

DELTA NATURAL GAS COMPANY, INC.

CASE NO. 2024-00057

THIRD PSC DATA REQUEST

DATED JUNE 20, 2024

1. 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

