

DELTA NATURAL GAS COMPANY, INC.

CASE NO. 2024-00057

SECOND PSC DATA REQUEST

DATED MAY 03, 2024

1. Refer to Delta’s response to Commission Staff’s First Request for Information (Staff’s First Request), 4. a. Delta states that it will be compensated for offering to transfer customers to a HomeServe representative.
 - a. Describe Delta’s process for transferring customers to a HomeServe representative.

Response:

At the end of the call, the customer service representative may offer to transfer the customer to HomeServe to learn more. If the customer agrees, the representative transfers the customer to an internal extension that is routed to an 800 HomeServe number. If the customer declines, the call is ended.

Sponsoring Witness: John Brown

- b. Provide any written procedures and scripts that will be used to facility the transfer process.

Response:

The final script is not yet complete; however, the process will be as follows. The HomeServe transfer will be offered by the customer service representative as, “May I transfer you to HomeServe to learn more?” If the customer agrees, the customer service representative will transfer the call to an extension that transfers the call to HomeServe. The representative will enter a transfer code that is tracked by Delta and submitted monthly to HomeServe for compensation of the regulatory fee for the representative’s time in making the transfer offer.

Sponsoring Witness: John Brown

- c. Explain how a Delta customer can opt-out of the transfer process.

Response:

If the customer declines the customer service representative's offer to transfer them to HomeServe, the call is ended, and the customer is not transferred to HomeServe.

Sponsoring Witness: John Brown

DELTA NATURAL GAS COMPANY, INC.

CASE NO. 2024-00057

SECOND PSC DATA REQUEST

DATED MAY 03, 2024

2. Refer to Delta's application, paragraph 9. Also, refer to the Marketing Agreement (Agreement) provided in Delta's response to Staff's First Request, 2.a:
 - a. Delta states in its application that no customer information will be shared with HomeServe, while Section 1B of the Agreement states that HomeServe could conduct up to six mailing campaigns for Plans to each Customer. Confirm if HomeServe will have access to specific Delta customer information, and if so, how will HomeServe obtain this information.

Response:

HomeServe will not have access to Delta customer information. HomeServe will send mailings to zip codes in Delta's service area.

Sponsoring Witness: John Brown

- b. Will non-Delta customers be included the HomeServe's marketing campaign which includes the Delta logo? Explain.

Response:

This is a possibility, as the mail campaigns may reach persons in Delta's service area that are not Delta customers.

Sponsoring Witness: John Brown

DELTA NATURAL GAS COMPANY, INC.

CASE NO. 2024-00057

SECOND PSC DATA REQUEST

DATED MAY 03, 2024

3. Refer to the Agreement provided in Delta's response to Staff's First Request, 2a. Section 1C of the Agreement states that Delta will provide links on its website displaying the HomeServe approved marketing materials and a link directing its customers to HomeServe's website. Explain what costs (initial set-up and ongoing O&M) will be incurred by Delta to provide this access and will these costs be passed on to Delta customers.

Response:

Delta's website revisions will be handled by the Essential Utilities Digital Experience Department and no costs will be passed on to Delta customers.

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 14th day of May, 2024.


Notary Public (SEAL)

My Commission Expires:

June 19, 2027

