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November 27, 2024

VIA ELECTRONIC FILING

Linda C. Bridwell, PE
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

RE: Electronic Investigation Into Valley Gas, Inc. for an Alleged Failure to Comply with Commission Orders and KRS 278.160
Case No. 2023-00331

Dear Ms. Bridwell:

Valley Gas, Inc. ("Valley Gas") respectfully submits this update to the Commission regarding the refund obligations the Commission's November 4, 2024 Final Order in the above-captioned proceeding placed upon Valley Gas.

First, regarding the Order's directive to "refund \$28,980 to Mago [Mago Construction Company] for meter fee overcharges at a rate no less than 36 equal monthly installments beginning no later 30 days of the service of this Order," Valley Gas is making its first of 36 monthly refunds to Mago via a bill credit of \$805.00 to Mago's bill for November 2024 service, which Valley Gas will issue in December. Valley Gas will continue making such monthly bill-credit refunds until this obligation is fully satisfied.

Second, the Order stated:

Valley Gas is ordered to refund \$3,473.41 in erroneously collected late fees to affected customers within 90 days of service of this Order. Valley Gas shall make reasonable efforts to locate any customers due refunds who are no longer Valley Gas customers. Valley Gas shall comply with KRS Chapter 393A regarding unclaimed property.

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Regarding this obligation:

- Valley Gas is providing refunds via bill credits with the December billing cycle to the 112 affected customers who remain on Valley Gas's system. These customers account for \$1,940.96 of the total refund obligation of \$3,473.41.
- Three affected customers with a total refund obligation of \$70.69 are in arrears to Valley Gas, and Valley Gas has credited their refund amounts to partially offset these customers' arrearages.
- There remain 96 affected former customers with a total refund obligation of \$1,461.76 (an average of \$15.23 per affected former customer). Valley Gas will mail a refund notice to the last known mailing address for these former customers by January 1, 2025. It will also send an email notice to those affected former customers for whom Valley Gas has email addresses by January 1, 2025. Valley Gas respectfully submits that these reasonable efforts comply with the Commission's Final Order. Valley Gas will comply with KRS Chapter 393A regarding any unclaimed refunds.

Valley Gas believes these actions and efforts fully comply with the spirit and letter of the Commission's Final Order in this proceeding.

Please contact me if you would like to discuss any of these matters.

Sincerely,



W. Duncan Crosby III

WDC:ec