

DELTA NATURAL GAS COMPANY, INC.

CASE NO. 2024-00057

FOURTH PSC DATA REQUEST

DATED AUGUST 8, 2024

1. Provide all written procedures and all scripts generated by Delta and HomeServe that customer service agents may use when offering to transfer customers from Delta to HomeServe.

Response:

Attached is the sample script that HomeServe has provided that its agents will follow; the prices in the script are subject to change. Please note that Delta's customer service agent will not remain on the call following the transfer to HomeServe.

Delta has generated the following procedures and script for customer service agents to use when considering whether to offer to transfer customers from Delta to HomeServe.

Customer Calls for which Transfer May Be Offered

A customer service agent may offer to transfer a customer to HomeServe if (1) the customer is a new homebuyer; (2) is an existing customer moving to a new residence; (3) if the customer calls with a general inquiry; or (4) if the customer asks if warranty programs are available.

Customer Calls for which Transfer May Not Be Offered

A customer agent should not offer to transfer a customer to HomeServe if (1) the customer is a renter; (2) if the customer is unhappy; (3) if the customer is complaining of a high bill; or (4) if the customer is having difficulty paying their gas bill.

Procedure and Script for Transfer to HomeServe

Customer service agent may ask: "One last thing before you go, I want to let you know about an offer for low-cost home repair plans which may protect you from expensive repairs. May I transfer you to HomeServe to learn more?"

If customer says no, please end the call.

If customer says yes, and with customer's approval, transfer the customer to the HomeServe extension and when prompted enter your code ID#.

Sponsoring Witness: John Brown

Delta Gas Sample Script - July 2024

Eligibility

Do you own a stationary, residential home? **Need Yes/No**

CSR Note: only ask the following questions if home is mobile:

1. Is it a recreational vehicle or do you intend on moving the home? Must answer NO to qualify
2. Is it attached to land you own? Must answer YES to qualify

Coverage

Repair and replacement plans from HomeServe is for damage from normal wear and tear not accident or negligence and the monthly cost-plus applicable taxes will appear on your credit/debit card.

Individual annual plan coverage includes:

1. **Complete Coverage Plan for inside and outside water pipes** provides coverage of up to \$7000 for your outside water pipes, \$7000 for your sewer septic lines and inside water and \$3,500 for your drainage pipe coverage. The cost is \$14.79 for year 1 price which is a 20% discount from next year's price. Plan excludes thawing of frozen pipes, branch lines, appliances and fixtures. Roots previously removed from the sewer/septic line makes you ineligible.
 - a. Do you own the land your home is on? **Answer Yes to enroll**
2. **Gas line** on your property with coverage up to \$8,000 and the cost is \$4.99. Appliances, fixtures and moving/replacing the meter are not covered.
 - a. Do you own the land your home is on? **Answer Yes to enroll**
3. Repair or replace one standard, tank based, electric, natural gas or propane **water heater** with unlimited coverage up to \$1500 per service call and the cost is \$6.99.
4. **Inside electrical line** gives you up to \$4,000 coverage with multiple service calls up to the benefit limit. Plan excludes the aluminum wiring. The cost is \$6.49
5. **Outside electrical line** – plan excludes meter Plan provides up to \$3,000 in coverage and the cost is \$5.49.
 - a. Do you own the land your home is on? **Answer Yes to enroll**
6. Surge protects your electrical products should they get damaged from an **electrical surge** with coverage up to \$1,000 and a cost of \$3.99. Exclusions include HVAC, antiques, sump pumps, medical equipment, and items less than \$100.

Other Plans Available

1. **Outside Water Pipes** with annual coverage up to \$7,000 and the cost is \$2.99 for the year 1 price, which is a 50% discount from next year's price. Plan excludes frozen pipes and branch lines.
 - a. Do you own the land your home is on? **Answer Yes to enroll.**
2. **Outside Sewer/septic line** with annual coverage up to \$10,000 and the cost is \$6.24 for the year 1 price, which is a 50% discount from next year's price. Roots previously removed from your lines makes you ineligible.
 - a. Do you own the land your home is on? **Answer Yes to enroll**

CSR Note: \$1,000 restoration

3. **Inside water and drainage pipes** with annual coverage up to \$5,000 and the cost is \$9.59 for year 1 and which is a 20% discount from next year's price. Plan gives you 2 service calls up to a benefit limit of \$2,500 per call. Frozen pipes, fixtures and appliances are not included.

4. Standard electric central **cooling system** with annual coverage up to \$1,750 and the cost is \$11.49. Some part and types are not covered, and you'll receive full details in the mail. Is that OK? [get OK]
5. Standard natural gas, propane, or electric **heating system** with annual coverage up to \$1,750 and the cost is \$11.49. Some parts and types are not covered, and you'll get full details in the mail. Is that OK? [get OK]

Plan Details

- Are you solely responsible for the repairs to (name the product or all the plans we discussed)? **Need Yes/No**
Full Plan details will be mailed to you and are available anytime
- Your plan automatically renews annually at the then current renewal price unless you call to cancel - any time by calling HomeServe @ 888-666-7711
- You will receive a full refund only if you cancel within 30 days of enrollment.
- There is a 30-day waiting period for repairs and 90 days for water heater replacement.
- Aqua and HomeServe entered into an agreement to introduce these plans to Aqua customers.
- This plan is provided by CNA Warranty Services, Inc.

Can I enroll you in (state the plans the customer has selected for enrollment)? Need yes/no

OFF Bill Sale: Payment Information

May I take your credit card or banking information? **Need a Yes**

Monthly Payments: Will be taken on (payment date from Ensura). Monthly payments of \$___ will follow on (payment date from Ensura).

Quarterly Payments: Will be taken on (payment date from Ensura). Quarterly payments of \$___ will follow on (payment date from Ensura).

Annual Payments: Only read if customer requests: *Your annual payment of \$___ will be taken on (payment date from Ensura).*

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2. Provide the Quality Assurance guidelines that customer service agents are required to adhere to when transferring customers from Delta to HomeServe.

Response:

Delta's customer service agents must adhere to the same Quality Assurance guidelines in transferring customers to HomeServe as during the preceding portions of the call. The applicable guidelines as it relates to the transfer are proper etiquette are as follows.

- Enunciate clearly at an appropriate pace
- Do not eat or drink while on a call
- Express courtesy – say “please” when requesting information and “thank you” after obtaining requested information
- Express empathy if caller mentions a recent loss or illness
- Apologize, when appropriate
- Use mute button correctly (only when coughing or sneezing and not as an alternative to placing a customer on hold)
- Ask permission before placing a caller on hold (Example: “are you able to hold?”)
 - Wait for caller's permission before placing on hold
 - Thank the caller for waiting when you return to the call
- When it is necessary to keep a caller on hold for more than two minutes, check in with the caller and ask if they can continue to hold.
- Communicate appropriate information to fill dead air >15 seconds

If the customer declines the request to transfer the call, the customer service agent will not follow up. Also, all calls are recorded for quality assurance purposes.

Sponsoring Witness: John Brown

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF CLARK)

SS:

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.


JOHN B. BROWN

Subscribed and sworn to before me, a Notary Public in and before said County and State,
this 15th day of August, 2024.

 (SEAL)
Notary Public

My Commission Expires:

June 19, 2027

