



July 16, 2021

**To: Kentucky Frontier Gas Customers in Hurricane Creek area**

Dear Customer,

As you are painfully aware, Kentucky Frontier Gas lost service Tuesday night to about 90 customers in the Hurricane Creek area near Pikeville.

Frontier has about 5500 gas customers in 13 counties in Eastern Kentucky. Most of these are on gas systems we control, but in Hurricane Creek we have “Farm Tap” customers with gas supply off gas gathering pipelines operated by Kinzer Drilling out of Allen.

Kinzer decided to abandon these lines and shut them down on Tuesday night, citing leakage and safety concerns. There was no discussion with or warning to Frontier or the affected customers. Frontier learned of the shutdown when you did, as outage calls started pouring into our office on Wednesday morning.

Farm tap customers are at the mercy of the gathering company. Frontier had no control over this pipeline. It would take us months to replace 5 miles of complicated mains and 90 services, and no gas customer could hold out that long.

We have reached out to Kinzer with a plan to test & repair their lines and restore service, but don't yet have a definitive agreement. We will post updates on our website as available:

*KyFrontierGas.com*

In 40 years of gas utility work, I've never seen anything like this before. We fully understand the impact this action had on your lives, and your neighbors, and are doing everything practical to restore service.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven Shute".

Steven Shute  
Managing Member,

Kentucky Frontier Gas LLC

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