DELTA NATURAL GAS COMPANY, INC. CASE NO. 2024-00057

THIRD PSC DATA REQUEST DATED JUNE 20, 2024

- Refer to Delta's response to Commission Staff's Second Request for Information,
 1.b. Delta states that the final script is not yet complete.
- a. Provide written details on how Delta will disclose to a customer that the transfer would be to an affiliate party.

Response:

The transfer to HomeServe is a brief offer by the customer service representative. The representative will advise Delta has partnered with HomeServe to offer low-cost home repair plans to help protect them from repair emergencies.

Sponsoring Witness: John Brown

b. Describe in detail any disclaimer that Delta will use to prevent transferring customers from being compelled to say yes to the transfer to an affiliate party.

Response:

The sentence, "May I transfer you to HomeServe to learn more?" will be the only attempt by the customer service representative to transfer the customer to HomeServe. If the customer says no or is hesitant about being transferred, the transfer will not be done. All calls are recorded for quality purposes and the transfer offer will be monitored as part of the quality assurance to ensure the customer service representatives are doing nothing more than offering to transfer the call.

Sponsoring Witness: John Brown

VERIFICATION

COMMONWEALTH OF KENTUCKY)) SS: COUNTY OF CLARK)

The undersigned, **John B. Brown**, being duly sworn, deposes and says he is President of Delta Natural Gas Company, Inc., that he has personal knowledge of the matters set forth in the response for which he is identified as the witness, and the answer contained therein is true and correct to the best of his information, knowledge, and belief.

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 26^{+h} day of G_{+} , 2024.

Jennifer Page Bunchan (SEAL)

JENNIFER PAGE BINGHAM NOTARY PUBLIC

STATE AT LARGE KENTUCKY COMM. # KYNP74158

MY COMMISSION EXPIRES JUNE 19, 2027

My Commission Expires:

June 19, 2027