

**JOHN N. HUGHES**

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7106 Frankfort Rd.  
Versailles, KY 40383

**RECEIVED**

**JUL 14 2023**

**PUBLIC SERVICE  
COMMISSION**

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Email: [inhughes@johnnhughespsc.com](mailto:inhughes@johnnhughespsc.com)

July 14, 2023

Linda C. Bridwell  
PSC Executive Director  
Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40601

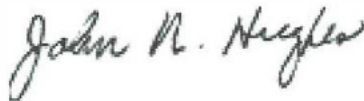
Re: Case No. 2023-00052

Dear Ms. Bridwell:

Natural Energy Utility Corporation submits its responses to the Commission's second Data Request. I certify that the electronic documents are true and correct copies of the original documents. A copy of the response has been mailed to Philip Whitley, 14402 Dearhaven Court, Rush, KY 41168

If you have any questions about this filing, please contact me.

Submitted By:



John N. Hughes

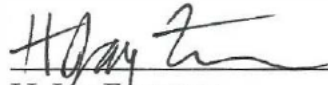
Attorney for NEUC

AFFIDAVIT

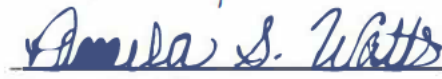
COMMONWEALTH OF KENTUCKY

COUNTY OF BOYD

Affiant, H. Jay Freeman, after being first sworn, deposes and says that he is the President of Natural Energy Utility Corporation, that he is authorized to submit this Response and that the information contained in the Response is true and accurate to the best of his knowledge, information and belief, after a reasonable inquiry, and as to those matters that are based on information provided to him, he believes to be true and correct.

  
\_\_\_\_\_  
H. Jay Freeman

This instrument was produced, signed, acknowledged and declared by H. Jay Freeman to be his act and deed the 14<sup>th</sup> day of July, 2023.

  
\_\_\_\_\_  
Notary Public

Registration Number: KYNP24985

My Commission expires: 4/6/2025

Pamela S. Watts  
Notary Public  
State at Large - Kentucky  
My Commission Expires April 6, 2025  
ID # KYNP24985

Witness: Jay Freeman

1. Refer to NEUC's response to Commission Staff's First Request for Information, Item 2. Provide the basis for the requirement given in the initial estimate requiring that all three customers "sign up" or apply for the line extension.

ANSWER: Mr. Whitley requested the estimate based on all three customers signing up. During the conversation, Preston Freeman, Manager, noted it would be more cost effective on each if they all signed up.

Witness: Jay Freeman

2. Refer to NEUC's response to Commission Staff's First Request for Information, Item 2. Provide a copy of the blank application described in this response as required for a formal estimate to be received.

ANSWER: Attached are both the online application and manual application.

[Home](#)[Customer Service](#)[Resources](#)[Safety](#)[FAQ](#)[Contact](#)

# Residential Service Application

First Name \*

Last Name \*

Phone # \*

Email \*

SS #

Drivers License #

Date of Birth

Employer

Work Phone #

Property Address \*

Billing Address \*

Number, Street, City, Zip\*

Number, Street, City, Zip\*

I, the applicant named below, am applying for natural gas service from Natural Energy Utility Corporation of 2560 Hoods Creek Pike, Ashland, Kentucky 41102 to be installed at the above property address. I hereby attest that I am entitled to service under KRS 278.485 and I agree to abide by the rules and regulations of the aforementioned statute.

**EXCESS FLOW VALVE:** As a customer of Natural Energy Utility Corporation, I understand I have the right to request an excess flow valve (EFV) be installed on my service line at an additional cost to me.

Name of Applicant \*

Date \*

## Installation Fees:

- \$150 Tap fee (New service)
- Under 150 ft. - \$650.00 to lay service line (New Service)
- 151 ft and over - TDB (New Service)
- \$180.00 deposit (Applies to all locations)

## Late Bill:

- If payment is not received by the due date of your current bill, a late bill will be mailed with a 10% late fee added to your account.

## Other Fees:

- \$50 Reconnect fee
- \$25 Collection fee
- \$15 Return check fee

## Payment Options:

- In person during business hours of 8:00am - 12:00pm and 1:30pm - 4:30pm weekdays.
- By mail to Natural Energy Utility Corp., 2560 Hoods Creek Pike, Ashland, KY 41102.
- Direct payment from checking account on the 10th day of each month.
- Online or by phone using debit/credit card (a processing fee of \$2.50 will apply). Call 606-324-3920 or visit [utilitybillingsystem.net](http://utilitybillingsystem.net)

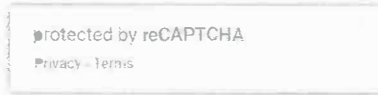
**CUSTOMER BILL OF RIGHTS** As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations.

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to participate in equal, budget payment plans for your natural gas and electric service.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt twenty-four (24) hour restoration of service or close of the next business day, whichever is later, and shall install and connect new service within seventy two (72) hours, or close of the next business day, whichever is later, if the cause for refusal or discontinuance of service has been corrected and the utility's tariffed rules and 807 KAR Chapter have been met.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by Community Action Kentucky between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you : 1. Present a Certificate of Need issued by Community Action Kentucky and 2. Pay one third (1/3) of your outstanding bill (\$200 maximum), and 3. Accept referral to the Weatherization Program, and 4. Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility:

**Kentucky Public Service Commission** Address: P. O. Box 615, 211 Sower Blvd, Frankfort, Kentucky 40602 0615 Phone: 502-564-3940, Fax: 502-564-3460, Hotline: 1-800-772-4636 Office Hours: Monday Friday 8am – 5pm Website: [psc.ky.gov/home/consumer](http://psc.ky.gov/home/consumer)

The Customer Bill of Rights is referenced in 807 KAR 5:006 Section 14(1) (c) 1.

SUBMIT APPLICATION



2560 Hoods Creek Pike, Ashland, KY 41102

**Main Phone:**

**(606) 324-3920**

Because natural gas is delivered via an underground pipeline, it provides nearly 100% dependability. 97% of the natural gas used in the United States is produced in North America. Historically natural gas appliances offer roughly a 50% savings in the average home.

LEARN ABOUT BENEFITS OF GAS

**HOW MAY WE HELP YOU?**

- > Pay My Bill
- > How To Read My Bill
- > Start/Stop Service
- > Service Area

[PRIVACY POLICY](#)   [TERMS OF USE](#)



Right Eye Graphics



**Natural Energy Utility Corporation**  
**2560 Hoods Creek Pike**  
**Ashland, KY 41102**  
**Office: 606-324-3920 Fax: 606-325-2991**

**APPLICATION FOR NEW / EXISTING RESIDENTIAL SERVICE**

**DATE:** \_\_\_\_\_ **CUSTOMER NUMBER:** \_\_\_\_\_  
 \_\_\_\_\_ (internal use)  
**NAME:** \_\_\_\_\_ **PHONE #:** \_\_\_\_\_  
**SS#:** \_\_\_\_\_ **DRIVERS LICENSE #:** \_\_\_\_\_  
**DATE OF BIRTH:** \_\_\_\_\_ **E-MAIL:** \_\_\_\_\_  
**EMPLOYER:** \_\_\_\_\_ **WORK #:** \_\_\_\_\_  
**PROPERTY ADDRESS:** \_\_\_\_\_  
**BILLING ADDRESS:** \_\_\_\_\_

I, \_\_\_\_\_ am applying for natural gas service from Natural Energy Utility Corporation of 2560 Hoods Creek Pike, Ashland, Kentucky 41102 to be installed at the above property address. I hereby attest that I am entitled to service under KRS 278.485 and I agree to abide by the rules and regulations of aforementioned statute.

**EXCESS FLOW VALVE:**

As a customer of Natural Energy Utility Corporation, I understand I have the right to request an excess flow valve (EFV) be installed on my service line at an additional cost to me.

\_\_\_\_\_  
 (Signature of applicant) (Date of application)

**Installation Fees:**

- \$150 Tap fee (New service)
- Under 150 ft. - \$650.00 to lay service line (New Service)
- 151 ft and over – To Be Determined (New Service)
- \$180.00 deposit (Applies to all locations)

**Late Bill:**

- If payment is not received by the due date of your current bill, a late bill will be mailed with a 10% late fee added to your account.

**Other Fees:**

- \$50 Reconnect fee
- \$25 Collection fee
- \$15 Return check fee

**Payment Options:**

- In person during business hours of 8:00 a.m.-12:00 p.m. and 1:30-4:30 p.m. weekdays.
- By mail to Natural Energy Utility Corp., 2560 Hoods Creek Pike, Ashland, KY 41102.
- Direct payment from checking account on the 10<sup>th</sup> day of each month.
- Online or by phone using a debit/credit card (a processing fee of \$2.50 will apply). Call 606-324-3920 or visit [www.kyneuc.com](http://www.kyneuc.com).



Witness: Jay Freeman

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3. Refer to NEUC's response to Commission Staff's First Request for Information, Item 3. Provide a copy of the applications received from the three customers for the line extension in October and November of 2022. Refer to NEUC's response to Commission Staff's First Request for Information, Item 4. Provide a diagram of the proposed route for the line extension to the three customers, including but not limited to the following: a. The location of the three houses requesting service; b. The path of the proposed line extension; and c. The footage of the proposed line extension.

ANSWER: Attached are the three customer applications and the requested diagram with the required information.

Pam [REDACTED]

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**From:** Philip [REDACTED]  
**Sent:** Saturday, October 1, 2022 7:34 PM  
**To:** Pam [REDACTED] Madison [REDACTED]  
**Subject:** New Residential Service Application

**Name**

Philip [REDACTED]

**Phone #**

[REDACTED]

**SS#**

[REDACTED]

**Drivers License #**

[REDACTED]

**Date of Birth**

[REDACTED]

**Email**

[REDACTED]

**Employer**

Bluegrass Animal Clinic

**Work #**

[REDACTED]

**Property Address**

14402 Deerhaven Court Rush, Ky 41168

**Billing Address**

14402 Deerhaven Court Rush, Ky 41168

**Name of Applicant**

Philip [REDACTED]

**Date**

10/01/2022

Pam [REDACTED]

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**From:** Randall [REDACTED]  
**Sent:** Monday, November 7, 2022 8:55 AM  
**To:** Pam [REDACTED] Madison [REDACTED]  
**Subject:** New Residential Service Application

**Name**

Randall [REDACTED]

**Phone #**

[REDACTED]

**Drivers License #**

[REDACTED]

**Date of Birth**

[REDACTED]

**Email**

[REDACTED]

**Employer**

Cabell Huntington Hospital

**Work #**

[REDACTED]

**Property Address**

14454 Deer Haven CT Rush Kentucky

**Billing Address**

14454 Deer Haven CT Rush Kentucky 41168

**Name of Applicant**

Randy [REDACTED]

**Date**

11/06/2022

Pam [REDACTED]

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**From:** Kevin [REDACTED]  
**Sent:** Friday, November 18, 2022 4:30 PM  
**To:** Pam [REDACTED] Madison [REDACTED]  
**Subject:** New Residential Service Application

**Name**

Kevin [REDACTED]

**Phone #**

[REDACTED]

**SS#**

[REDACTED]

**Drivers License #**

[REDACTED]

**Date of Birth**

[REDACTED]

**Email**

[REDACTED]

**Employer**

High Line Services

**Work #**

[REDACTED]

**Property Address**

14420 Deer Haven Ct

**Billing Address**

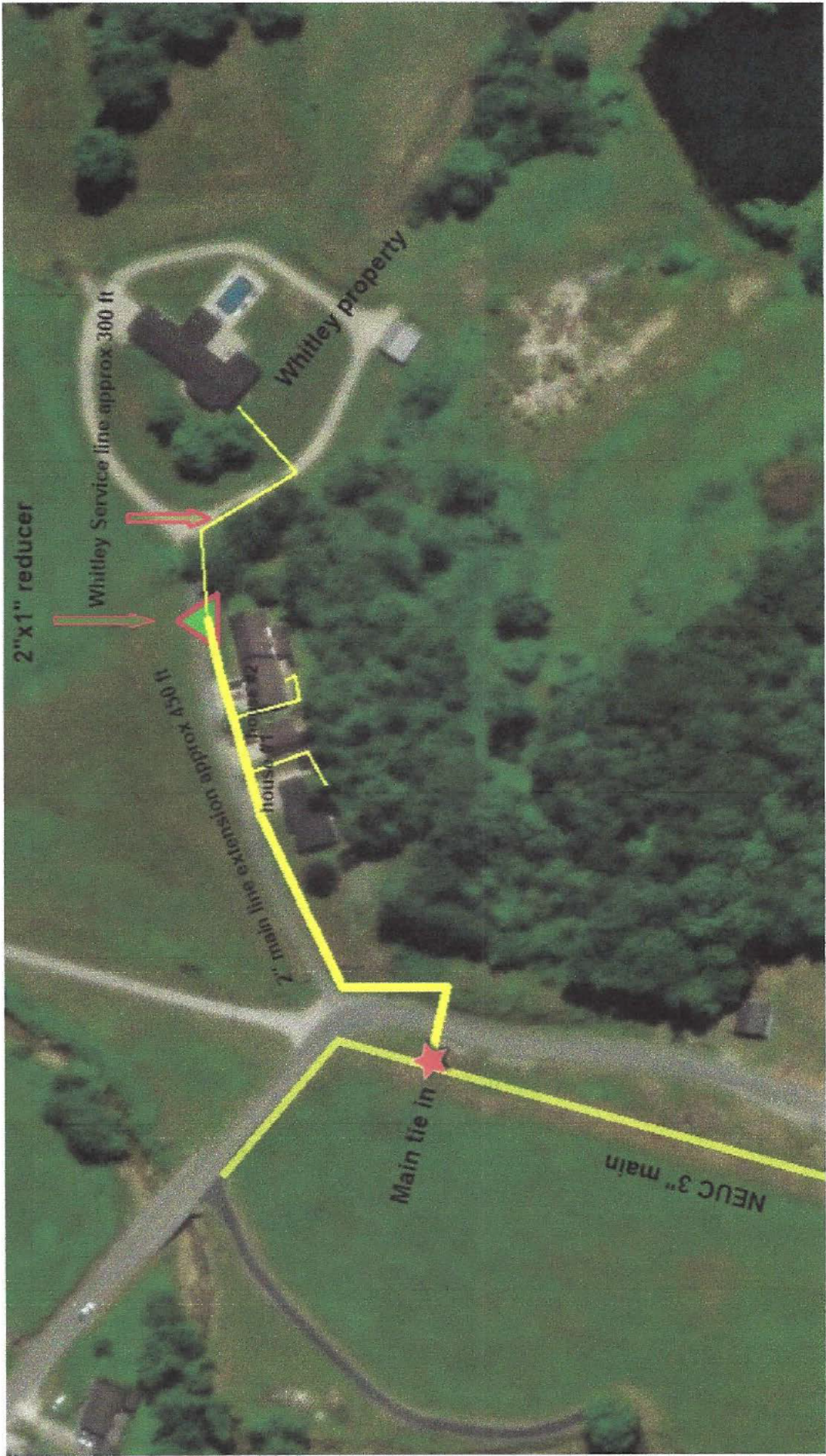
14410 Deer Haven Ct Rush, Ky

**Name of Applicant**

Kevin [REDACTED]

**Date**

11/18/2022



Witness: Jay Freeman

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4. Refer to NEUC's response to Commission Staff's First Request for Information, Item 5. Provide the current cost to install an extension in excess of 100 feet from NEUC's nearest gas main to Mr. Whitley's property in Rush, Kentucky, with the use of contractors as opposed to NEUC doing all work. Include a detailed itemized estimate.

ANSWER: Attached is a contractor's quote. The contractor CJ Hughes is not related to NEUC's attorney.



P.O. BOX 7305  
HUNTINGTON, WV 25776-7305

PHONE: (304) 522-3868  
FAX: (304) 522-2729

June 22, 2023

Attn.: Preston Freeman

CJ Hughes is pleased to provide the following price based on the listed information.

**Scope of Work:**

- 300LF of 1" yellow CTS
- 500LF of 2" yellow CTS
- 1x – 3" electrofusion saddle tap
- 1x – 2" x 3" reducer
- 1x – 2" poly valve (by Natural Energy)
- 1x – 1" x 2" reducer
- 2x – 2" x 1" electrofusion saddle taps
- 3x – 1" risers
- 3x – 1" risers and threaded valves

**Price Proposal (Good for 5 days):**

**Total..... \$40,000.00**

CJ Hughes (CJH) appreciates the opportunity to be considered for your work. The attached qualifications have been provided to clearly define what we have and have not been included with our pricing. Please feel free to contact us at your convenience if you have any questions or need additional information.

**Clarifications:**

- All changes in scope of work will be evaluated for a schedule, resource, and cost impact and will be negotiated separately.
- Price is based on current material and fuel prices at the time of bid. If prices increase, it may be considered a change in scope and negotiated separately.
- If there are any unforeseen encounters during excavation, it may be considered a change in scope and negotiated separately.
- Concrete repair has not been included if any is necessary.
- Rock encounters may be considered a change in scope.
- Line to be installed to a minimum of 18"
- No permits have been included.
- Price proposal is good for 5 days due to availability. Prices may change later.

Witness: Jay Freeman

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5. Refer to NEUC's response to Commission Staff's First Request for Information, item 6. Provide detailed information regarding any of the 35 service line extensions that occurred with the last 12 months, including but not limited to the following: a. The length of the extension; b. The cost estimate provided for the extension; and c. The final cost of the extension.

ANSWER: One of the 35 service line extensions was installed in January of 2023. The length of the extension was 500 feet and both the cost estimate and the final cost of the extension was \$2,400.00. This work was performed by NEUC's personnel.