



March 20, 2023
SB278 - Requiring Public Utilities to Report Certain Customer Information
Written Only
Opponent

FROM: Aaron Bishop, Atmos Energy
25090 W 110TH TERRace, Olathe KS, 66061
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TO: Chairman Rob Olson

Kansas State Senate Utilities Committee

Chairman Olson,

Atmos Energy is committed to providing exceptional customer service and appreciates the guidance of the Kansas Corporation Commission (the "Commission") as it relates to reporting requirements, equitable energy assistance, and customer service policies. Senate Bill 278 ignores programs already prescribed in Commission rules, orders, and utility tariffs, as well as communication already taking place between the Commission and Kansas Utilities. Atmos Energy stands in opposition to this bill as duplicative of current rules, regulations, and processes of the Commission, creating unnecessary cost to the Commission and ultimately utility customers, and imposing requirements on the Commission that cannot be discerned from the customer data.

The Commission's rules and utility tariffs are applied and enforced across the State of Kansas in a consistent and uniform manner. Any disconnection data or metrics currently being provided by Atmos Energy to the Commission have a specific purpose to inform Commission staff on a specific issue, and the Commission only requests information that is currently in the control of the utility and without intruding on the privacy of utility customers. The Commission has extensive rules governing disconnection due to non-payment and requests data from the utilities regarding the topics addressed in Senate Bill 278. The Commission has the authority to request additional information held by the utilities at any time if the Commission has a need for the data. However, the Commission cannot request from utilities any customer data that is not maintained by the utility, such as income level and census tract, as required by this bill.

We continue to work with the Kansas Corporation Commission and are happy to provide, upon request, purposeful reporting that benefits our customers in Kansas. This bill would not enhance or improve upon our joint efforts to serve utility customers in Kansas and respectfully ask that you reject the changes requested by SB287.

Sincerely,

A handwritten signature in blue ink, appearing to read "Aaron Bishop".

Aaron Bishop,
Manager, Public Affairs
Atmos Energy

Atmos Energy Corporation

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