

JOHN N. HUGHES
Attorney at Law
Professional Service Corporation
124 West Todd Street
Frankfort, Kentucky 40601

Telephone: (502) 227-7270

jnhughes@johnnhughespsc.com

December 3, 2021

Linda C. Bridwell
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

Re: Atmos Energy Corporation
Case No. 2021-00214

Dear Ms. Bridwell:

Atmos Energy Corporation submits its response to PSC DR 5.

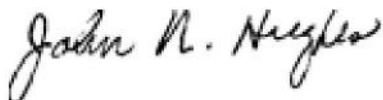
I certify that the electronic documents are true and correct copies of the original documents and that no party has been excused from electronic service.

If you have any questions about this filing, please contact me.

Submitted By:

Mark R. Hutchinson
Wilson, Hutchinson and Littlepage
611 Frederica St.
Owensboro, KY 42301
270 926 5011
randy@whplawfirm.com

And



John N. Hughes
124 West Todd St.
Frankfort, KY 40601
502 227 7270
jnhughes@johnnhughespsc.com

Attorneys for Atmos Energy Corporation

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

IN THE MATTER OF:

Application of Atmos Energy Corporation)
for an Adjustment of Rates) Case No. 2021-00214
and Tariff Modifications)

**PETITION FOR CONFIDENTIALITY
FOR RESPONSE TO ITEM 5-05
OF THE COMMISSION'S
FIFTH INFORMATION REQUEST**

Atmos Energy Corporation (Atmos Energy), by counsel, petitions for an order granting confidential protection of certain responses to the data request dated November 24, 2021, pursuant to 807 KAR 5:001, Section 13 and KRS 61.878. Item 5 of the order requests information that discloses individual customer information:

5. Refer to Atmos’s response to Staff’s Fourth Request, Item 4, regarding how customer social security numbers and driver’s license numbers are stripped out of the database from every recorded call. Provide an MP4 recording of three phone calls from the last 18 months in which sensitive personal information was muted from a call recording.

The response is an audio recording, which may allow disclosure of customer name, social security number and address. The Kentucky Open Records Act exempts from disclosure certain confidential or proprietary information. KRS 61.878(1)(a):

(a) Public records containing information of a personal nature where the public disclosure thereof would constitute a clearly unwarranted invasion of personal privacy;

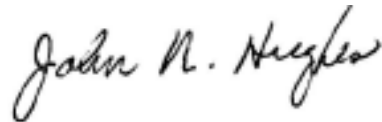
The information sought in the data requests is personal customer information that if disclosed would be an unwarranted invasion of [personal

privacy and could cause substantial harm to Atmos Energy's customers.

Atmos Energy requests that the information be held confidentially indefinitely. The statute cited above does not allow for disclosure at any time.

For these reasons, Atmos Energy requests that the item identified in this petition be treated as confidential in its entirety. Should the Commission determine that some or all of the material is not to be given confidential protection, Atmos Energy requests a hearing prior to any public release of the information to preserve its rights to notice of the grounds for the denial and to preserve its right of appeal of the decision.

Submitted by:



John N. Hughes
124 West Todd St.
Frankfort, KY 40601
502 227 7270
inhughes@johnnhughespsc.com

And

Mark R. Hutchinson
Wilson, Hutchinson & Littlepage
611 Frederica St.
Owensboro, KY 42303
270 926 5011
Fax: 270-926-9394
randy@whplawfirm.com

Attorneys for Atmos Energy Corporation

Certification:

I certify that is a true and accurate copy of the original documents; that the electronic filing was transmitted to the Commission on December 2, 2021; and that no party has been excused from participation by electronic means.

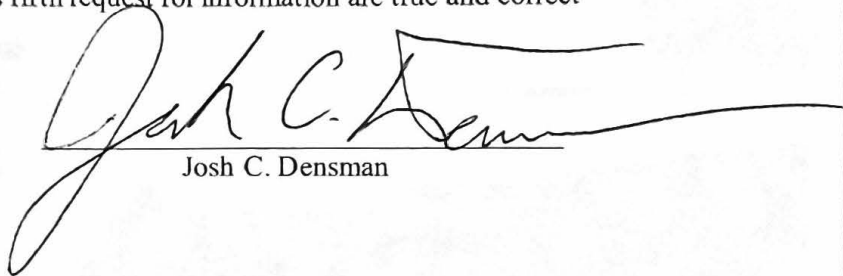
John R. Hughes

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF)
RATE APPLICATION OF) Case No. 2021-00214
ATMOS ENERGY CORPORATION)

CERTIFICATE AND AFFIDAVIT

The Affiant, Josh C. Densman, being duly sworn, deposes and states that the attached responses to Commission Staff's fifth request for information are true and correct to the best of his knowledge and belief.


Josh C. Densman

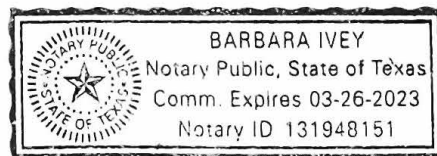
STATE OF TEXAS
COUNTY OF DALLAS

SUBSCRIBED AND SWORN to before me by Josh C. Densman on this the 2 day
of ~~November~~, 2021.

DECEMBER


Notary Public

My Commission Expires: 03-26-2023




COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF)
RATE APPLICATION OF) Case No. 2021-00214
ATMOS ENERGY CORPORATION)

CERTIFICATE AND AFFIDAVIT


The Affiant, Brannon C. Taylor, being duly sworn, deposes and states that the attached responses to Commission Staff's fifth request for information are true and correct to the best of his knowledge and belief.



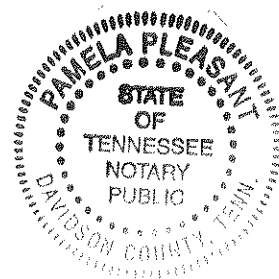
Brannon C. Taylor

STATE OF TENNESSEE
COUNTY OF WILLIAMSON

SUBSCRIBED AND SWORN to before me by Brannon C. Taylor on this the 30th day of November, 2021.



Notary Public
My Commission Expires: MARCH 6, 2024



Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-01
Page 1 of 1

REQUEST:

Refer to Atmos's response to Commission Staff's First Request for Information, Item 52, Attachment 1.

- a. Explain what the item labeled "Reconnect charge-tempoff-no tax" represents.
- b. Provide the amount of the charge for the item labeled "Reconnect charge-tempoff-no tax" and indicate where in the tariff the amount is included.

RESPONSE:

- a. This charge is a customer initiated charge based on their request to turn off temporarily to accommodate temporary construction at their premise. This charge is not utilized for seasonal turn-offs or move-in/move-out situations.
- b. The amount of the charge is \$20 for business hours and \$25 for after normal business hours. The Company does not have a tariff sheet that addresses this charge since it is primarily used for construction type situations. From CY 2020 through March 2021, the total amount charged to customers was approximately \$100. If the Commission believes that a tariff authorized charge is required, then we will stop charging customers for these temporary off situations since they do appear to be infrequent and not causing a significant amount of cost to fulfill.

Respondent: Brannon Taylor

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-02
Page 1 of 1

REQUEST:

Refer to Atmos's response to Commission Staff's Second Request for Information, Item 6.

- a. Provide an update using weather normalized inputs.
- b. Provide a similar table based upon an average residential of 5.2 Mcf with and without gas costs for the years 2007 to 2021.
- c. Provide 2.b. above using weather-normalized inputs.

RESPONSE:

- a. Please see Attachment 1 for an update of Staff Dr No. 2-06 using normal usage per residential customer as calculated in Staff DR No. 2-25. It's important to note that only gas cost has been normalized in this analysis using normal usage. To the extent the commodity cost of gas is impacted by weather cannot be normalized. Margins, being subject to WNA, are already weather normalized at the WNA factors used during each historic period.
- b. Please see Attachment 1 based upon 5.2 mcf/month gas usage for years 2007-2021. Non-gas costs are already weather normalized at historical WNA factors for the period and were therefore not updated.
- c. Please see the response to subpart (a), which is weather normalized to the extent possible.

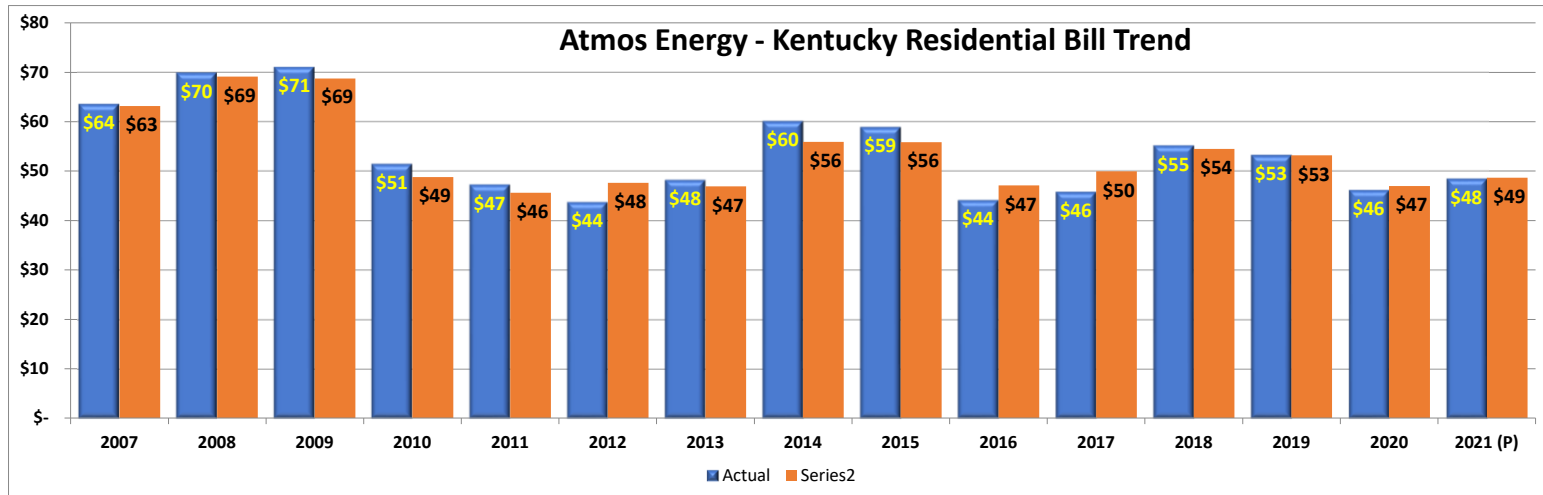
ATTACHMENT:

ATTACHMENT 1 - Staff_5-02_Att1 - ATO KY Res Bill Trend FY07 - FY21 (Jun21 Actuals) and Weather Normalized.xlsx, 3 Pages.

Respondent: Brannon Taylor

Kentucky
 Utility Residential Bill Trend - Actual Data

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021 (P)
Annual Revenues \$000's	117,203	128,720	130,355	94,526	87,258	80,850	89,751	112,287	109,984	82,638	86,157	104,315	100,891	88,078	93,265
Average Customers	153,662	153,440	152,754	153,117	153,758	153,931	155,084	155,639	155,556	155,983	156,615	157,419	157,921	158,829	160,317
Annual Bill	\$ 763	\$ 839	\$ 853	\$ 617	\$ 568	\$ 525	\$ 579	\$ 721	\$ 707	\$ 530	\$ 550	\$ 663	\$ 639	\$ 555	\$ 582
Monthly Bill	\$ 64	\$ 70	\$ 71	\$ 51	\$ 47	\$ 44	\$ 48	\$ 60	\$ 59	\$ 44	\$ 46	\$ 55	\$ 53	\$ 46	\$ 48
Avg Ann. Consumption MCF	66.7	67.7	67.5	69.2	69.7	53.7	66.9	75.1	71.1	55.6	52.1	65.4	63.5	59.7	62.3
Avg Gas Cost	\$ 8.77	\$ 9.51	\$ 9.78	\$ 6.00	\$ 4.88	\$ 5.41	\$ 4.98	\$ 6.01	\$ 5.76	\$ 3.96	\$ 4.35	\$ 5.09	\$ 4.95	\$ 3.84	\$ 3.94
% of Bill from Gas Cost	77%	77%	77%	67%	60%	55%	58%	63%	58%	42%	41%	50%	49%	41%	42%
Staff 05/02 A															
Normalized Usage/ Res. Customer Per Staff 2-25	66.2	66.7	64.6	63.8	65.7	62.3	63.7	66.8	64.6	64.6	63.5	63.7	63.4	62.1	62.8
Normalized Montly Usage	5.5	5.6	5.4	5.3	5.5	5.2	5.3	5.6	5.4	5.4	5.3	5.3	5.3	5.2	5.2
Non-Gas Cost	\$ 178	\$ 195	\$ 193	\$ 202	\$ 227	\$ 235	\$ 246	\$ 270	\$ 298	\$ 310	\$ 324	\$ 330	\$ 325	\$ 325	\$ 336
Normalized Gas Cost	580	634	633	383	321	337	317	401	372	256	276	324	314	239	247
Annual Bill	\$ 758	\$ 830	\$ 825	\$ 585	\$ 548	\$ 572	\$ 563	\$ 671	\$ 670	\$ 565	\$ 600	\$ 654	\$ 639	\$ 564	\$ 584
Monthly Bill	\$ 63	\$ 69	\$ 69	\$ 49	\$ 46	\$ 48	\$ 47	\$ 56	\$ 56	\$ 47	\$ 50	\$ 54	\$ 53	\$ 47	\$ 49

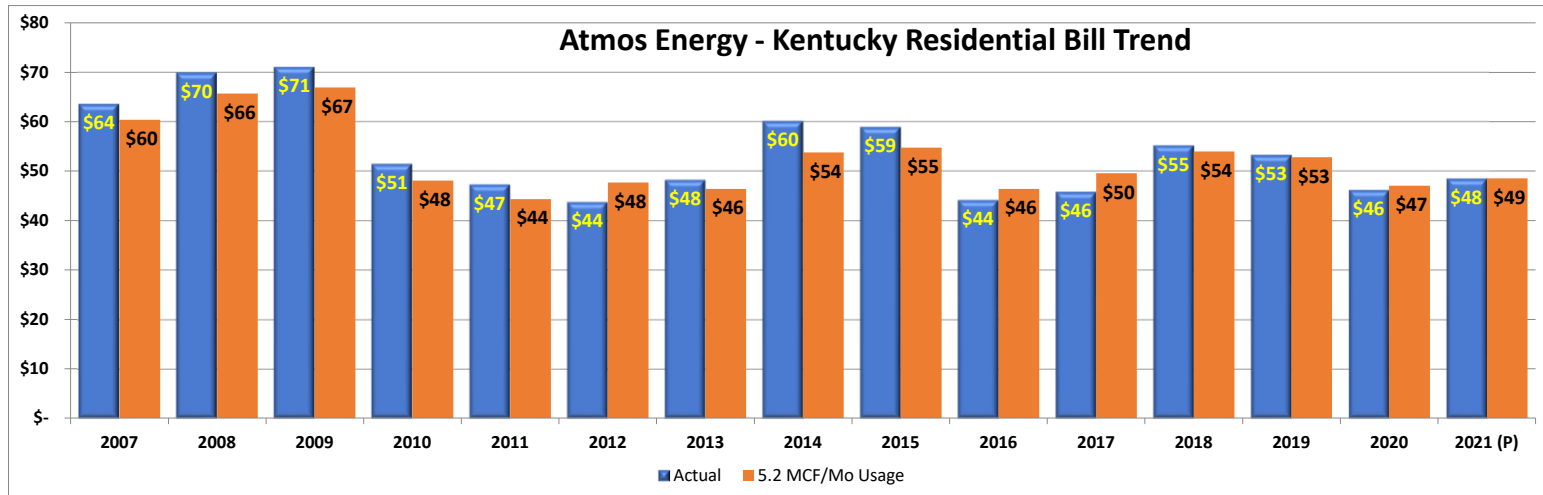


Kentucky
Utility Residential Bill Trend - Actual Data

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021 (P)
Annual Revenues \$000's	117,203	128,720	130,355	94,526	87,258	80,850	89,751	112,287	109,984	82,638	86,157	104,315	100,891	88,078	93,265
Average Customers	153,662	153,440	152,754	153,117	153,758	153,931	155,084	155,639	155,556	155,983	156,615	157,419	157,921	158,829	160,317
Annual Bill	\$ 763	\$ 839	\$ 853	\$ 617	\$ 568	\$ 525	\$ 579	\$ 721	\$ 707	\$ 530	\$ 550	\$ 663	\$ 639	\$ 555	\$ 582
Monthly Bill	\$ 64	\$ 70	\$ 71	\$ 51	\$ 47	\$ 44	\$ 48	\$ 60	\$ 59	\$ 44	\$ 46	\$ 55	\$ 53	\$ 46	\$ 48
Avg Ann. Consumption MCF	66.7	67.7	67.5	69.2	69.7	53.7	66.9	75.1	71.1	55.6	52.1	65.4	63.5	59.7	62.3
Avg Gas Cost	\$ 8.77	\$ 9.51	\$ 9.78	\$ 6.00	\$ 4.88	\$ 5.41	\$ 4.98	\$ 6.01	\$ 5.76	\$ 3.96	\$ 4.35	\$ 5.09	\$ 4.95	\$ 3.84	\$ 3.94
% of Bill from Gas Cost	77%	77%	77%	67%	60%	55%	58%	63%	58%	42%	41%	50%	49%	41%	42%

Staff 05/02 B
Average Monthly Usage of 5.2 MCF

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021 (P)
Non-Gas Cost	\$ 178	\$ 195	\$ 193	\$ 202	\$ 227	\$ 235	\$ 246	\$ 270	\$ 298	\$ 310	\$ 324	\$ 330	\$ 325	\$ 325	\$ 336
Normalized Gas Cost	547	593	611	374	305	337	311	375	359	247	271	318	309	240	246
Annual Bill	\$ 725	\$ 789	\$ 803	\$ 577	\$ 532	\$ 572	\$ 556	\$ 645	\$ 657	\$ 557	\$ 595	\$ 647	\$ 634	\$ 565	\$ 582
Monthly Bill	\$ 60	\$ 66	\$ 67	\$ 48	\$ 44	\$ 48	\$ 46	\$ 54	\$ 55	\$ 46	\$ 50	\$ 54	\$ 53	\$ 47	\$ 49



Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-03
Page 1 of 1

REQUEST:

Refer to Atmos's response to Commission Staff's Fourth Request for Information (Staff's Fourth Request), Item 1.

- a. Indicate whether the reconnect delinquent service charge includes the cost to both disconnect and reconnect the customer or whether it just includes the cost to reconnect the customer.
- b. If the reconnect delinquent service charge only includes the cost to reconnect the customer, indicate whether Atmos assesses a fee to disconnect delinquent customers. If so, provide the amount and indicate where in the tariff the amount is included.
- c. If Atmos does not assess a fee to disconnect delinquent service, explain why a customer who is assessed a seasonal charge should have to pay for the cost to disconnect service.
- d. Provide cost justification for Atmos's after-hours charges.

RESPONSE:

- a. As stated in the footnote, "Seasonal Charge assumes 10 minutes for the initial turn-off and 30 minutes for the subsequent reconnect"; therefore, the cost to disconnect and the reconnect are included.
- b. The Company does not currently have a charge to disconnect a delinquent customer. Please see the response to subpart (a) regarding the components of the seasonal charge.
- c. As per the Company's tariff, a seasonal charge may be assessed when the customer's service has been disconnected at his/her request and at any time subsequently within (12) months is reconnected at the same premise. The Company's current tariff does not authorize the Company to charge for the disconnect but can be added if the Commission's position is that it is inequitable to the seasonal customer that is voluntarily disconnecting their service.
- d. Please see Attachment 1.

ATTACHMENT:

ATTACHMENT 1 - Staff_5-03_Att1 - Special Charges After-Hours Analysis.xlsx, 7 Pages.

Respondent: Brannon Taylor

Atmos Energy- Kentucky
Special Service Charge Analysis

Line No.	Description	3 Year Average # Orders Billed ²	Average Time To Complete (Minutes) ³	Overtime Sr. Service Technician Salary & Load Per Minute 0.95	Overtime Office Salary & Load Per Minute 0.04	Supervision Salary & Load Per Minute 0.11	Total Overtime Salary Load Per Order	Travel Cost Between Orders	Service Cost Per Order	CSC Preparation and Processing of Order	Total Cost To Perform	After-Hour Current Rates
1	Meter Sets	2,534	45	\$42.53		\$4.80	\$47.33	\$14.79	\$62.11	\$3.11	\$65.22	\$44.00
2	Turn On	12,016	35	\$33.08		\$3.73	\$36.81	\$14.79	\$51.60	\$3.11	\$54.71	\$28.00
3	Reconnect Delinquent Service	3,656	30	\$28.35	\$ 1.25	\$3.20	\$32.80	\$14.79	\$47.59	\$3.11	\$50.70	\$47.00
4	⁴ Seasonal Charge	258	40	\$37.80		\$4.27	\$42.07	\$14.79	\$56.86	\$3.11	\$59.97	\$73.00
5	Read	12,409	10	\$9.45		\$1.07	\$10.52	\$14.79	\$25.31	\$3.11	\$28.42	\$14.00
6	¹ Meter Test Charge	-	30	\$28.35		\$3.20	\$31.55	\$14.79	\$46.34	\$3.11	\$49.45	\$20.00
7	Return Check Charges	3,189									\$ 35.60	\$25.00
8	Totals											

Notes:

¹Meter Test Charge - This charge was intended to cover the cost of testing a meter should the customer dispute such meter's accuracy. There have been 0 occurrences of such charge being billed.

²Company used a 3 year average of orders billed for this analysis. Specifically, we used the 12 month time periods ending March 2018, March 2019, and March 2020.

³Each work order task duration is reviewed periodically to make sure time allocated by the dispatching tool provides a practical amount of time for technicians to perform each task. An average of actual historic task duration captured in mobile data order completions are used to calibrate the values.

⁴Seasonal Charge assumes 10 minutes for the initial turn-off and 30 minutes for the subsequent reconnect.

**Atmos Energy Kentucky Division
Computation of Senior Service Tech Costs per Minute**

Line No.	Description	All Field Service Personnel
	(1)	(2)
1	FY 2021 Mid-Point of Senior Service Tech pay grade NEX4	27.10
2	Overtime	1.5
3	Times FY 2021 Benefits and Payroll Tax Loading Factor	<u>1.3949</u>
4	Average Salary per Employee w\Benefits	56.70
5	Divided by 60 Minutes per Hour	60
6	Employee Cost per Minute of Overtime	<u><u>0.95</u></u>

**Atmos Energy Kentucky Division
Computation of Office Assistant (OA) Costs per Minute**

<u>Line No.</u>	<u>Description</u>	<u>All Field Office Assistants</u>
(1)		(2)
1	FY 2021 Mid-Point of Office Assistants (OA) pay grade NEX3	23.83
	Overtime	1.5
2	Times FY 2021 Benefits and Payroll Tax Loading Factor	<u>1.3949</u>
3	Average Salary per Employee w\Benefits	49.86
4	Divided by 60 Minutes per Hour	60
5	Employee Cost per Minute	<u><u>0.83</u></u>
6	Times .05 of OA's Time on Reconnect Delinquent Service Orders	0.04

**Atmos Energy Kentucky Division
Computation of Operations Supervisor Costs per Minute**

Line No.	Description	All Field Service Personnel
(1)		(2)
1	FY 2021 Mid-Point of Operations Supervisor pay grade 5	45.87
2	Times FY 2021 Benefits and Payroll Tax Loading Factor	<u>1.3949</u>
3	Average Salary per Employee w\Benefits	63.98
4	Divided by 60 Minutes per Hour	60
5	Employee Cost per Minute	<u><u>1.07</u></u>
6	Times .10 of Supervisors Time spent on SOs	0.11

**Atmos Energy Kentucky Division
 Travel Cost
 Between Orders**

Line No.	Description	All Field Service Personnel
(1)		(2)
1	Estimated Average Speed (Miles per Hour)	25.00
2	Minutes per Mile ¹	2.40
3	Miles Between Orders	5.23
4	Minutes Between Orders	12.55
5	Loaded Salary per Minute	0.95
6	Employee Travel Cost per Order	11.86
7	Vehicle Cost per Mile ²	0.56
8	Vehicle Cost per Order	2.93
9	Total Cost to Arrive	<u>14.79</u>

¹ Minutes Divided by 25 Mph

² IRS Rate for Expenses of Operating a Vehicle as of 01/01/2021

**Atmos Energy - Kentucky Division
Returned Check Charge
Survey of Banks - September 9, 2021**

Line No.	Bank	CHARGE
	(1)	(2)
1	Bank of America	\$ 35.00
2	Chase Bank	\$ 34.00
3	Regions	\$ 36.00
4	Fifth Third Bank	\$ 37.00
5	Branch Banking & Trust (BB&T)	\$ 36.00
6	Average Return Check Charge	\$ 35.60

Atmos Energy - Kentucky Division
3 Year Average (FY18 - FY 20)
Customer Support Center

<u>Line No.</u>		FY 2018	FY 2019	FY 2020`
1	Total Enterprise Calls (including IVR handled calls)	7,697,397	7,773,918	7,531,456
2	Total O&M Cost Contact Center	\$ 22,962,656	\$ 24,345,742	\$ 24,233,016
3	Cost Per Call	\$2.98	\$3.13	\$3.22
4	3 Year Average	\$3.11		

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-04
Page 1 of 2

REQUEST:

Refer to Atmos’s response to Staff’s Fourth Request, Item 2, regarding the banks in which customer payments are deposited.

- a. Provide the amount, including support, that Amarillo National Bank charged Atmos for returned checks.
- b. Provide by month, for calendar year 2021 to date, the percentage of customer payments deposited at Fifth Third Bank and the percentage of customer payments deposited at Amarillo National Bank.

RESPONSE:

- a. Amarillo National Bank does not charge Atmos Energy nor Atmos Energy customers for bank draft returns. Atmos Energy charges a \$25.00 return fee to the customer’s contract account for bank draft returns in the State of Kentucky.

Month	Return Fee Charged Count	Return Fees Sum
Jan-21	191	\$ 4,775.00
Feb-21	185	\$ 4,625.00
Mar-21	167	\$ 4,175.00
Apr-21	181	\$ 4,525.00
May-21	149	\$ 3,725.00
Jun-21	145	\$ 3,625.00
Jul-21	162	\$ 4,050.00
Aug-21	186	\$ 4,650.00
Sep-21	201	\$ 5,025.00
Oct-21	222	\$ 5,550.00
Nov-21	223	\$ 5,575.00
Grand Total	2,012	\$ 50,300.00
Return Fee \$25.00		

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-04
Page 2 of 2

b.

Month	Amarillio National Bank	%	Fidelity Express	Fifth Third	%	Fiserv	JPM Chase	US Payments	Western Union	TOTAL
Jan-21	46,718	31%	1,080	42,797	28%	7,231	49,759	2,193	1,426	151,204
Feb-21	53,314	35%	1,056	40,343	26%	7,508	48,575	2,184	1,389	154,369
Mar-21	64,900	35%	1,184	50,880	27%	8,707	55,385	2,525	1,599	185,180
Apr-21	44,718	32%	1,117	38,714	28%	6,846	44,646	2,100	1,201	139,342
May-21	52,688	34%	1,227	40,598	26%	7,390	50,612	2,335	1,150	156,000
Jun-21	60,386	37%	1,130	42,884	26%	7,453	47,273	2,340	1,283	162,749
Jul-21	46,057	33%	1,018	37,461	27%	6,787	45,861	2,288	1,186	140,658
Aug-21	59,674	37%	1,029	42,029	26%	7,354	48,828	2,355	1,146	162,415
Sep-21	49,179	34%	916	37,945	27%	6,852	44,552	2,249	993	142,686
Oct-21	50,639	34%	980	37,549	25%	6,716	49,187	2,471	1,205	148,747
Nov-21	59,879	36%	1,075	42,182	26%	7,019	50,279	2,447	1,268	164,149
Grand Total	588,152	34%	11,812	453,382	27%	79,863	534,957	25,487	13,846	1,707,499

Respondent: Brannon Taylor

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-05
Page 1 of 1

REQUEST:

Refer to Atmos's response to Staff's Fourth Request, Item 4, regarding how customer social security numbers and driver's license numbers are stripped out of the database from every recorded call. Provide an MP4 recording of three phone calls from the last 18 months in which sensitive personal information was muted from a call recording.

RESPONSE:

Please see the three attached confidential audio files.

ATTACHMENTS:

ATTACHMENT 1 - Staff_5-05_Att1 - Call 1 (CONFIDENTIAL).wav.

ATTACHMENT 2 - Staff_5-05_Att2 - Call 2 (CONFIDENTIAL).wav.

ATTACHMENT 3 - Staff_5-05_Att3 - Call 3 (CONFIDENTIAL).wav.

Respondent: Brannon Taylor

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-06
Page 1 of 1

REQUEST:

Refer to Atmos's response to Staff's Fourth Request, Item 7, regarding Atmos providing relief from late payment charges to residential customers that receive a pledge for or notice of low-income energy assistance from an authorized agency.

- a. As some low-income programs require a customer to have received a disconnect notice before being eligible for assistance, explain whether a previously assessed late payment charge would be waived in such instances. If not, explain why not.
- b. Explain whether late fees are waived if the amount of the pledge or notice of low-income energy assistance is less than the amount the customer owes.

RESPONSE:

- a. A previously assessed late payment fee would not be waived. Once an energy assistance pledge is received, the customer is removed from any dunning procedures for 30 days. After the first 30 days, the customer is protected for the exact dollar amount of the pledge to allow adequate time for payment to be received.
- b. Late payment fees assessed prior to any assistance received are not waived.

Respondent: Brannon Taylor

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-07
Page 1 of 1

REQUEST:

Provide the amount of revenue from each nonrecurring charge by month for October 2016 through March 2020; also include the number of times each charge was assessed each month during this period.

RESPONSE:

The Company's billing system does not track the number of times a service charge is assessed. Please see the Company's responses to Staff DR Nos. 1-52 and 3-10.

ATTACHMENT:

ATTACHMENT 1 - Staff_5-07_Att1_Misc.Revenue Charges October 2016 - March 2020.xlsx, 6 Pages.

Respondent: Josh Densman

Atmos Energy Corporation, Kentucky
Nonrecurring Miscellaneous Revenue Charges
October to December 2016

						Calendar Year/Month	10/2016	11/2016	12/2016	Overall Result
Company Code		Business Area		G/L Account		Sub-Transaction	\$	\$	\$	\$
0050	Kentucky / Mid States	0009	Kentucky	Miscellaneous servic	ATMS/488031301	Meter Read Fee - No tax	14,568.00	15,768.00	19,500.00	49,836.00
						Meter Set Fee - No tax	9,962.00	18,802.00	14,348.00	43,112.00
						Not assigned/R/Not assigned	88.00			88.00
						Reconnect chrg-tempoff-no tax	40.00			40.00
						Reconnect Fee-Seasonal - Notax	7,735.00	10,465.00	1,755.00	19,955.00
						Return Charge Receivable	4,600.00	4,810.00	5,880.00	15,290.00
						Turn On Delinq - No tax	11,427.00	10,179.00	3,159.00	24,765.00
						Turn on Service Fee-No tax	39,629.00	66,240.00	42,596.00	148,465.00
						Turn on Service Fee-Tax	90.00	135.00	135.00	360.00
Overall Result							88,139.00	126,399.00	87,373.00	301,911.00

						Calendar Year/Month	10/2016	11/2016	12/2016	Overall Result
Company Code		Business Area		G/L Account		Sub-Transaction	\$	\$	\$	\$
0050	Kentucky / Mid States	0009	Kentucky	Forfeited discounts	ATMS/487031201	Installment Plan Surcharge	11.16			11.16
						Late Payment Charge	45,406.54	62,400.54	102,643.49	210,450.57
Overall Result							45,417.70	62,400.54	102,643.49	210,461.73

Atmos Energy Corporation, Kentucky
 Nonrecurring Miscellaneous Revenue Charges
 January to December 2017

Company Code	Business Area	G/L Account	Calendar Year/Month	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	Overall Result		
			Sub-Transaction	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$		
0050	Kentucky / Mid States	0009	Kentucky Miscellaneous servc	ATMS/488031301	Meter Read Fee - No tax	18,648.00	13,764.00	16,560.00	10,980.00	10,836.00	11,376.00	10,416.00	12,550.00	11,064.00	11,291.00	14,820.00	15,011.00	157,316.00
					Meter Set Fee - No tax	6,154.00	3,808.00	4,692.00	2,822.00	3,332.00	3,672.00	3,366.00	4,726.00	4,080.00	13,090.00	15,810.00	11,662.00	77,214.00
					Meter Set Fee-Tax	0.00		34.00										34.00
					Reconnect chrgs-tempoff-no tax	20.00		20.00	20.00	20.00	40.00				0.00			120.00
					Reconnect Fee-Seasonal - Notax	0.00	130.00			195.00	65.00		130.00	650.00	11,505.00	5,290.00	1,040.00	19,005.00
					Return Charge Receivable	6,885.00	6,335.00	8,890.00	5,735.00	6,640.00	6,215.00	5,945.00	6,535.00	4,520.00	6,055.00	5,680.00	6,145.00	75,580.00
					Turn On Dellig - No tax	13,338.00	18,447.00	29,952.00	20,475.00	20,046.00	20,202.00	10,647.00	12,870.00	12,948.00	10,842.00	6,825.00	5,070.00	181,662.00
					Turn on Service Fee-No tax	15,824.00	11,914.00	14,789.00	9,890.00	12,558.00	13,823.00	14,582.00	19,458.00	20,608.00	60,122.00	63,112.00	31,901.00	288,581.00
					Turn on Service Fee-Tax	-23.00	45.00	45.00					45.00	0.00				112.00
Overall Result						60,846.00	54,443.00	74,982.00	49,922.00	53,627.00	55,393.00	44,956.00	56,314.00	53,870.00	112,905.00	111,537.00	70,829.00	799,624.00

Company Code	Business Area	G/L Account	Calendar Year/Month	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	Overall Result		
			Sub-Transaction	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$		
0050	Kentucky / Mid States	0009	Kentucky Forfeited discounts	ATMS/487031201	Installment Plan Surcharge	15.02	22.59				12.86	0.00		0.00		5.58	56.05	
					Late Payment Charge	164,591.24	178,253.59	212,353.56	110,989.36	89,246.92	73,988.80	49,226.86	67,370.29	42,566.31	57,503.37	63,833.18	107,640.30	1,217,563.78
Overall Result						164,606.26	178,276.18	212,353.56	110,989.36	89,246.92	73,988.80	49,239.72	67,370.29	42,566.31	57,503.37	63,833.18	107,645.88	1,217,619.83

Atmos Energy Corporation, Kentucky
Nonrecurring Miscellaneous Revenue Charges
January to December 2018

Company Code	Business Area	G/L Account	Sub-Transaction	Calendar Year/Month												Overall Result		
				01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018			
0050	Kentucky / Mid States	0009	Miscellaneous servic	ATMS/488031301	Meter Road Fee - No tax	16,560.00	14,412.00	17,748.00	12,972.00	11,460.00	13,356.00	14,832.00	13,812.00	9,612.00	11,028.00	12,744.00	12,096.00	160,632.00
					Meter Set Fee - No tax	6,834.00	4,080.00	4,080.00	3,060.00	2,448.00	3,060.00	2,890.00	3,842.00	4,828.00	20,128.00	20,502.00	7,718.00	83,470.00
					Meter Set Fee-After Hr-No tax	0.00									88.00		88.00	
					Reconnect chrg-1empoff-no tax	40.00			40.00	20.00	20.00	20.00	60.00		40.00	20.00	20.00	280.00
					Reconnect Fee-Seasonal - Notax	0.00							65.00	455.00	11,115.00	3,739.00	325.00	15,699.00
					Return Charge Receivable	8,635.00	6,945.00	9,495.00	7,260.00	7,355.00	6,345.00	5,410.00	7,030.00	5,055.00	6,935.00	6,910.00	6,440.00	83,815.00
					Turn On Dalling - No tax	7,098.00	12,051.00	19,968.00	19,422.00	16,965.00	18,447.00	10,296.00	9,477.00	8,580.00	10,686.00	8,580.00	4,524.00	146,094.00
					Turn on Service Fee-No tax	19,803.00	11,431.00	13,248.00	12,190.00	11,500.00	13,524.00	15,663.00	18,607.00	18,768.00	77,855.00	61,571.00	18,561.00	292,721.00
					Turn on Service Fee-Tax	0.00	90.00	0.00		90.00					42.45		45.00	267.45
					Turn on Service-After Hr-Notax	0.00									504.00		504.00	
Overall Result						58,970.00	49,009.00	64,539.00	54,944.00	49,838.00	54,752.00	49,111.00	52,893.00	47,340.45	138,379.00	114,111.00	49,684.00	783,570.45

Company Code	Business Area	G/L Account	Sub-Transaction	Calendar Year/Month												Overall Result		
				01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018			
0050	Kentucky / Mid States	0009	Forfeited discounts	ATMS/487031201	Installment Plan Surcharge				0.00	0.00							0.00	0.00
					Late Payment Charge	192,851.53	230,535.47	230,196.20	151,414.04	139,655.62	59,419.03	49,919.07	62,749.39	41,459.73	59,095.95	58,440.55	97,800.19	1,373,536.77
Overall Result						192,851.53	230,535.47	230,196.20	151,414.04	139,655.62	59,419.03	49,919.07	62,749.39	41,459.73	59,095.95	58,440.55	97,800.19	1,373,536.77

Atmos Energy Corporation, Kentucky
Nonrecurring Miscellaneous Revenue Charges
January to December 2019

						Calendar Year/Month												Overall Result	
Company Code	Business Area	G/L Account	Sub-Transaction	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Overall Result			
0050	Kentucky / Mid States	0009	Miscellaneous servic	ATMS/488031301	Meter Road Fee - No tax	12,768.00	15,648.00	15,282.00	11,496.00	9,360.00	10,032.00	11,136.00	11,364.00	7,211.00	10,223.00	11,219.00	11,244.00	136,983.00	
					Meter Set Fee - No tax	7,990.00	5,134.00	6,086.00	5,100.00	4,556.00	4,692.00	5,576.00	6,800.00	5,780.00	19,550.00	17,306.00	7,684.00	96,254.00	
					Not assigned/R/Not assigned	0.00										24.00		24.00	
					Reconnect chrg-temppoff-no tax	0.00				60.00	40.00	60.00	20.00	60.00	59.00			299.00	
					Reconnect Fee-Seasonal - Notax	-325.00		130.00		65.00	65.00	130.00	195.00	10,725.00	4,485.00	195.00		15,665.00	
					Return Charge Receivable	8,130.00	6,915.00	7,000.00	7,275.00	7,430.00	6,045.00	5,845.00	5,940.00	5,205.00	6,485.00	5,900.00	6,410.00		78,580.00
					Turn On Daling - No tax	5,226.00	11,778.00	15,795.00	15,795.00	19,929.00	13,923.00	8,385.00	9,282.00	7,449.00	11,271.00	6,318.00	2,301.00		127,452.00
					Turn On Daling-After Hr-No tax	0.00				47.00								47.00	
					Turn on Service Fee-No tax	17,342.00	11,661.00	11,339.00	7,383.00	9,338.00	10,879.00	12,754.00	13,524.00	14,961.00	64,687.00	61,387.00	16,376.00		251,631.00
					Turn on Service Fee-Tax	0.00		0.00			45.00					0.00		45.00	
Overall Result						51,131.00	51,136.00	55,502.00	47,179.00	50,613.00	45,743.00	43,846.00	47,100.00	40,821.00	123,001.00	106,698.00	44,210.00	706,980.00	

						Calendar Year/Month												Overall Result	
Company Code	Business Area	G/L Account	Sub-Transaction	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Overall Result			
0050	Kentucky / Mid States	0009	Forfeited discounts	ATMS/487031201	Installment Plan Surcharge		4.47											4.47	
					Late Payment Charge	169,248.41	171,605.05	192,296.70	154,040.64	98,232.72	45,501.78	42,870.07	46,131.37	44,466.76	56,446.39	41,887.92	107,968.00		1,170,695.81
					Not assigned/R/Not assigned				6.14									6.14	
Overall Result						169,248.41	171,605.05	192,296.70	154,045.11	98,238.86	45,501.78	42,870.07	46,131.37	44,466.76	56,446.39	41,887.92	107,968.00	1,170,706.42	

Atmos Energy Corporation, Kentucky
Nonrecurring Miscellaneous Revenue Charges
January to March 2020

						Calendar Year/Month	01/2020	02/2020	03/2020	Overall Result
Company Code		Business Area		G/L Account		Sub-Transaction	\$	\$	\$	\$
0050	Kentucky / Mid States	0009	Kentucky	Miscellaneous servic	ATMS/488031301	Meter Read Fee - No tax	17,748.00	12,192.00	10,356.00	40,296.00
						Meter Set Fee - No tax	6,494.00	4,862.00	4,590.00	15,946.00
						Reconnect chrg-tempoff-no tax		20.00	40.00	60.00
						Reconnect Fee-Seasonal - Notax	0.00	65.00		65.00
						Return Charge Receivable	9,025.00	7,625.00	6,625.00	23,275.00
						Turn On Delinq - No tax	9,828.00	12,441.00	10,998.00	33,267.00
						Turn on Service Fee-No tax	15,088.00	11,109.00	9,775.00	35,972.00
						Turn on Service Fee-Tax	45.00			45.00
Overall Result							58,228.00	48,314.00	42,384.00	148,926.00

						Calendar Year/Month	01/2020	02/2020	03/2020	Overall Result
Company Code		Business Area		G/L Account		Sub-Transaction	\$	\$	\$	\$
0050	Kentucky / Mid States	0009	Kentucky	Forfeited discounts	ATMS/487031201	Installment Plan Surcharge			0.00	0.00
						Late Payment Charge	156,452.78	137,817.62	80,729.18	374,999.58
Overall Result							156,452.78	137,817.62	80,729.18	374,999.58

Atmos Energy Corporation, Kentucky
Nonrecurring Miscellaneous Revenue Charges
April to October 2021

						Calendar Year/Month							
Company Code	Business Area	G/L Account	Sub-Transaction	04/2021	05/2021	06/2021	07/2021	08/2021	09/2021	10/2021			
				\$	\$	\$	\$	\$	\$	\$	\$	\$	
0050	Kentucky / Mid States	0009	Kentucky	Miscellaneous servic	ATMS/488031301	Meter Read Fee - No tax	3,924.00	3,456.00	4,584.00	4,416.00	4,044.00	4,068.00	4,380.00
						Meter Set Fee - No tax	1,224.00	1,360.00	986.00	1,190.00	1,598.00	2,720.00	5,678.00
						Return Charge Receivable	4,775.00	4,000.00	3,975.00	4,275.00	4,950.00	5,300.00	6,025.00
						Turn on Service Fee-No tax	-23.00	-23.00					
Overall Result							9,900.00	8,793.00	9,545.00	9,881.00	10,592.00	12,088.00	16,083.00

						Calendar Year/Month							
Company Code	Business Area	G/L Account	Sub-Transaction	04/2021	05/2021	06/2021	07/2021	08/2021	09/2021	10/2021			
				\$	\$	\$	\$	\$	\$	\$	\$	\$	
0050	Kentucky / Mid States	0009	Kentucky	Forfeited discounts	ATMS/487031201	Late Payment Charge	-2,258.26	-4,257.52	-1,368.27	-916.79	-37.01	-157.31	-52.71
Overall Result							-2,258.26	-4,257.52	-1,368.27	-916.79	-37.01	-157.31	-52.71

Case No. 2021-00214
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 5
Question No. 5-08
Page 1 of 1

REQUEST:

Provide the amount of revenue from each nonrecurring charge by month for April 1, 2021, to present, also include the number of times each charge was assessed each month during this period.

RESPONSE:

The Company's billing system does not track the number of times a service charge is assessed. Please see the Company's responses to Staff DR Nos. 1-52 and 3-10.

ATTACHMENT:

ATTACHMENT 1 - Staff_5-08_Att1_Misc.Revenue Charges April 2021 - October 2021.xls, 1 Page.

Respondent: Josh Densman

Atmos Energy Corporation, Kentucky
Nonrecurring Miscellaneous Revenue Charges
April to October 2021

						Calendar Year/Month							
Company Code	Business Area	G/L Account	Sub-Transaction	04/2021	05/2021	06/2021	07/2021	08/2021	09/2021	10/2021			
				\$	\$	\$	\$	\$	\$	\$	\$	\$	
0050	Kentucky / Mid States	0009	Kentucky	Miscellaneous servic	ATMS/488031301	Meter Read Fee - No tax	3,924.00	3,456.00	4,584.00	4,416.00	4,044.00	4,068.00	4,380.00
						Meter Set Fee - No tax	1,224.00	1,360.00	986.00	1,190.00	1,598.00	2,720.00	5,678.00
						Return Charge Receivable	4,775.00	4,000.00	3,975.00	4,275.00	4,950.00	5,300.00	6,025.00
						Turn on Service Fee-No tax	-23.00	-23.00					
Overall Result							9,900.00	8,793.00	9,545.00	9,881.00	10,592.00	12,088.00	16,083.00

						Calendar Year/Month							
Company Code	Business Area	G/L Account	Sub-Transaction	04/2021	05/2021	06/2021	07/2021	08/2021	09/2021	10/2021			
				\$	\$	\$	\$	\$	\$	\$	\$	\$	
0050	Kentucky / Mid States	0009	Kentucky	Forfeited discounts	ATMS/487031201	Late Payment Charge	-2,258.26	-4,257.52	-1,368.27	-916.79	-37.01	-157.31	-52.71
Overall Result							-2,258.26	-4,257.52	-1,368.27	-916.79	-37.01	-157.31	-52.71