

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission, ) Application No. NG-0046/  
on its own motion, seeking to ) PI-128  
investigate certain customer )  
service issues and plans relating ) ORDER SETTING PLANNING  
to SourceGas Distribution LLC, ) CONFERENCE  
f/k/a Kinder Morgan, Inc., )  
Lakewood, Colorado. ) ENTERED: June 11, 2009

BY THE HEARING OFFICER:

O P I N I O N   A N D   F I N D I N G S

On April 17, 2007, the Nebraska Public Service Commission (Commission) opened the above-captioned docket to gather information concerning certain customer service issues and plans relating to SourceGas Distribution LLC, f/k/a Kinder Morgan, Inc. (SourceGas).

To further investigate the issues raised by the consumer complaints received by the Commission and to gather information about the proposed changes to customer service by SourceGas, an audit has been scheduled by the Commission. The Hearing Officer finds that a Planning Conference should be scheduled for **Thursday, June 18, 2009, at 10:00 a.m. CDT** in the Niobrara Conference Room, 300 The Atrium, 1200 N Street, Lincoln, Nebraska. Interested parties wishing to participate by telephone should dial (402)471-6000 for local calls or 888-866-4213 for long distance calls.

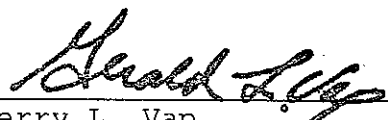
Parties will be discussing the scope of the review as outlined in Appendix A attached hereto and incorporated herein by this reference. Additionally, parties will be discussing possible dates for completion of the review.

O R D E R

IT IS THEREFORE ORDERED BY THE HEARING OFFICER that a Planning Conference in the above-captioned docket be, and it is hereby, scheduled for **June 18, 2009, at 10:00 a.m. CDT** in the Niobrara Conference Room, 300 The Atrium, 1200 N Street, Lincoln, Nebraska

MADE AND ENTERED at Lincoln, Nebraska, this 11th day of June, 2009.

By:

  
Jerry L. Vap  
Hearing Officer

## APPENDIX A

## SourceGas Audit Procedures

<b><i>Gas Cost Adjustment</i></b>	<b><i>Comments</i></b>	
1. Review all gas contracts including P0802		
2. Review all transportation contracts related to gas procured under P0802 contracts		
3. Obtain copy of gas cost adjustment tariff		
4. Review Company's gas cost adjustment calculations 1/1/2007 to present		
5. Determine how contract price and volumes are allocated among jurisdictions		
6. Trace gas costs to general ledger		
7. Trace revenues to general ledger		
8. Trace GCA to customers' bills (sample of bills)		

<b><i>Customer Billing</i></b>		
1. Identify new system		
2. Determine how new billing system was selected. Who was responsible for selection?		
3. Observe the new billing system from meter read input to customer bill output for residential, small commercial and agricultural ratepayers (to include samples of master and deduct meters)		
4. Determine number of billing cycles; Observe how meter reads are input into system		
5. How is it being implemented? Who is overseeing the implementation? How will it be tested before being put into service?		
6. How long has the new system been operating on its own?		
7. Observe how system handles levelized billing		