

Delta Natural Gas Company, Inc. EAP Winter 2020-2021

Customer Outreach Plan

Delta Natural Gas Company, Inc. (“Delta”) offers a limited number of Employee Assistance Program (EAP) slots, some of which were not used in recent heating seasons despite ongoing need among customers. The slots are allotted by county, and customers must apply at a Community Action Agency (CAA) to be eligible to participate. A multi-pronged approach to reach customers has been developed and implementation has begun.

Employee Education

In October, as part of its annual training, all Delta customer service agents received information about the EAP which emphasized the changes implemented this year (i.e. increased income guidelines and benefits) along with contact information for the Community Action Agencies (“CAA”) that are accepting applications. Ongoing reminders will be provided throughout the heating season to encourage referrals to the program.

Broad Outreach via Bill Insert

Delta annually provides notice in its November bills regarding termination of service and the ability of customers to apply for assistance. The insert provides contact information for each CAA that accepts applications. These inserts began mailing the first week of November. A copy of the insert is attached.

Agency Outreach

Because the CAAs are central to the success of the program, information on Delta’s program is being distributed to all CAAs which emphasize eligibility and benefits for this program year. This communication will be distributed via email and will include a printable flyer that can be easily reproduced and distributed to clients as well as distributed to CAA staff members. A copy of the flyer is attached.

Direct Customer Contact

Letters are being sent to encourage customers who are in arrears to take advantage of payment plans as the moratorium in KY is lifted. The EAP is mentioned in the payment agreement letter and the EAP flyer will be included in the packet as well. These letters will be hand delivered by field personnel whenever personal contact can be made and will also be mailed as needed. Field personnel will maintain EAP flyers in their vehicles that can be distributed to customers as appropriate during the heating season.

Customer Service

The Delta customer service offices will have access to the flyer, and can hand, mail or email it to customers directly as needed. They will also verbally explain the program and offer contact information for the nearest CAA for customers to apply. Other employees will be encouraged to provide information regarding the program if they see evidence of need.

Digital Communication

- Customer e-mails – Customer notification emails will be sent early in the heating season to inform customers about program availability. As the heating season progresses, additional emails can be sent to customers whose postal zip code falls into counties where program slots remain unfilled. If time allows and the data is available, these emails could be cross-referenced to customers with high balances or those in danger of termination.
- Website Pop-Up Messaging – If possible in Delta’s content management system, a “takeover” pop-up will be placed on Delta’s homepage during the coldest months letting customers know that help is available via their CAA and referring to the Delta customer service line for more information. If this is not an option, a paragraph can be placed on Delta’s Budget/Auto Payment page or on the Common Questions page. These options are currently in review with Delta’s technical team.

Press Release

On December 1, 2020, a broad press release will be distributed to media outlets across the Delta service territory. Highly targeted press releases or direct media calls will be employed to inform customers in a localized way if program spots remain open as the heating season progresses.

Print/Broadcast

Radio stations in areas where there is EAP availability will be contacted directly to explore the possibility of on-air interviews or public service announcements.



IMPORTANT NOTICE



TO OUR CUSTOMERS:

The Kentucky Public Service Commission has approved a regulation governing termination of service to a customer for nonpayment of bills during the winter months. The purpose of the regulation is to protect certain low-income residential customers who depend on natural gas for heat from a potentially life-threatening termination of service during the winter months.

Statewide energy assistance programs are administered by the Kentucky Cabinet for Human Resources—Department for Social Insurance. The Cabinet for Human Resources has contracted all services related to the Home Energy Assistance Program (HEAP) to be provided by local Community Action Agencies (CAAs). The Cabinet for Human Resources, through the authority granted it, has appointed all such agencies as its designees in the processing of written certifications of need.

Delta shall not terminate service for thirty (30) days beyond the termination date if the CAA certifies in writing that the customer is eligible for the cabinet's energy assistance program and the customer presents such certification to the utility. Customers eligible for such certification shall have been issued a ten (10) day cut-off notice between November 1 and March 31. Certificates MUST be presented to the utility during the initial ten (10) day termination notice period.

From the list on the reverse side, contact the agency nearest you for assistance or verification of eligibility:

KENTUCKY COMMUNITY ACTION AGENCIES

BATH COUNTY	23 Cedar Creek Drive, Owingsville	800-927-1833
BELL COUNTY	129 Pine Street, Pineville	606-337-3044
BOURBON COUNTY	1414 South Main Street, Paris	859-987-5277
CLARK COUNTY	32 Meadow Street, Winchester	859-744-3235
CLAY COUNTY	1535 Shamrock Road, Manchester	606-598-5127
ESTILL COUNTY	100 Tyler Lane, Irvine	606-723-4492
FAYETTE COUNTY	913 Georgetown Street, Lexington	859-244-2215
FLEMING COUNTY	203 High Street, Flemingsburg	606-845-0081
GARRARD COUNTY	107 S. Campbell Street, Lancaster	859-792-3422
JACKSON COUNTY	5748 Highway 290, McKee	606-364-4484
JESSAMINE COUNTY	302 Southview Dr., Nicholasville	859-885-3512
KNOX COUNTY	KCEOC, 5448 N. US 25 E, Suite A, Gray	606-546-3152
LAUREL COUNTY	188 Dog Patch Trading Center, London	606-864-9121
LEE COUNTY	205 Mann Street, Beattyville	606-464-2259
LESLIE COUNTY	121 Maple Street, Hyden	606-672-2155
MADISON COUNTY	309 Spangler Drive, Richmond	859-623-6514
MASON COUNTY	1679 Forest Avenue, Maysville	606-564-8389
MENIFEES COUNTY	288 Bible Camp Lane, Frenchburg	800-927-1833
MONTGOMERY COUNTY	118 Maloney Way, Mt. Sterling	800-927-1833
POWELL COUNTY	176 12th Street, Clay City	606-663-2659
ROBERTSON COUNTY	69 McDowell Street, Mt. Olivet	606-724-5513
ROWAN COUNTY	136 Lee Avenue, Suite E, Morehead	800-927-1833
WHITLEY COUNTY	215 North 4th Street, Williamsburg	606-549-3933



Delta EAP – New eligibility and benefits



Good news for those who need help with their winter bills



Two major changes will bring more assistance to Delta customers this winter.



- Eligibility has been increased to 200% Federal Poverty Level
- Monthly benefits will now be provided January through March and each monthly credit will be \$150 for a total available benefit of \$450.



Who's eligible?



Household Size	Annual Income	Monthly Income
1	\$25,520	\$2,127
2	\$34,480	\$2,873
3	\$43,440	\$3,620
4	\$52,400	\$4,367
5	\$61,360	\$5,113
6	\$70,320	\$5,860
7	\$79,280	\$6,607
8	\$88,240	\$7,353
9	\$97,200	\$8,100
10	\$106,160	\$8,847



How do customers apply?

Contact a local Community Action Agency to learn more and apply.



When will customers receive bill credits?



Eligible customers will receive a \$150 bill credit on each of their January, February and March winter heating bills.

