

June 25, 2021

Public Service Commission

211 Sower Blvd

P O Box 615

Frankfort, KY 40602

RE: Changes in Gas Tariffs and Increased Charges

Dear Commissioners:

I am writing in response to the one page notification from Atmos Energy in our Bowling Green, KY newspaper on Wed June 23,2021. It states that residential service will be going up if this is approved. It seems the biggest rate hike is the monthly Customer Service charge, if approved will be \$24.40. When we signed up for Atmos in 2005 there was NO customer service charge. Then a few years later the charge was added on to the bill and since has gone up from just a few dollars to what it is today and going up if approved. My husband and I are the only people living in our house and in the summer months all that requires gas usage is our hot water heater. I wash only 3-4 small loads a week and use only warm water, so heating the water only takes a few dollars. In fact looking at Atmos bill from August 2020-we used \$2.76 in gas yet our bill was \$22.33 All the other charges were Customer Service Charge, Distribution charge and taxes. When I called to voice my concerns, I got some lip service anywhere from some day we may have to replace old pipes or new residential properties are going in and need new pipelines. Now again the costs are up for approval to raise again. I do not feel OLD customers should have to pay for New Area pipelines, the developer should **not us**. These days so many businesses are raising their rates and blame it on Covid. Please... Covid is not the cause for raising a customer service charge. That charge does nothing for the customer, but it does add revenue for the CEO's so they get a bigger bonus. The people it impacts are retirees who live on fixed incomes Social Security and only get \$1000 or less a month. BGMU, Spectrum, Scott Waste are all getting on the band wagon raising rates (because they can), and the widow lady on SS can hardly buy meat for supper. Five dollars more on the bill may not seem like much, but **it is to that widow lady** who can't earn any more. These people are from generations where we actually worked for a living to get ahead. No free breakfasts, no free lunch and no free tuition. They had pride in knowing they worked hard and earned it. It makes me sick when I read in the paper all the free \$300 extra money people are getting, so they would rather stay home than return to work. FYI today when I stopped by the local ATMOS office, they have been shut down for well over a year and it may be fall before they return to work in office They called it working at home, yet when you ask for a call back it seldom happens. I'll bet they never missed a paycheck during Covid.

I would like it noted that WE DO NOT FEEL a raise should be approved by the Public Commission to raise the Atmos Customer Service Charge, in fact it should be reduced.

Sharon McKay

119 Pine Creek CT

Bowling Green, KY 42104

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JUN 28 2021

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