



**Natural Energy Utility Corporation**  
 2560 Hoods Creek Pike • Ashland, Kentucky 41102  
 606-324-3920

February 13, 2024

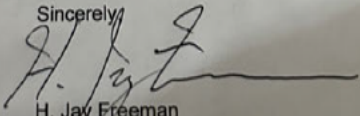
Mr. Philip Whitley  
 14402 Deerhaven Ct  
 Rush, KY 41168

Mr. Whitley,

Natural Energy Utility Corporation (NEUC) is complying with the most recent correspondence from the Kentucky Public Service Commission (KYPSC) regarding natural gas service to Deerhaven Court dated February 9, 2024. The following information will be utilized for engineering design.

1. Are you still interested in natural gas service to this residence?  
*Yes and neighbors are also interested in hookup*
2. What natural gas appliances are installed or are you installing at the residence?  
 Each appliance has a max BTU usage. Can you provide the BTU requirements for each unit that will utilize natural gas?  
*2x 40090 BTU fireplace inserts  
 2x 80,000 BTU furnace and one 20000 BTU wall heat*
3. Where do you visualize the meter to be on your property – at the property line or near the residence?  
*Southwest corner of house*
4. Will you utilize natural gas within 30 days of pipeline installation and meter set?  
*No.*

Please complete the enclosed application along with the information requested and return to NEUC within 10 days. The information in your response will be shared with the Kentucky Public Service Commission as it relates to Order KYPSC 2023-00052.

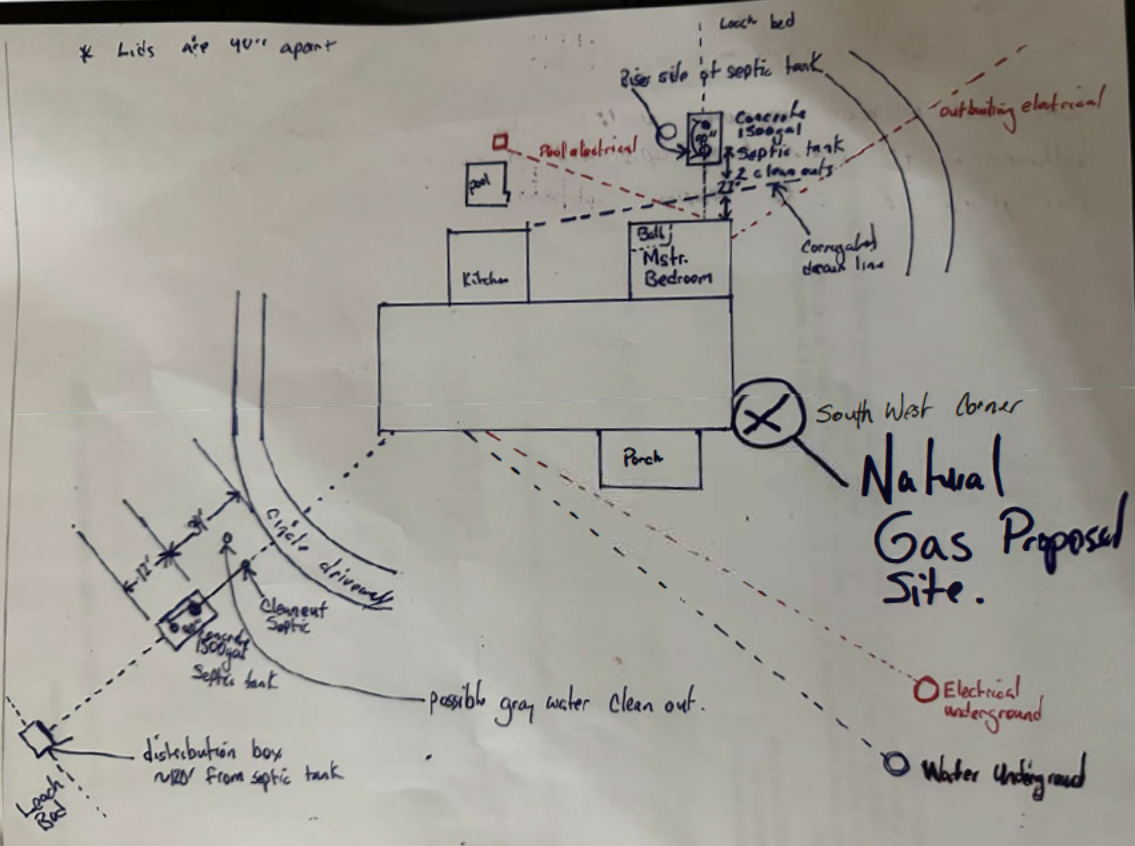
Sincerely,  
  
 H. Jay Freeman  
 President

**From:** [Redacted]  
**To:** [PSC Executive Director](#)  
**Subject:** Re: Case number 2023-00052  
**Date:** Wednesday, March 6, 2024 5:41:17 PM

**This Message Originated from Outside the Organization**  
 You have not previously corresponded with this sender.

[Report Suspicious](#)

\* Lids are 40" apart



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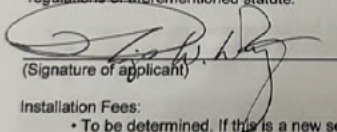


Natural Energy Utility Corporation  
2560 Hoods Creek Pike  
Ashland, KY 41102  
Office: 606-324-3920 Fax: 606-325-2991

APPLICATION FOR NEW / EXISTING RESIDENTIAL SERVICE

DATE: 2/20/2024 CUSTOMER NUMBER: \_\_\_\_\_  
NAME: Philip W. Whitley (internal use) PHONE #: \_\_\_\_\_  
DRIVERS LICENSE #: \_\_\_\_\_ MAIL: \_\_\_\_\_  
DATE OF BIRTH: 04/18/1978 WORK #: \_\_\_\_\_  
EMPLOYER: Self employed  
PROPERTY ADDRESS: 14402 Deerhaven Court Rush Ky 41168  
BILLING ADDRESS: - Same as above -

I, Philip W. Whitley 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.

  
(Signature of applicant)

2/20/2024  
(Date of application)

- Installation Fees:  
• To be determined. If this is a new service, please contact the office for an estimate.
- Deposit:  
• A deposit is required for all accounts. Please contact the office.
- 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).

On Tue, Oct 31, 2023 at 12:26 PM PSC Executive Director <[PSCED@ky.gov](mailto:PSCED@ky.gov)> wrote:

We have received both emails regarding your above referenced filing. If you need further assistance please contact us.

Best Regards,

Brandon Bruner

Administrative Branch Manager

Filings Branch

General Administration

Kentucky Public Service Commission

[211 Sower Blvd.](#)

[Frankfort, KY 40601](#)

502-782-6329

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**From:** Philip Whitley [REDACTED]  
**Sent:** Tuesday, October 31, 2023 12:23 PM  
**To:** PSC Executive Director <[PSCED@ky.gov](mailto:PSCED@ky.gov)>  
**Subject:** Case number 2023-00052

1. Natural Energy Utility Corporation's (NEUC) April 4, 2023 response to Item 2 of the Commission's March 20, 2023 Order in this proceeding stated that Preston Freeman, NEUC Manager, went to your property and the two other properties in November of 2020 and reviewed the footage, path of the extension, and locations of the three houses. Provide the date of your first conversation with Preston Freeman regarding the gas line extension to your property.

I seriously doubt the managers accuracy of information since I did not own the property in question until August of 2021. I can provide copies of the deed if necessary to verify my statement. The initial request for a hookup was the same period of time that Triple W. Lane Rush Ky 41168 Address received their gas hookup in 2021. At this time Preston Freeman Quoted 1000.00 per house if all 3 houses hooked up to the supply line. The previous address is family and can testify to the accuracy of the information if necessary. My wife and I did not move into the house in question until march of 2022. We checked again that spring. I conversed with Preston Freeman over the phone again and said it would be 1000.00 per house if we all 3 houses hooked up to the service line. I discussed this with neighbors after contacting them and there was interest at the time by my neighbors to hookup to the natural gas line. It wasn't until later that I found out the hookup fee tripled when one of the two neighbors informed me he filled out the paper request for hookup. That time frame can be provided by NEUC applications of myself and neighbors in question. I reached out to Preston Freeman at that time via telephone and asked the secretary if he would have him return my call. Preston returned my call after a few days my wife was present and can verify that I asked him directly why the price elevated so much (after quoting large amounts of material cost and other increase in fees) and he went on to say it should be more than the 9000 what was quoted for all three houses that the price should be 16000.00 for all 4 houses. This discussion gave no answers and more irrational answers on the matter at hand. I informed Preston Freeman I had the feeling he was pricing himself out of having to do the service and I needed to seek counsel.

After this discussion I filed a web complaint. This led me to the President of the NEUC and

Jay Freeman contacted me and was very courteous. He met with me at my residence in what seemed to be the following day to help resolve matters. After he looked over the property the most notable parts of the conversation were the cost of supplies and labor had gone up and a monstrous quote of 26000 was thrown out in general conversation. He went on to say he would write a grant for the project. This seemed a very unlikely resolution to providing service. I filed a hand written formal complaint that is on file at the PSC.

2. Provide any information known concerning the current interest level of the two previously referenced neighbors in obtaining the gas line extension to their property.

As informed by the public service commission I am not a lawyer and I can not represent the interest of other individuals in this inquiry. In saying that, I have discussed the PSC findings and ongoing investigation with my neighbors and to some degree information regarding this inquiry.

I can firmly say the interest is still there in regards to service at a fair price. I would have to speak to my neighbors individually about any other elevations in cost to unequivocally say there is interest in proceeding.

Sincerely,

Dr. Philip W. Whitley