

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: KY PSC Utility Inquiry
Date: Monday, December 16, 2024 10:02:00 AM

Case No. 2024-00346

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, 2024-00346 in any further correspondence. The documents in this case are available at [View Case Filings for: 2024-00346 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Friday, December 13, 2024 12:49 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: FW: KY PSC Utility Inquiry

This is a comment for Delta Natural Gas #2024-00346

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Friday, December 13, 2024 12:44 PM
To: PSC Consumer 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 Friday, December 13, 2024 at 12:43 PM

Name: Renee Sutton-Douglas

Address: [REDACTED]

City: Williamsburg

State: KY

Zip Code: 40769

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Peoples, an Essential Utilities Company of Pittsburgh, PA

State the nature of your concern: I have been a customer of "Delta Gas" now known as Peoples since 2006. I want to express concern due to the closing of any local offices and how difficult it is to speak easily with someone or to pay my bill. Also, it is utterly ridiculous that it cost a fee to pay online by card and check with no ability to pay local. The bills are sent out and only received approx one week before due date and to mail it in puts you at risk of it being late. In addition, I have learned that we are expecting a 40 percent increase in costs. How does a business justify a 40 percent

increase to its customer? My job certainly hasn't given me a 40 percent raise. Please
intervene on behalf of natural gas consumers in our area. Thank you.
Have you contacted the utility about the problem: Yes

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