

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF ATMOS)	CASE NO.
ENERGY CORPORATION FOR AN)	2021-00214
ADJUSTMENT OF RATES)	

COMMISSION STAFF'S FIFTH REQUEST FOR INFORMATION
TO ATMOS ENERGY CORPORATION

Atmos Energy Corporation (Atmos), pursuant to 807 KAR 5:001, is to file with the Commission an electronic version of the following information. The information requested is due on December 3, 2021. The Commission directs Atmos to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made, and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Atmos shall make timely amendment to any prior response if Atmos obtains information that indicates the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Atmos fails or refuses to furnish all or part of the requested information, Atmos shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Atmos shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Atmos's response to Commission Staff's First Request for Information, Item 52, Attachment 1.

a. Explain what the item labeled "Reconnect chrg-tempoff-no tax" represents.

b. Provide the amount of the charge for the item labeled "Reconnect chrg-tempoff-no tax" and indicate where in the tariff the amount is included.

2. Refer to Atmos's response to Commission Staff's Second Request for Information, Item 6.

- a. Provide an update using weather normalized inputs.
 - b. Provide a similar table based upon an average residential of 5.2 Mcf with and without gas costs for the years 2007 to 2021.
 - c. Provide 2.b. above using weather-normalized inputs.
3. Refer to Atmos's response to Commission Staff's Fourth Request for Information (Staff's Fourth Request), Item 1.
 - a. Indicate whether the reconnect delinquent service charge includes the cost to both disconnect and reconnect the customer or whether it just includes the cost to reconnect the customer.
 - b. If the reconnect delinquent service charge only includes the cost to reconnect the customer, indicate whether Atmos assesses a fee to disconnect delinquent customers. If so, provide the amount and indicate where in the tariff the amount is included.
 - c. If Atmos does not assess a fee to disconnect delinquent service, explain why a customer who is assessed a seasonal charge should have to pay for the cost to disconnect service.
 - d. Provide cost justification for Atmos's after-hours charges.
4. Refer to Atmos's response to Staff's Fourth Request, Item 2, regarding the banks in which customer payments are deposited.
 - a. Provide the amount, including support, that Amarillo National Bank charged Atmos for returned checks.

b. Provide by month, for calendar year 2021 to date, the percentage of customer payments deposited at Fifth Third Bank and the percentage of customer payments deposited at Amarillo National Bank.

5. Refer to Atmos's response to Staff's Fourth Request, Item 4, regarding how customer social security numbers and driver's license numbers are stripped out of the database from every recorded call. Provide an MP4 recording of three phone calls from the last 18 months in which sensitive personal information was muted from a call recording.

6. Refer to Atmos's response to Staff's Fourth Request, Item 7, regarding Atmos providing relief from late payment charges to residential customers that receive a pledge for or notice of low-income energy assistance from an authorized agency.

a. As some low-income programs require a customer to have received a disconnect notice before being eligible for assistance, explain whether a previously assessed late payment charge would be waived in such instances. If not, explain why not.

b. Explain whether late fees are waived if the amount of the pledge or notice of low-income energy assistance is less than the amount the customer owes.

7. Provide the amount of revenue from each nonrecurring charge by month for October 2016 through March 2020; also include the number of times each charge was assessed each month during this period.

8. Provide the amount of revenue from each nonrecurring charge by month for April 1, 2021, to present, also include the number of times each charge was assessed each month during this period.



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DATED NOV 24 2021

cc: Parties of Record

Case No. 2021-00214

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