0	3
	Total	3	0	3
Middle KY	Lee	4	0	4
	Total	4	0	4
Grand Total		464	0	464

Utility Assistance Report - Slots

Delta Gas DEAP

FFY 21 (10/1/2020-9/30/2021)



Agency	Benefit Type	County	Available	On Waitlist	Approved	Withdrawn	Rejected	Removed
Bell-Whitley	Natural Gas	Bell	40					
		Whitley	68	0	13	0	0	0
		Total	108	0	13	0	0	0
Blue Grass Community Action Partnership	Natural Gas	Garrard	1					
		Jessamine	106					
		Total	107					
Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc	Natural Gas	Bourbon	2					
		Fayette	9					
		Total	11					
Daniel Boone Community Action Agency	Natural Gas	Clay	18	0	6	0	0	0
		Jackson	1					
		Laurel	45					
		Total	64	0	6	0	0	0
Foothills	Natural Gas	Madison	60					
		Powell	25	0	2	0	0	0
		Total	85	0	2	0	0	0
Gateway Community Action	Natural Gas	Menifee	4					
		Montgomery	9					
		Rowan	16					
		Total	29					
KCEOC	Natural Gas	Knox	53	0	17	0	0	0
		Total	53	0	17	0	0	0
Licking Valley	Natural Gas	Robertson	3					
		Total	3					
Middle KY	Natural Gas	Lee	4	0		0	0	0
		Total	4	0	0	0	0	0
Grand Total			464	0	38	0	0	0

Denial Reason	# Apps
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