FILED
May 3, 2024
INDIANA UTILITY
REGULATORY COMMISSION

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

APPLICATION OF BOONVILLE NATURAL GAS CORPORATION FOR AUTHORITY TO INCREASE RATES AND CHARGES THROUGH THE SMALL UTILITY PROCEDURE PURSUANT TO IND. CODE § 8-1-2-61.5 AND 170 IAC 14-1-1 ET SEQ.	**)))))**	**CAUSE NO. 45985-U**

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR'S

PUBLIC'S EXHIBIT NO. 2 – CONSUMER COMMENTS

May 3, 2024

Respectfully submitted,

Daniel M. LeVay
Adam J. Kashin
Attorney No. 22184-49
Attorney No. 37960-49
Deputy Consumer Counselor

JAN. 20, 2024

To Whom It May Concern:

I am writing to you about the proposed rate increase at Boonville Natural Gas Corporation, & why it shouldn't be allowed:

1) The owner bought out his sister's share of the company for about $47 million, & only needs the rate increase to pay that off
2) In the newspaper it stated our bill would jump from $ 91.70 to $120.00 — that's to much of a jump in price
3) The company already adds to much to our bill to begin with; my gas usage bill was for → $52.18
then they tack on: Kes heat gas cost → $ 31.35
normal temp adj → $ 4.20
not including sales tax, or $87.73
adjustment (-.45¢)

I believe they are already making (in the bill above) $35.55 more than they should now, let alone a rate increase on top of that.

Sincerely,

Steve Feldmeier

Steve Feldmeier
923 E. Poplar St.
Boonville, IN 47601

1-21-2024

Joining several thousand other BNG (Boonville Natural Gas Customers) we request you PLEASE reject the price increase proposed by this Corporation. Thirty dollar increase will eliminate food & medicine for many of these customers

Thank you!

Bill Bradley

From:	Darrell Rodocker
To:	UCC Consumer Info
Subject:	BNG gas rate hike
Date:	Sunday, February 11, 2024 5:07:53 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

It is getting very hard to pay utilities and eat without working alot of overtime im 57 years old and my body can't take working 20 hours a week in overtime a person should not have to choose weather to pay utilities or eat. So people that make less then me how in the world are they feeding there families with food being so high I used to spend 70.00 a week for groceries and now it cost me 140.00 aweek at the grocery store and im the only that im supporting I feel sorry for families that have more then 1 person. IURC please look at everything before deciding the rate hike we have to live too.

Darrell R
Boonville Indiana 47601
812-217-0752

From: noreply@in.accessgov.com
To: UCC Consumer Info
Subject: Form Submission - OUCC Contact Form: David Hachmeister
Date: Wednesday, January 17, 2024 11:04:07 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: David Hachmeister
Email: dphachie5@gmail.com
Phone: (812) 202-0944
Address: 744 Rockport Rd.
Boonville
IN
47601
Utilities: Boonville Natural Gas
Type of Inquiry: Case Comment
Comments: i am with others that do not wish to see Boonville Natural Gas Corporation to increase usage amount by the requested 21%. Raising the base fee is ludicrous. Charging a fee for not use doesnt make sense in the first place, Owners that that have million dollar homes and do not want donate back to the community.

2-29-24

Office of Utility Consumer Counselor

Thank you for allowing me to comment on this proposed rate increase.

I am not worried about the price of the gas. They want to increase the delivery charge. I think the delivery cost may already be too high.

When you read the letter they sent me, pay special attention to paragraph three.

They say the cost of gas is about 2/3 of my monthly bill. Thats not True. "Check the gas statements I sent you." They say the delivery charge is about 1/3 of my Bill. Not True. "Check the statements" The Code is on the back of the statements.

There have been a lot of building houses and apartments. I know to bury lines will cost a lot of money, But that is a part of the infrastructure they need. Boonville Natural Corp and the stockholders should go to the Bank and borrow the money they need and build the infrastructure and sell their gas.

They should Not Put the cost on the backs of the customers. If the company had Competition this would not happen.

If I would build a cafe and sell my food. Then go to the bank and Pay My Bill. I built My Infrastructure.

Thank you All, William H Brown

Boonville Natural Gas Corporation
1425 N Rockport Road, Boonville, IN 47601
812-897-2260

Dear Customer:

Boonville Natural Gas Corporation has filed a petition with the Indiana Utility Regulatory Commission

The decision to initiate a rate case proceeding was not taken lightly. The last rate proceeding was based on a test year which began in 2018. The company has experienced increased costs to provide continuous, dependable gas service to the communities we serve. While the proposed increase will impact each customer's bill differently, due to varying gas usage, the requested increase is 26.5% total revenue. The exact effect on your bill may be more or less than this depending on usage, the cost of gas, normal temperature adjustments, and other factors.. This filing provides a framework for Boonville Natural Gas to partner with our customers in the implementation of energy efficiency and conservation efforts to help you use less energy every month.

Regulated Utilities cannot change their price to you without the approval of the IURC, an independent state agency which makes all final determinations on Indiana utilities' rates and charges. Because the regulatory process requires information from the utility and your state-appointed representative (the Office of Utility Consumer Counselor), the time between the filing of a petition and the decision resulting in a change in your monthly billing in usually several months. The process before the IURC requires us to provide accounting, engineering, and financial information relating to our pipelines and other facilities, costs associated with repairs and maintenance of those facilities, operating expenses (such as wages and benefits), and cost of capital, such as funds borrowed from local banks and the return provided to our stockholders. We do not anticipate that the current petition will impact your monthly bill until June, 2024 or later.

Your gas bill is made up of two parts-- one part is the actual cost of the gas itself from the producers, usually located in the Gulf of Mexico, and varies month-by-month. This portion of your bill accounts for about two-thirds of your total monthly bill, and has decreased steadily over the past five years. The second part of your bill (which makes up only about a third of your total bill) is the part being addressed in this petition--the cost to get the gas safely and reliably to your home. Because our current operating revenues do not sufficiently cover our costs to deliver gas to our customer's meters, we have filed this petition with the IURC.

Boonville Natural Gas Corporation understands our customers' concerns about increased rates. We continue to strive to keep our costs low while providing the most dependable and safe gas service possible. Unfortunately, our costs, just like yours, have risen enough over the past eight years to make a moderate rate increase necessary at this time. We will continue to be diligent in our efforts to keep costs low while providing dependable, quality service to you, our valued customer. If you have any questions about this rate proceeding, or any other questions about your gas service, please contact the gas company at the address and phone number above. Or you may get more information directly from the Indiana Utility Regulatory Commission in Indianapolis, Indiana at 317-232-2701.

Natural Gas has never been more abundant than it is right now. Natural Gas continues to compare favorably to other energy sources, and continues to be cheaper than electricity, fuel oil, or propane. We believe that these conclusions are supported by the fact that many companies use natural gas to generate electricity. Therefore, natural gas continues to be shown to be the best energy choice to heat your home, provide hot showers, dry your clothes, and quickly prepare meals.

Sincerely,

Boonville Natural Gas Corporation

MAR 5 - 2024

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	12/20 01/24	1072	1270	204	96.34
GS Actual Usage					198	
GC Res Heat Gas Cost						76.17
NT Normal Temp Adj						3.60
ST Indiana Sales Tax						12.33
RF Adjustment						-0.44

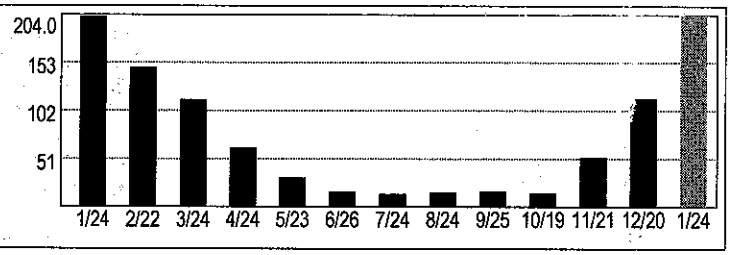
CK # 9085
Pd. 2-2-24

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	02/17/24	188.00
Late Penalty After 17th		5.49
Pay This Amt After	02/17/24	193.49

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	35	204	5.83
Previous Billing Period	29	115	3.97
Same Period Last Year	34	202	5.94



Carbon Monoxide (CO) poisoning is easily preventable. Simply having a CO detector outside each sleeping area and at least one on each level of your home can keep your family safe. Don't be a statistic!

Wilburn H. Brown
377 N. Stevenson Sta. Rd.
Chandler, In. 47610

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

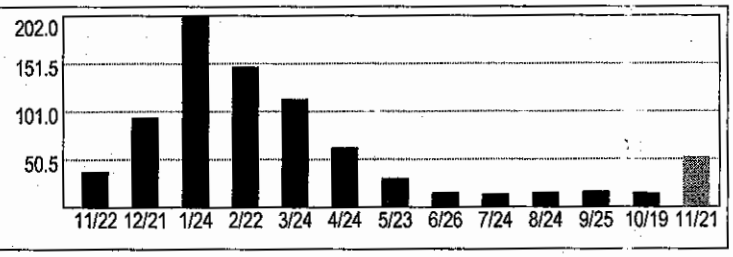
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	10/19 11/21	907	959	53	36.58
GS Actual Usage					52	
GC Res Heat Gas Cost						17.26
NT Normal Temp Adj						2.10
ST Indiana Sales Tax						3.92
RF Adjustment						-0.43

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	12/17/23	59.43
Late Penalty After 17th		1.89
Pay This Amt After	12/17/23	61.32

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	33	53	1.61
Previous Billing Period	24	15	0.62
Same Period Last Year	35	38	1.09



Carbon Monoxide (CO) poisoning is easily preventable. Simply having a CO detector outside each sleeping area and at least one on each level of your home can keep your family safe. Don't be a statistic!

ck. # 9043
Pd. 12-4-23

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RL RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	08/24 09/25	877	893	17	20.54
GS Actual Usage					16	
GC Res Heat Gas Cost						6.49
ST Indiana Sales Tax						1.89
RF Adjustment						-0.43

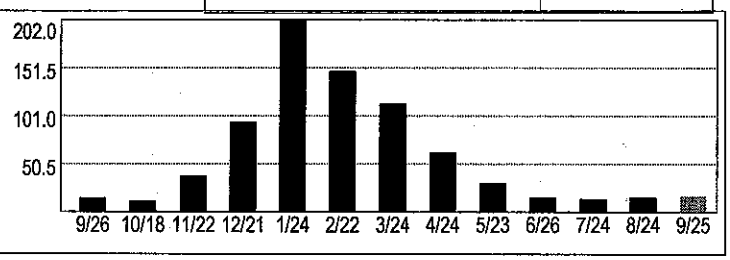
Ck# 9022
Pd. 10-2-23

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	10/17/23	28.49
Late Penalty After 17th		1.02
Pay This Amt After	10/17/23	29.51

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	32	17	0.53
Previous Billing Period	31	16	0.52
Same Period Last Year	32	15	0.47



Natural Gas and other pipelines have a long history of safety and very few incidents occur in the U.S. Boonville Natural Gas has never had a serious pipeline incident in all our history (since 1933). Materials carried in pipelines can be dangerous if people are careless or unaware, and can cause fire, explosions, and serious injuries or death if the pipeline is damaged. Your best protection is to be aware of how to spot a leak through Smell, Sight and Sound, and to ALWAYS CALL 811 BEFORE YOU DIG!

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	12/27 01/26	9613	9763	152	78.04
GS Actual Usage					150	
GC Res Heat Gas Cost						58.64
NT Normal Temp Adj						-0.30
ST Indiana Sales Tax						9.55

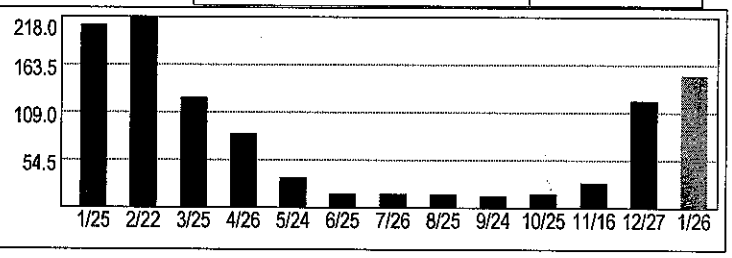
Ck# 8673
Pd. 2-3-22

If you smell gas-call our office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	02/17/22	145.93
Late Penalty After 17th		4.30
Pay This Amt After	02/17/22	150.23

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	30	152	5.07
Previous Billing Period	41	123	3.00
Same Period Last Year	33	209	6.33



Natural Gas pipelines (including those operated by Boonville Natural Gas) are located throughout our area, maybe even on or near your property. We want you to know that although serious pipeline incidents are rare, and we have never had a serious incident in our 83 year history, we have detailed emergency plans in place to coordinate our response with local emergency responders to keep you and your family and property safe.

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	09/26 10/18	138	150	12	18.59
GS Actual Usage					12	
GC Res Heat Gas Cost						4.30
NT Normal Temp Adj						-0.30
ST Indiana Sales Tax						1.58

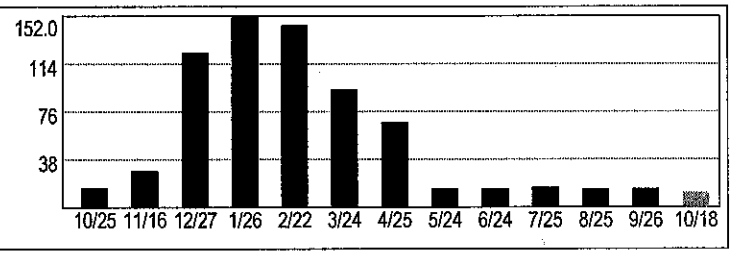
Ck.# 8836
Pd. 11-4-22

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	11/17/22	24.17
Late Penalty After 17th		0.89
Pay This Amt After	11/17/22	25.06

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	22	12	0.55
Previous Billing Period	32	15	0.47
Same Period Last Year	31	16	0.52



Natural Gas and other pipelines have a long history of safety & very few incidents occur in the U.S. Boonville Natural Gas has never had a serious pipeline incident in all our history (since 1933). Materials carried in pipelines can be dangerous if people are careless or unaware, and can cause fire, explosions, and serious injuries or death if the pipeline is damaged. Your best protection is to be aware of how to spot a leak through Smell, Sight, and Sound and to ALWAYS CALL 811 BEFORE YOU DIG!!

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	07/25 08/25	108	123	15	19.95
GS Actual Usage					15	
GC Res Heat Gas Cost						5.59
ST Indiana Sales Tax						1.79

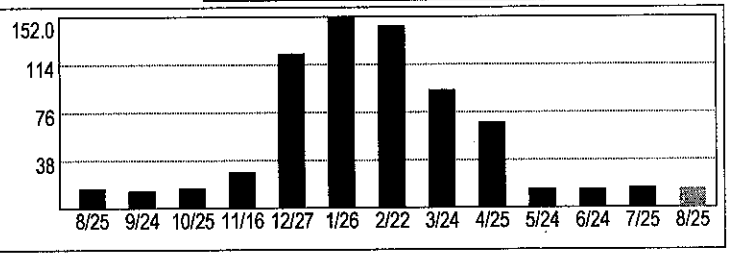
Ck. # 8797
Pd. 9-3-22

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	09/17/22	27.33
Late Penalty After 17th		0.98
Pay This Amt After	09/17/22	28.31

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	31	15	0.48
Previous Billing Period	31	16	0.52
Same Period Last Year	30	16	0.53



Natural gas pipelines, including many owned by Boonville Natural Gas, are located underground throughout our area. These pipelines deliver reliable natural gas to our homes and businesses every day, and we (and other pipeline operators) take great care to make sure there will be no safety problems with our pipelines. We have a lot of systems in place to ensure your safety. For more information, please call our office any time (812-897-2260) or visit our website bngas.com.

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	02/24 03/25	8271	8381	112	63.73
GS Actual Usage					110	
GC Res Heat Gas Cost						39.54
NT Normal Temp Adj						3.60
ST Indiana Sales Tax						7.48

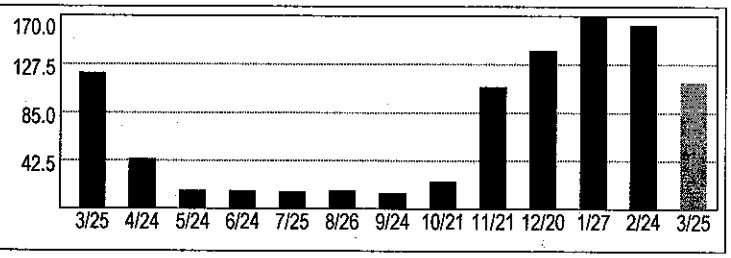
Ck# 8241
Pd. 4-3-20

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	04/17/20	114.35
Late Penalty After 17th		3.42
Pay This Amt After	04/17/20	117.77

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	30	112	3.73
Previous Billing Period	28	162	5.79
Same Period Last Year	31	120	3.87



Boonville Natural Gas, and other utilities, have mau underground lines in our area. Our pipelines deliver reliable gas service to our homes and businesses, and we have a number of systems in place to insure your safety. For more information, go to www.bngas.com or call us at 812-897-2260.

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	11/26 12/21	7060	7154	96	54.96
GS Actual Usage					94	
GC Res Heat Gas Cost						36.45
NT Normal Temp Adj						1.50
ST Indiana Sales Tax						6.50

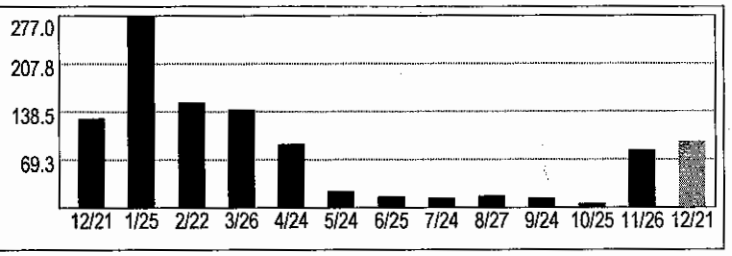
Ck # 7923
Pd. 1-3-19

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	01/17/19	99.41
Late Penalty After 17th		3.00
Pay This Amt After	01/17/19	102.41

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	25	96	3.84
Previous Billing Period	32	83	2.59
Same Period Last Year	29	129	4.45



Natural Gas pipelines, including those operated by Boonville Natural Gas, are located throughout our area--maybe even on or near your property. We want you to know, that although serious pipeline incidents are rare, and we have never had a serious incident in our 83 year history, we have detailed emergency plans in place to coordinate our response with local emergency responders to keep you, your family and your property safe.

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

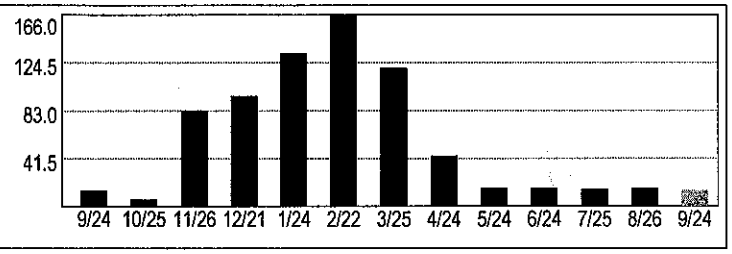
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	08/26 09/24	7668	7681	14	18.27
GS Actual Usage					13	
GC Res Heat Gas Cost						5.47
ST Indiana Sales Tax						1.66

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	10/17/19	25.40
Late Penalty After 17th		0.92
Pay This Amt After	10/17/19	26.32

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	29	14	0.48
Previous Billing Period	32	16	0.50
Same Period Last Year	28	14	0.50



Carbon Monoxide (CO) poisoning is easily preventable. Simply having a CO detector outside each sleeping area and at least one on each level of your home can keep your family safe. Don't be a statistic! Call us today for more information.

Ck # 8097
Pd. 10/3/19

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

RETAIN THIS SECTION FOR YOUR RECORDS

BOONVILLE NATURAL GAS
1425 ROCKPORT RD.
BOONVILLE, INDIANA 47601
(812) 897-2260

ACCOUNT #	ACCOUNT NAME	SERVICE ADDRESS
[redacted]	Wilburn Brown	377 N Stevenson Sta Rd

SERVICE DESCRIPTION	METER	READING DATES		PREVIOUS	PRESENT	USAGE	CHARGES
GS	[redacted]	05/24	06/24	7624	7639	16	19.16
GS Actual Usage						15	
GC Res Heat Gas Cost							6.19
ST Indiana Sales Tax							1.77

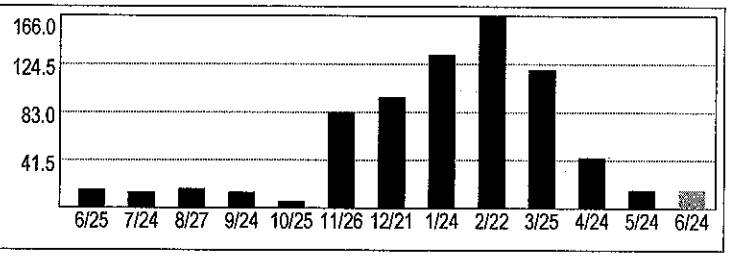
Ck# 8044
Pd. 7-3-19

If you smell gas-call our
office 24 hrs/day 7 days/week
812-897-2260

Net Due On Receipt	07/17/19	27.12
Late Penalty After 17th		0.97
Pay This Amt After	07/17/19	28.09

COMPARISONS

Period	Days	Total Usage	Daily Avg
Current Billing Period	31	16	0.52
Previous Billing Period	30	16	0.53
Same Period Last Year	32	16	0.50



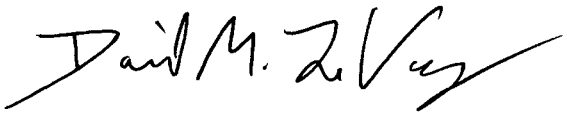
Know how to spot a gas leak--use your senses: SMELL (a rotten egg smell), SIGHT (bubbling in a wet spot, blowing dirt, patches of dry vegetation), and SOUND (a hissing or even a loud roaring). Call Boonville Natural Gas 24/7 at 812-897-2260 if you suspect a leak anywhere, or call us for more information.

FAILURE TO RECEIVE BILL DOES NOT RELEASE CUSTOMER FROM OBLIGATION

CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing has been served upon the following counsel of record in the captioned proceeding by electronic service on May 3, 2024.

Jeffrey M. Peabody
Lauren Aguilar
Barnes & Thornburg LLP
Peabody Email: Jeffrey.Peabody@btlaw.com
Aguilar Email: Lauren.Aguilar@btlaw.com



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