

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE APPLICATION OF COLUMBIA GAS OF)
KENTUCKY, INC. FOR AN ORDER ISSUING A)
CERTIFICATE OF PUBLIC CONVENIENCE AND) CASE NO. 96-128
NECESSITY TO CONSTRUCT THE FRANKFORT)
SERVICE CENTER)

O R D E R

IT IS ORDERED that Columbia Gas of Kentucky, Inc. ("Columbia") shall file the original and 10 copies of the following information with the Commission with a copy to all parties of record no later than June 7, 1996. When a response requires multiple pages, each page should be indexed appropriately, for example, Item 1(a), Page 2 of 4. With each response, include the name of the witness who will be responsible for responding to questions related thereto, should a public hearing be scheduled. Careful attention should be given to copied material to ensure that it is legible.

1. Provide the work management forecasting model Columbia refers to on page 3 of its application. Include with this model all assumptions and explanations supporting the results of the modeling.

2. State the number of miles between the following:

- a. The proposed office in Frankfort to Main Street in downtown Midway.
- b. The new Lexington Headquarters building to Main Street in downtown Midway.

c. The proposed office in Frankfort to the courthouse in Versailles.

d. The new Lexington Headquarters building to the courthouse in Versailles.

3. Does Columbia have an internal policy regarding how close its facilities should be to its customers? If yes, provide a copy of this policy.

4. If the Midway and Versailles areas are reasonably close to both the Lexington Headquarters building and the proposed facilities in Frankfort, why shouldn't the Frankfort facility be used to serve only those customers in the Frankfort area with the Versailles and Midway customers served through the new Lexington Headquarters?

5. Since completion of the Lexington Headquarters building, provide information which indicates the number of customers (annually) from Versailles and Midway who have used:

a. The Lexington Headquarters to pay bills or receive other services.

b. The Frankfort offices for bill payment or other services.

6. Provide a cost/benefit analysis addressing Columbia's facility needs if the facility is used only to serve Frankfort area customers.

7. How much would it cost to upgrade the existing Frankfort facilities if the facilities were only required to serve the 11,150 customers in the Frankfort area? Provide all supporting documentation for this analysis.

8. How much time passed between the decision to build the Lexington Headquarters and preparation of the work management forecasting model that led to Columbia's decision to construct new facilities in Frankfort?

9. Explain any change in circumstances occurring between the forecasting model supporting the building of the Lexington Headquarters and the model supporting the proposed Frankfort facility.

10. Provide a detailed analysis which demonstrates that construction of the proposed facility to accommodate services to Versailles and Midway will not result in duplication of facilities.

11. Explain how the proposed service center will increase the efficiency in the response to emergency situations for customers in Versailles and Midway.

12. State the estimated cost to maintain local offices in Versailles and Midway for response to emergency situations in each city, and retain the area manager in the Lexington Headquarters Building.

13. What would be the estimated cost of the Frankfort office if its operation was limited to the Frankfort area?

14. Provide a copy of the signed contract with the construction contractor.


15. Will the proposed center be integrated with the Lexington Headquarters for any services? Explain.

16. Provide a detailed analysis reflecting Columbia's estimated cost of \$25,000 for phone, and \$25,000 for furniture.

Done at Frankfort, Kentucky, this 22nd day of May, 1996.

PUBLIC SERVICE COMMISSION

ATTEST:



Executive Director



For the Commission