

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: 2021-00185
Date: Wednesday, June 23, 2021 8:45:00 AM

Thank you for your comments on the application of Delta Natural Gas Company, Inc. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00185, in any further correspondence. The documents in this case are available at [View Case Filings for: 2021-00185 \(ky.gov\)](#).

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Monday, June 21, 2021 2:51 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: 2021-00185

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, June 15, 2021 8:15 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

2021-00185

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, June 14, 2021 4:56 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, June 14, 2021 at 4:56 PM

Name: Vicki chappel
Address: 4692 CAMARGO LEVEE ROAD
City: KY - Mt Sterling
State: KY

Zip Code: 40353

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Dedta Gas

State the nature of your concern: I am complaining about Delta Gas with the residential monthly customer charge. I am on the budget and I am also a senior citizen with a disabled husband. How can anyone expect to pay such an enormous charge just to have gas? I can afford my gas bill but not the \$20.70 Customer Charge, the .30 cents Energy Assistance Program Tariff, the \$5.10 Pipe Replacement charge and the 22 cents for Conservation Efficiency Programs. And, if I read my bill correctly the Customer Service charge is going up next month. How can you in good conscience keep approving these rates. I tried to contact Delta Gas but of course all you could do is leave a voice mail. At this point I am seriously considering switching to propane gas. I could pay for the conversion of my furnace in less than a year of all the extra charges Delta Gas is sticking on the bill

Have you contacted the utility about the problem: No

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