

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|--------------------------------|---|------------|
| HEATHER RAE MCATEE |) | |
| |) | |
| COMPLAINANT |) | |
| |) | CASE NO. |
| V. |) | 2009-00173 |
| |) | |
| COLUMBIA GAS OF KENTUCKY, INC. |) | |
| |) | |
| DEFENDANT |) | |

ORDER TO SATISFY OR ANSWER

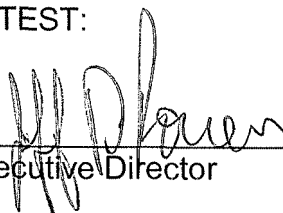
Columbia Gas of Kentucky ("Columbia") is hereby notified that it has been named as defendant in a formal complaint filed on April 24, 2009, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Columbia is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ATTEST:


Executive Director

ENTERED
MAY - 5 2009 *M*
KENTUCKY PUBLIC
SERVICE COMMISSION

2009 00173

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

| | |
|--------------------------|---|
| Heather Rae McAtee |) |
| _____ |) |
| (Your Full Name) |) |
| COMPLAINANT |) |
| VS. |) |
| Columbia Gas Of Kentucky |) |
| _____ |) |
| (Name of Utility) |) |
| DEFENDANT |) |

RECEIVED
APR 24 2009
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Heather Rae McAtee respectfully shows:
(Your Full Name)

(a) Heather Rae McAtee
(Your Full Name)
4229 Heathmoor Ct., Lexington, KY 40514
(Your Address)

(b) Columbia Gas of Kentucky
(Name of Utility)
PO Box 14241, Lexington, KY 45012-4241
(Address of Utility)

(c) That: See attached
(Describe here, attaching additional sheets if necessary,

_____ the specific act, fully and clearly, or facts that are the reason

_____ and basis for the complaint.)

I am filing a complaint as a result of receiving two supplemental gas bills dated 4/3/09 and 4/15/09 which claim that I owe an additional \$2,425.12 for the period from 11/07 to 4/09. Columbia Gas claims that they were unable to read my meter during this 16 month period and have guesstimated that I used this extremely high amount of gas.

From the time I moved into this residence on June 18, 2007 through August 2008, I paid my bills as the gas accrued. However, in August 2008, I began a budget billing at a monthly rate of \$142.00. Interestingly, three days earlier, the monthly rate had been quoted at \$102.00. I believed that the rate had been adjusted after an actual reading of my meter.

I am now advised that Columbia Gas has not been able to read my meter since November 2007 and have calculated my gas usage. I am confused as this new calculated rate claims my gas usage has tripled. I have asked Columbia Gas to justify this calculation and they have refused to do so. In that I am a single person with a 1561 square foot home that uses gas only for heat and water, I find a yearly gas usage rate of \$4,500.00 both outrageous and unreasonable. I have regularly paid my gas bills and am of the opinion that I have paid in full for the gas I have used.

I will now set forth the detailed facts that explain the situation above:

I was contacted by telephone during the week of March 30, 2009 by Columbia Gas. They stated that the meter reader was not able to read my meter due to the fact that there was a locked gate and dogs in the backyard. I explained to the woman from Columbia Gas that the gate was actually my neighbor's gate and the dogs were theirs as well. They are indoor dogs that are only let out in the fenced backyard when they need to go out. I told the woman that the neighbors were very nice and would let the meter reader in the gate.

I received another call on April 2, 2009 from Columbia Gas stating that my reading seemed extremely high and that the meter was going to be read again. They asked me to unlock my gate and make sure my dogs were inside. I once again explained that this was my neighbor's fence and the dogs were my neighbors. About 3 hours later, I received a call from Caroline Woodford at Columbia Gas explaining that the reading was still showing that it was extremely high, to the level that I might have a gas leak. She stated that she was going to initiate a "High Bill Inquiry". She would not tell me the amount that she thought I might owe, even though I asked several times. During this conversation, I learned that the last actual reading of my meter was Nov 2007. It has been 16 months since the meter was read. She stated that due to the fence and the dogs, the meter could not be read. I asked several times why I was not contacted about this issue. There was never a note left on my door or a phone call made to me to let me know that there was an issue with the meter and it wasn't being read. I had no idea until that point in time that there was an issue with my meter being read. There was never an explanation about why this was never done. I was just told to wait until the "High Bill Inquiry" was performed.

On Friday, April 3, Columbia Gas performed a "High Bill Inquiry" at my residence. The serviceman who performed the service was extremely nice. When he called me, he stated that he was investigating a \$2,400 gas bill. I told him that I wasn't aware of the amount of the bill and was shocked that the bill would be that high. Since August, I have been on a budget for my gas. I have paid \$142.00 a month since August 2008. Since last April 2008, I have paid almost \$1,600.00 to Columbia Gas. (Attachment #1) Now, I am being told that I have been undercharged by \$2,400.00. This would be me consuming \$4,000 a year in gas for a 1561 square foot house. Upon his inspection, my appliances were found to be functioning normally, there were no gas leaks, my gas logs were not ever used and my chimney flue was shut. I was told that the lines to the meter were operating correctly. The serviceman took the meter with him for an

inspection. He did also mention to me that this "High Bill Inquiry" was a bit different than normal since Columbia Gas had initiated it. Every "High Bill Inquiry" he had ever investigated was initiated by the customer. It is strange to me why Columbia Gas would treat me differently.

Caroline Woodford called me back around 2:30pm on April 3 to discuss with me the findings by the serviceman. She stated that everything appeared to be functioning normally. She stated that he also claimed my thermostat needed to be calibrated and appeared to be a few degrees off. The serviceman did show me that my thermostat didn't appear to be calibrated correctly. What wasn't taken into account was the fact that my heat had been turned off by the serviceman when he replaced the meter. It was turned off for over an hour. After replacing my old meter with the new meter, he talked to my next-door neighbor for over 40 minutes. Since the heat was off for a long period of time, it makes sense that the thermostat for the room was showing that it was cooler than what the pointer for the heat was set. I don't believe the serviceman's claim was valid in that Cecil's Heating and AC had performed a routine check on June 18, 2007 and concluded that the thermostat was working correctly. (Attachment #2)

Caroline explained that it was still an unusually high bill on my account. She said that they have been undercharging me for the last 16 months to the tune of \$2,400. Also, there is a \$170.00 balance left on my account from the budget. So, the grand total that I owe is over \$2,500.00.

I tried to explain that I feel that Columbia Gas is solely responsible with me having this bill. I had no idea that there was a problem with the meter reader getting to the meter. I assumed that the meter was being read on an occasional basis. Also, I enrolled in the budget plan which began in August 2008. I was originally quoted at \$102.00 a month but was called back a few days after enrollment to let me know that the monthly bill would be \$142.00. I moved into my current house in July 2007. The last meter reading was November 2007. Since they called back to adjust my budget, I assumed that they had gotten a reading in order to make that adjustment.

I asked Caroline how she knows that the November 2007 reading is correct and she said "it is correct." She agrees that the amount used is extremely large, especially for the size of my house (1,561 square feet). All she can tell me is that I used the gas, period. Columbia Gas states that everything they have done is within the law and I owe the money. If they haven't read the meter in 16 months (which I find to be unacceptable), how can I be sure that the meter reader read the meter correctly in November 2007? There is nothing to compare the current reading with except the one 16 months ago and since that date. If a number was transposed or inputted incorrectly, there was no check or balance system in place to make sure that this reading was correct.

On April 6, 2009, I spoke to Ms. Woodford once again. When I checked my gas bill on-line, there was a notice that an automatic bill payment of \$2,595.52 would be taken from my bank account on April 16, 2009. I was very alarmed because I was told by Ms. Woodford on April 3, 2009 that my account would be suspended and I would be removed from the automatic payments.

During that telephone call, I also asked Ms. Woodford about some information I gained from my neighbor. I was told by my neighbor that back in December 2008, they were out on their side porch, which is a few feet away from my gas meter. They smelled gas around my meter and called Columbia Gas to investigate. This was the first I had ever heard of a possible gas leak at my house. When I inquired with Ms. Woodford about this, she told me that there was a gas leak investigated at my neighbor's address. In the report, it was stated that "gas is smelled at neighbor's house (my house)." I asked if my meter was read during this outing. I was told that if anyone's meter would have been read, it would be my neighbor's since they were the ones who made the call. I would think that if Columbia Gas had access to a meter that hadn't been read in

12 calendar months, they would jump at the chance to get a reading. I would think that they would also want to get a reading in case there was a leak. I am also very surprised that Columbia Gas felt no need to notify me that there was a possible gas leak at my residence. It could have been as simple as a note on my door. Finding out from my neighbor 4 months later is not really an acceptable act of customer service.

On April 6, 2009, I contacted the Kentucky Public Service Commission to see if a solution could be mediated. I spoke to Susan Dunn and explained my situation. She said that she would contact Columbia Gas and see if a solution could be reached.

Ms. Dunn called me back on April 7, 2009. She stated that she spoke to Ms. Woodford twice about my situation. She stated that under state law, I am required to pay for any gas that goes through my meter and can be billed for up to two years back. She said that the Commission was able to get the payments stretched out over 24 months. She also stated that the computer glitch had been fixed by Columbia Gas. This was the first that I had heard of a computer glitch.

I agreed that I wanted to follow the law, but I feel that my case had extenuating circumstances, created by Columbia Gas. Ms. Dunn said that she would have Jenny Smith, her supervisor, give me a call back. Jenny called me back later that day and stated there was nothing more that could be done.

On April 8, 2009, I called Ms. Woodford once again. After looking at the gas bill dated April 3, 2009 (Attachment #3), I was very confused about the charges listed. In the past few phone calls, Ms. Woodford kept telling me that I had \$170.40 on my account and that the 16-months worth of unbilled gas was \$2425.12. The April 3 bill did not have either of those figures, nor did it have figures that could be added, subtracted, divided, etc., to reach those two figures. I asked Caroline if she could walk me through the bill line by line because it wasn't making any sense. She had a conference call she had to get to so needed to call me back.

When she called me back, I included two of my co-workers on the phone call. Caroline faxed me a copy of my most recent gas bill dated March 19, 2009. She stated that she needed this to explain the other bill. She talked us through the March 19, 2009 bill and we were able to get to the \$170.40. This is the balance that my \$142.00 monthly budget has not yet covered for the year. When asked about the \$2425.12, Caroline stated that there was not actually a bill with that figure on it but rather the 16-months worth of gas has already been distributed retroactively over my account for the last 16 months. (Attachment #4) She said it would look strange if it was billed all in one month. I have yet to receive any kind of statement or retroactive bills showing me the \$2425.12. I have yet to receive a statement from Columbia Gas regarding the amount of gas that was found to have been used over the 16-month period and the rates that I am being charged. Most of the information I have been given has been verbally over the phone. It has been very vague and general in nature.

The only thing that I have obtained that even starts to explain how much gas I am being billed for from the actual reading in April 2009 is printed off from my account at Columbia Gas's website. It is the adjusted readings lumped in with the estimated budget readings. I have not received a bill for the entire amount that shows the price I am being billed retroactively each month. From what I understand, gas was 6 different prices over the last 16 months. I am confused about how Columbia Gas can accurately bill me for this usage. I know that there is a formula that takes into account the base load and the heat load to create the total amount due. My problem is that Columbia Gas has no idea when the alleged consumption of the gas occurred and this issue was created because of their own negligence. I should not be asked to have to pay because they failed

to notify me that my meter that could be read for five months in a row was now not able to be read.

I asked Ms. Woodford for a list of my actual readings since the purchase of my home on June 15, 2007. Ms. Woodford informed me that my meter had actual readings in July 2007, August 2007, September 2007, October 2007 and November 2007. The November 2007 was the last actual reading until the April 2009 reading. When asked why the readings stopped after November 2007, I was reminded about the fence and the dogs. The fence and dogs were at my neighbors before I purchased my house in June 2007. In addition, they were present at my neighbors for the five months that actual gas meter readings were recorded. I don't know how I was supposed to be aware that the fence and dogs were preventing my gas meter from being read if it wasn't a problem for the first five months I lived at my address and I was never notified that it became a problem. I would think that it is the duty of Columbia Gas to notify the customer if there is an issue reading the meter, especially after a few months. By not notifying me, I was never able to make any arrangements to rectify the situation and provide access to the meter. To this day, I don't know what has prevented the meter reader from reading my gas meter if it was able to be read for five months straight. I don't know if there is a new meter reader or if the meter reader even knows where my meter is located.

During this conversation, I asked Ms. Woodford about the computer glitch that Ms. Dunn mentioned. Ms. Woodford stated that it wasn't actually a computer glitch but rather Columbia Gas's IT department failed to run a report that would identify delinquent meters for several months. She stated that this had been corrected. In my opinion, this is worse than a computer glitch. The running of this report was within the control of Columbia Gas. Had they run the report in December 2008, January 2009 or February 2009, it would have been discovered that my meter needed to be read.

I noticed on Columbia Gas's website that there was a statement about getting actual readings to the effect that if a reading was not able to be obtained after a year, service to the residence would be discontinued. Ms. Dunn from the Public Service Commission also told me that the gas company would sometimes shut off gas to a residence that had an indoor gas meter that could not be read for a few months. I asked Ms. Woodford about that and she said that they usually would shut off the gas but didn't in my case.

In addition, Columbia Gas was negligent in contacting me about the fact that the meter reader was not able to read my meter. The company is not able to provide one time since November 2007 that I was contacted about my neighbor's fence or my neighbor's dogs prohibiting my gas meter from being read. I don't know how I can be held accountable for my neighbor's fence and dogs when Columbia Gas failed to ever notify me of this issue.

Columbia Gas removed the meter and are now testing the meter to see if there is any problem with it. To me this is a bit strange. The way they came and did the "High Bill Inquiry" without any prompting by me is not their normal procedure. How can I be sure that the results of this meter are actually the meter that was removed from my property? I was also never shown what the meter was reading when it was removed.

When I asked Ms. Woodford about rectifying this situation in future, all the solutions fall squarely in my lap. Her suggestion to me is that I need to read my own meter every month and submit that reading. I have no problem doing this because I find Columbia Gas completely incompetent in the ability to read my meter or notify me when it was not able to be read. The company offered no other solutions. (Attachment #5)

As instructed, I read my gas meter on the evening of April 14, 2009. The reading was "0057." On the morning of April 15, I followed the instructions sent to me by Columbia Gas and submitted my reading on-line through www.columbiagas.com. (Attachment #) Upon submission, I received an automatic email from Columbia Gas stating the following: "By law, we are required to obtain an actual reading at least once a year. Customer-provided reads are not considered to be actual reads." (Attachment # 6)

I called Ms. Woodford on April 16. I asked her if she could tell me what the meter reader got on my meter. Since it was my first time, I wanted to compare the two numbers to make sure I was reading the meter correctly. I was told by Ms. Woodford that my meter was not read by the meter reader. I felt that Columbia Gas must have been content with me shouldering the entire responsibility of making sure that my meter is read each month. As a consumer who is paying a company to provide me with a service, I feel that this is entirely unacceptable.

I then asked her about this automatic email I received directly from her company and the fact that a customer-read is not an actual read. She explained to me that it would be labeled a "customer-read" on my bill. I then asked her about the sentence before that one. I asked her that if a customer-read was not considered an actual read and her company is required, by law, to have an actual read each year, how was this going to happen. She suddenly told me that I could schedule an appointment to have my meter read. This was the first time anything of the sort was ever offered.

I then went back to that first sentence and read it to her again: "By law, we are required to obtain an actual reading at least once a year." I asked her if that was in fact a law. She stated that it was a regulation of the state of Kentucky. I have very limited legal knowledge, but I believe state regulations and state laws are very similar. She said she would read me the regulation and put me on hold for a bit. After she came back on, she read me the regulation stating that the gas company needed to try to get a quarterly or annual meter reading. I told her that the sentence didn't say "By law, we are required 'to try' to obtain an actual reading at least once a year." I asked if the email was misleading or if the company was in violation of state law. She stated that she was not aware of that email and asked me to forward it to her. I forwarded it to her. I have not heard any response about it.

I checked my on-line account on April 17, 2009 to view my gas bill. Ms. Woodford had taken me off the budget and I was going to be billed for actual reads. Since the budget I was on was created without any knowledge of my usage, I thought this would be a good idea. The bill I saw was for \$2,678.17 and the entire amount was due on April 29, 2009. I immediately called Ms. Woodford because I was under the impression that the large portion of the bill was being distributed over 24 months. Ms. Woodford told me that the bill had to be issued before they could put me on the payment plan. She then discussed the option of getting me back on the budget. I asked why I would do that since the company still was not aware of my actual gas consumption and the previous budget was so far off. I stated that I wanted to pay for the actual usage and the \$101.04 (the \$2425.12 divided over 24 months). The cost for my actual gas used from April 3 to April 15 was \$82.65. This means that my gas bill that is due on April 29, 2009 is \$183.70. I asked if a new bill could be issued so I can have a record. Ms. Woodford told me that no new bill would be issued. I should just cross out the figure of \$2,678.17 and send a check for \$183.70. (Attachment #7)

There is no reason why Columbia Gas cannot read my gas meter. The meter was read regularly and arbitrarily stopped for unknown reasons. If permission is needed to gain access, this can be accomplished.

For these reasons, I respectfully request that you assist me in having this bill rescinded.

Formal Complaint

Heather Rae McAtee vs. Columbia Gas of Kentucky

Page 2 of 2

Wherefore, complainant asks for Columbia Gas to rescind the bill
(Specifically state the relief desired.)

for \$2,425.12.

Dated at Lexington, Kentucky, this 22 day
(Your City)

of April, 192009
(Month)

Heather R. McAtee
(Your Signature)

(Name and address of attorney, if any)

Attachment #1
Payments made to Columbia Gas
from April 08 to April 09



e-Bills for Heather McAtee

[Help me with this page...](#)

- e-Bills (13 to pay)**
- Payment Activity**
- Add e-Bills**
- MyCheckFree Profile**
- About MyCheckFree**
- Messages**
- Emergency Payments**
Over 100 eligible billers!

[Help](#)

[Sign Out](#)

Select the checkbox next to the bills you want to pay, then click **Pay All Selected**. You can change the payment amount, date, and account on the next page.



Columbia Gas of Kentucky - ***0006**

Billers Account Info: [Payments](#) | [View/Change](#) | [Delete](#)

| Select to Pay | Due Date | Amount Due | Account Balance |
|--------------------------|------------|------------|--|
| <input type="checkbox"/> | 4/1/2009 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 3/3/2009 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 2/2/2009 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 1/2/2009 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 12/1/2008 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 10/29/2008 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 9/30/2008 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 8/29/2008 | \$142.00 | \$0.00 View File Pay |
| <input type="checkbox"/> | 7/31/2008 | \$14.83 | \$0.00 View File Pay |
| <input type="checkbox"/> | 7/1/2008 | \$36.35 | \$0.00 View File Pay |
| <input type="checkbox"/> | 6/2/2008 | \$62.08 | \$0.00 View File Pay |
| <input type="checkbox"/> | 5/1/2008 | \$128.74 | \$0.00 View File Pay |
| <input type="checkbox"/> | 4/2/2008 | \$226.20 | \$0.00 View File Pay |

What's Your Credit Score?

820 ?

740 ?

650

Know Yours Instantly!

Pay All Selected

Go Score!
Find more bills >>

[Click here to bookmark MyCheckFree.com](#)

Pending Identity verification.

Attachment #2

Bill from Cecil's Heating and A/C
showing calibration of thermostat on
June 18, 2007

CECIL'S HEATING & A/C INC.
 2225 Broadhead Place
 LEXINGTON, KENTUCKY 40515

HVAC SERVICE ORDER INVOICE

Phone (859) 887-5522

David Prater 17734

Tim

John Butler

BILL TO

| UNIT | UNIT |
|---------------|---------------|
| MAKE | MAKE |
| MODEL | MODEL |
| SERIAL NUMBER | SERIAL NUMBER |

| | | | | | |
|---------------------------------------|--------------------------|---|------|------------------|--------------------|
| NAME <i>Heather Moore</i> | ENVIRONMENTAL CHECK LIST | | | WORK PERFORMED | |
| STREET <i>4228 Heathman Ct</i> | DATE <i>6/18/07</i> | CONDENSING UNIT | QTY. | TYPE/DISPOSITION | CONDENSING UNIT |
| CITY <i>Lex, Ky</i> | PROMISED | <input type="checkbox"/> RECOVERED | | | FURNACE/ELEC.HTR |
| PHONE (HOME) | PHONE (WORK) | <input type="checkbox"/> RECYCLED | | | RPLCD UNIT |
| TECHNICIAN <i>T.S.</i> | SCHED TIME | <input type="checkbox"/> RECLAIMED | | | CHNGD COMPRESSOR |
| WORK TO BE PERFORMED <i>no A/c</i> | | <input type="checkbox"/> RETURNED | | | CHNGD MOTOR |
| | | <input type="checkbox"/> DISPOSAL | | | CHKD CHARGE |
| | | <input type="checkbox"/> DISMANTLED | | | ADD FREON |
| | | <input type="checkbox"/> CHANGED OUT/REPLACED | | TOTAL \$ | CLND COILS |
| | | | | | REPAIRED LEAK |
| | | | | | OILED MOTOR |
| | | | | | RPLCD FUSE |
| | | | | | INSTALL DISCONNECT |
| | | | | | RPRD WIHING |
| | | | | | RPLCD CONTACTOR |
| | | | | | RPLCD CAPACITOR |
| | | | | | RPLCD RELAY |
| | | | | | ADJUSTMENT |
| | | | | | NEW FILTER /DRIER |
| | | | | | EVAPORATOR COIL |
| | | | | | RPLCD UNIT |
| | | | | | RPRD LEAK |
| | | | | | SEAL |
| | | | | | RPLCD EXP DEVICE |
| | | | | | CLND COIL |
| | | | | | CLND DRAIN |
| | | | | | RPLCD PAN |
| | | | | | RPLCD PVC |
| | | | | | DUCT |
| | | | | | ADJUSTED |
| | | | | | INSTALLED |
| | | | | | THERMOSTAT |
| | | | | | ADJUSTED |
| | | | | | REPLACED |
| | | | | | FILTERS |
| | | | | | |

DESCRIPTION OF WORK PERFORMED

*- Test & fix of wall causing system to run continuously.
 re-mounted the Thermostat, cycled system to monitor operations.
 System is working properly at this time.*

| QTY | MATERIALS & SERVICES | UNIT PRICE | AMOUNT | HRS | LABOR | RATE | AMOUNT |
|--|----------------------|------------|--------|-------------|--------------|-----------|-----------|
| | REFRIGERANT R- LBS. | | | <i>1 hr</i> | <i>labor</i> | <i>70</i> | <i>70</i> |
| | FILTERS X X | | | | | | |
| TOTAL MATERIALS | | | | | | | |
| TERMS | | | | | | | |
| <small>I have authority to order the work outlined above which has been satisfactorily completed. I agree that Seller retains title to equipment/materials furnished until final payment is made. If payment is not made as agreed Seller can remove said equipment/materials at Seller's expense and/or impose a 2% liquidation fee on the entire amount contained in the Seller/Buyer transaction. Any damage resulting from said removal shall not be the responsibility of Seller.</small> | | | | | | | |
| CUSTOMER SIGNATURE <i>Heather C. Moore</i> | | | | | | | |
| METHOD OF PAYMENT | | | | | | | |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVERS LIC NO. _____ | | | | | | | |
| <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX EXP. DATE _____ | | | | | | | |
| CC NO _____ | | | | | | | |

TOTAL LABOR *70*

RECOMMENDATIONS

1808

LIMITED WARRANTY: All materials, parts and equipment are warranted by the manufacturers' or suppliers' written warranty only. All labor performed by the above named company is warranted for 30 days or as otherwise indicated in writing. The above named company makes no other warranties, express or implied, and its agents or technicians are not authorized to make any such warranties on behalf of above named company.

REGULAR WARRANTY
 SERVICE CONTRACT

Thank You

| | |
|--------------------|--|
| RPLCD UNIT | RPLCD UNIT |
| CHNGD COMPRESSOR | RPLCD GAS VALVE |
| CHNGD MOTOR | RPLCD THERMOCOUPLE |
| CHKD CHARGE | CLND BURNERS |
| ADD FREON | CHNGD MOTOR |
| CLND COILS | CLND BLOWER |
| REPAIRED LEAK | RPLCD LIMIT |
| OILED MOTOR | RPRD WIRING |
| RPLCD FUSE | LIT PILOT |
| INSTALL DISCONNECT | RPLCD TRANSFORMER |
| RPRD WIHING | NEW HEAT KIT |
| RPLCD CONTACTOR | ADJUSTMENT |
| RPLCD CAPACITOR | CO TEST |
| RPLCD RELAY | OILED MOTOR |
| ADJUSTMENT | REFRIGERATION |
| NEW FILTER /DRIER | RPLCD LIMIT DISK |
| | RPRD WIRING |
| | HARD-START KIT |
| EVAPORATOR COIL | CHNGD COMPRESSOR |
| RPLCD UNIT | RPLCD THERMOSTAT |
| RPRD LEAK | RPLCD DEFOST TIMER |
| SEAL | RPRD LEAK |
| RPLCD EXP DEVICE | ADD FREON |
| CLND COIL | CLND/DEFR COIL |
| CLND DRAIN | ADJUSTMENT |
| RPLCD PAN | RPLCD HTRS |
| RPLCD PVC | WINDOW UNIT |
| DUCT | RPLCD UNIT |
| ADJUSTED | CLEANED |
| INSTALLED | ADD FREON |
| THERMOSTAT | RPLCD STAT/SWITCH |
| ADJUSTED | CHNGD COMPRESSOR |
| REPLACED | CHNGD FAN MOTOR |
| FILTERS | <input type="checkbox"/> CLEANED <input type="checkbox"/> REPLACED |
| TOTAL SUMMARY | |
| TOTAL MATERIALS | |
| TOTAL LABOR | <i>70</i> |
| TRAVEL CHARGE | |
| TAX | <i>✓</i> |
| TOTAL | <i>70</i> |

Attachment #3

Gas Bills Dated April 3, 2009 and
March 18, 2009

How to Contact Us

1-800-432-9345
For DirectLink self-service 24 hours/day
For billing questions,
call 8 a.m. - 5 p.m., Mon. - Fri. before due date
For quickest response,
call 11 a.m. - 3 p.m., Tues. - Fri.

1-800-432-9515
For gas leaks or odor of gas 24 hours/day
Press option 2 after the greeting

711
For hearing-impaired relay

www.columbiagasky.com
Click on DirectLink e-Services for account information,
online billing and payment services, financial assistance,
and other useful tools.

Billing Options

Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Gas Meter Information

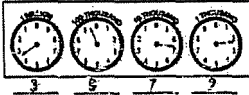
Actual Reading A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of use at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Mcf equal to 1,000 cubic feet.

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



Legal Notices

Rate Schedule Information about rate schedules is available upon request.

Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

Billing & Payment Summary

| | |
|-------------------------------------|--------------|
| Customer Name | |
| Heather R McAtee | |
| Adjusted Bill | |
| Previous Amount Due on 03/03/2009 | \$269.03 |
| Payments Received by 04/01/2009 | - \$284.00 |
| Billing Adjustment 04/03/2009 | + \$2,231.89 |
| Balance on 03/17/2009 | = \$2,216.92 |
| Charges for Gas Service This Period | + \$378.60 |

Amount Due = \$2,595.52
An Automatic Bill Payment of \$2,595.52 will be made on 04/16/2009 by your Financial Institution.

Billing & Payment Notes

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

See back of bill for Detail of Charges for Gas Service.

Service Summary

| | |
|--|---------|
| Service Location | |
| 4229 Heathmoor Ct Lexington KY 40514-1848 | |
| Meter Number | 9960214 |
| Meter Readings (29 Billing Days) | |
| Adjusted Reading on 3/17 | 8561 |
| Adjusted Reading on 2/16 | - 8271 |
| Gas Used (Mcf) | = 29.0 |

Service Summary Notes

Your next actual meter reading date is between 04/13/2009 - 04/17/2009

Actual usage { 185.37 Feb 16, 193.23 Mar 17 }
\$170.40
Nov 13, 07
March 25

Payment Coupon

Turn Me Over ▶▶ for more details about your account

Automatic Bill Payment
on 4/16/2009 **\$2,595.52**

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

Columbia Gas of Kentucky
A NiSource Company
P O Box 14241
Lexington, KY 40512-4241

004/52 E

HEATHER R MCATEE
4229 HEATHMOOR CT
LEXINGTON KY 40514-1848

COLUMBIA GAS
P O BOX 2200
LEXINGTON KY 40568-2200



Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

| | |
|--|-----------------|
| Customer Charge | \$9.30 |
| Gas Delivery Charge | \$51.84 |
| Gas Supply Cost 29.0 Mcf at \$10.12240 per Mcf | \$293.55 |
| Research & Development Factor | \$0.38 |
| Lex-Fay, Urban Govt. Franchise Fee | \$11.27 |
| School Tax | \$10.70 |
| Energy Assistance Program Surcharge | \$1.56 |
| Total Charges for Service This Period | \$378.60 |

Service Charges Notes

The Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and must be purchased from the local distribution company.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, and storage costs, and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

4229 Heathmoor Ct
Lexington KY 40514-1848

City _____

State _____ Zip code _____

Home Phone (_____) _____

WinterCare Contribution

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution

\$10

\$5

\$1

\$ _____

One-Time Contribution

\$ _____



A NISource Company

Gas Bill

Residential Service

Page 1 of 2

Statement Date
03/19/2009
0292

How to Contact Us

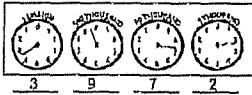
1-800-432-9349
 For DirectLink self-service 24 hours/day
 For billing questions, call 9 a.m. - 6 p.m., Mon. - Fri. before due date
 For quickest response, call 11 a.m. - 3 p.m., Tues. - Fri.
 1-800-432-9515
 For gas leaks or adv. of gas 24 hours/day
 Press option 2 after the greeting
 711
 For hearing-impaired relay
 www.columbiagas.com
 Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Gas Meter Information

Actual Reading A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.
Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.
Gas Usage We measure your gas usage in Mcf equal to 1,000 cubic feet.
How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.
 Example:



Legal Notices

Rate Schedule Information about rate schedules is available upon request.
Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.
Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

Billing & Payment Summary

| | |
|-----------------------------------|-------------------|
| Customer Name | |
| Heather R McAtee | |
| Budget Payment Plan | |
| Previous Amount Due on 03/03/2009 | \$142.00 |
| Payments Received by 03/03/2009 | - \$142.00 |
| Budget Balance on 03/17/2009 | = \$0.00 |
| Budget Amount This Period | + \$142.00 |
| Amount Due | = \$142.00 |

An Automatic Bill Payment of \$142.00 will be made on 04/01/2009 by your Financial Institution.

Billing & Payment Notes

| | |
|------------------------------|------------|
| Actual Account Status | |
| Begin Balance | \$279.03 |
| Payments Recd | - \$142.00 |
| Cur Utility Chg | + \$165.97 |
| Ending Balance | = \$302.40 |

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.
 See back of bill for Detail of Charges for Gas Service.

269.02
 - 142.00
 \$ 312.40
 \$ 170.40

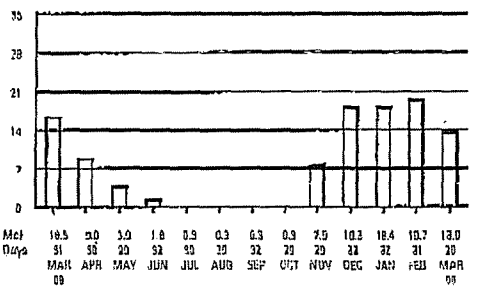
Service Summary

| | |
|--|---------|
| Service Location | |
| 4229 Heathmoor Ct Lexington KY 40514-1848 | |
| Meter Number | 8960214 |
| Meter Readings (29 Billing Days) | |
| Estimated Reading on 3/17 | 6876 |
| Estimated Reading on 2/16 | 6738 |
| Gas Used (Mcf) | = 13.8 |

Service Summary Notes

Your next actual meter reading date is between 04/13/2009 - 04/17/2009

Gas Use History



Daily Comparisons

| Month | Temp | Avg Daily Usage |
|---------|-------|-----------------|
| Mar '09 | 40.4° | 0.5 |
| Feb '09 | 32.0° | 0.8 |
| Mar '08 | 37.5° | 0.5 |

Your Average Monthly Usage is 7.8 Mcf
 Your Total Annual Usage is 33.8 Mcf

Payment Coupon

Turn Me Over ▶
 for more details about
 your account

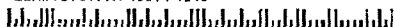
Automatic Bill Payment
 on 4/01/2009 **\$142.00**

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

Columbia Gas of Kentucky
 A NISource Company
 P.O. Box 14241
 Lexington, KY 40512-4241

006292 E
 HEATHER R MCATEE
 4229 HEATHMOOR CT
 LEXINGTON KY 40514-1848

COLUMBIA GAS
 P O BOX 2200
 LEXINGTON KY 40588-2200





Gas Bill

Residential Service

Account Number

Statement Date

Page 2 of 2

03/19/2009
6292

Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

| | |
|--|-----------------|
| Customer Charge | \$8.30 |
| Gas Delivery Charge | \$24.70 |
| Gas Supply Cost 13.8 Mcf at \$10.12240 per Mcf | \$139.69 |
| Research & Development Factor | \$0.18 |
| Lex-Fay, Urban Govt. Franchise Fee | \$5.52 |
| School Tax | \$5.24 |
| Energy Assistance Program Surcharge | \$0.74 |
| Total Charges for Service This Period | \$185.37 |

Service Charges Notes

The Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and must be purchased from the local distribution company.

Gas Supply Cost is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

4223 Heathmoor Ct
Lexington KY 40514-1846

City _____

State _____ Zip code _____

Home Phone (_____) _____

WinterCare Contribution

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and retailing company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution

\$10

\$5

\$1

\$ _____

One-Time Contribution

\$ _____

Attachment #4

Retroactive Gas Usage

Welcome, mcateeheather@hotmail.com !

[Click above link to edit your profile](#)

Search

[My Profile](#) [Customer_Survey](#) [Products & Services](#) [Contact Us](#) [Log Out](#)

[My Accounts](#) | [Home](#) | [Payment Methods](#) | [Billing Plans](#) | [Financial Assistance](#) | [Billing & Rates](#) | [Service Requests](#) | [Safety](#) | [Energy Tips](#) | [Landlord Services](#)

Manage My Account

Account Summary

- [» View my bill](#)
- [» Pay by electronic check](#)
- [» Pay by debit/credit card](#)
- [» Compare payment options](#)
- [» Report a payment](#)
- [» Manage paperless billing](#)
- [» Enroll in automatic payment](#)
- [» Cancel automatic payment](#)
- [» Manage Budget](#)
- [» Manage my profile](#)
- [» Manage my service requests](#)

Select the account you want to manage from the drop down list, and click the GO button

Select Account :

[Pay My Bill](#) [Report a payment](#)

Account Number:
Account Holder Name: HEATHER R MCATEE **Past Due Balance:** 2216.92
Current Balance: 2595.52 **Last Payment Received:** 142.00
Due Date: 04/16/2009 **Last Payment Date:** 04/01/2009

| Account Details | Contact Information | Payment & Receipt History | Meter Reading & Usage | Address |
|---------------------------------|-------------------------------------|---|---|-------------------------|
|---------------------------------|-------------------------------------|---|---|-------------------------|

Installed meter and service account history information:

[View Your Meter Information:](#)

Select Service Address: 4229 HEATHMOOR CT LEXINGTON KY 40514 1848

| Select Meter ID | Meter Type | Date Srv On | Status | Next Scheduled Read | Action |
|-----------------|------------|-------------|--------|---------------------|-------------------------------------|
| | | 06/18/07 | ACTIVE | 04/15/09 | Enter Meter Reading |

Billed Usage History - Meter ID: M9203030

| Read Date | Reading | Method | Avg. Temp. | Number of Days | Units Used |
|-----------|---------|-----------------------|------------|----------------|------------|
| 03/17/09 | 8561 | ADJUSTED READING | 40.4 | 29 | 290.0 |
| 02/16/09 | 8271 | ADJ RDNG FRM EDP CALC | 32.0 | 31 | 414.0 |
| 01/16/09 | 7857 | ADJ RDNG FRM EDP CALC | 35.3 | 32 | 384.0 |
| 12/15/08 | 7473 | ADJ RDNG FRM EDP CALC | 36.3 | 33 | 383.0 |
| 11/12/08 | 7090 | ADJ RDNG FRM EDP CALC | 51.5 | 29 | 162.0 |
| 10/14/08 | 6928 | ADJ RDNG FRM EDP CALC | 66.1 | 29 | 3.0 |
| 09/15/08 | 6925 | ADJ RDNG FRM EDP CALC | 74.9 | 32 | 3.0 |
| 08/14/08 | 6922 | ADJ RDNG FRM EDP CALC | 75.4 | 29 | 3.0 |
| 07/16/08 | 6919 | ADJ RDNG FRM EDP CALC | 72.6 | 30 | 3.0 |
| 06/16/08 | 6916 | ADJ RDNG FRM EDP CALC | 69.1 | 32 | 3.0 |
| 05/15/08 | 6913 | ADJ RDNG FRM EDP CALC | 59.0 | 29 | 76.0 |
| 04/16/08 | 6837 | ADJ RDNG FRM EDP CALC | 49.8 | 30 | 184.0 |
| 03/17/08 | 6653 | ADJ RDNG FRM EDP CALC | 37.5 | 31 | 346.0 |
| 02/15/08 | 6307 | ADJ RDNG FRM EDP CALC | 32.4 | 29 | 382.0 |
| 01/17/08 | 5925 | ADJ RDNG FRM EDP CALC | 37.7 | 34 | 375.0 |
| 12/14/07 | 5550 | ADJ RDNG FRM EDP CALC | 43.8 | 31 | 266.0 |
| 11/13/07 | 5284 | ACTUAL READING | 53.6 | 29 | 13.0 |
| 10/15/07 | 5271 | ACTUAL READING | 68.9 | 31 | 10.0 |
| 09/14/07 | 5261 | ACTUAL READING | 77.4 | 30 | 5.0 |
| 08/15/07 | 5256 | ACTUAL READING | 77.4 | 29 | 4.0 |
| 07/17/07 | 5252 | ACTUAL READING | 75.0 | 29 | 2.0 |
| 06/18/07 | 5250 | ADJ RDNG FRM EDP CALC | 73.9 | 0 | 0.0 |
| 06/18/07 | 5250 | ADJ RDNG FRM EDP CALC | 71.9 | 33 | 3.0 |
| 05/16/07 | 5247 | ACTUAL READING | 64.3 | 29 | 16.0 |

Attachment #5

Letter from Columbia Gas regarding
Customer Reading Dates

April 3, 2009

RE: Meter Reading Schedule

ACCOUNT NUMBER:

PSID NUMBER:

Dear Ms McAtee:

Per your request, enclosed is information pertaining to future meter reading dates for your current account. Please refer to Unit 12 for the dates that your account will be billed. We will attempt to read your meter on the dates listed for Unit 12 in the enclosed Meter Reading Schedule for 2009. If your meter is inside and you will not be available to provide access for us to read your meter on a date that is listed, you may call your meter reading into our automated phone system up to two days before and prior to 2:00 PM on the date listed in the enclosed Meter Reading schedule. The phone number to use is, 1-800-837-3721. For your convenience meter readings can also be entered via DirectLink on our website at www.columbiagasky.com.

If we can be of any further assistance, please feel free to call our office at 1-800-432-9345.

Sincerely,
Columbia Gas of KY, Inc.

Enclosure

Meter Reading Schedule for 2009

| Unit 1 | Unit 2 | Unit 3 | Unit 4 | Unit 5 | Unit 6 | Unit 7 |
|--------|--------|--------|--------|--------|--------|--------|
| Dec 31 | Jan 02 | Jan 05 | Jan 06 | Jan 07 | Jan 08 | Jan 09 |
| Jan 30 | Feb 02 | Feb 03 | Feb 04 | Feb 05 | Feb 06 | Feb 09 |
| Mar 02 | Mar 03 | Mar 04 | Mar 05 | Mar 06 | Mar 09 | Mar 10 |
| Mar 31 | Apr 01 | Apr 02 | Apr 03 | Apr 06 | Apr 07 | Apr 08 |
| Apr 29 | Apr 30 | May 01 | May 04 | May 05 | May 06 | May 07 |
| May 29 | Jun 01 | Jun 02 | Jun 03 | Jun 04 | Jun 05 | Jun 08 |
| Jun 29 | Jun 30 | Jul 01 | Jul 02 | Jul 06 | Jul 07 | Jul 08 |
| Jul 29 | Jul 30 | Jul 31 | Aug 03 | Aug 04 | Aug 05 | Aug 06 |
| Aug 27 | Aug 28 | Aug 31 | Sep 01 | Sep 02 | Sep 03 | Sep 04 |
| Sep 28 | Sep 29 | Sep 30 | Oct 01 | Oct 02 | Oct 05 | Oct 06 |
| Oct 27 | Oct 28 | Oct 29 | Oct 30 | Nov 02 | Nov 03 | Nov 04 |
| Nov 25 | Nov 30 | Dec 01 | Dec 02 | Dec 03 | Dec 04 | Dec 07 |

| Unit 8 | Unit 9 | Unit 10 | Unit 11 | Unit 12 | Unit 13 | Unit 14 |
|--------|--------|---------|---------|-------------|---------|---------|
| Jan 12 | Jan 13 | Jan 14 | Jan 15 | Jan 16 | Jan 19 | Jan 20 |
| Feb 10 | Feb 11 | Feb 12 | Feb 13 | Feb 16 | Feb 17 | Feb 18 |
| Mar 11 | Mar 12 | Mar 13 | Mar 16 | Mar 17 | Mar 18 | Mar 19 |
| Apr 09 | Apr 10 | Apr 13 | Apr 14 | Apr 15 2007 | Apr 16 | Apr 17 |
| May 08 | May 11 | May 12 | May 13 | May 14 | May 15 | May 18 |
| Jun 09 | Jun 10 | Jun 11 | Jun 12 | Jun 15 | Jun 16 | Jun 17 |
| Jul 09 | Jul 10 | Jul 13 | Jul 14 | Jul 15 | Jul 16 | Jul 17 |
| Aug 07 | Aug 10 | Aug 11 | Aug 12 | Aug 13 | Aug 14 | Aug 17 |
| Sep 08 | Sep 09 | Sep 10 | Sep 11 | Sep 14 | Sep 15 | Sep 16 |
| Oct 07 | Oct 08 | Oct 09 | Oct 12 | Oct 13 | Oct 14 | Oct 15 |
| Nov 05 | Nov 06 | Nov 09 | Nov 10 | Nov 11 | Nov 12 | Nov 13 |
| Dec 08 | Dec 09 | Dec 10 | Dec 11 | Dec 14 | Dec 15 | Dec 16 |

| Unit 15 | Unit 16 | Unit 17 | Unit 18 | Unit 19 | Unit 20 | Unit 21 |
|---------|---------|---------|---------|---------|---------|---------|
| Jan 21 | Jan 22 | Jan 23 | Jan 26 | Jan 27 | Jan 28 | Jan 29 |
| Feb 19 | Feb 20 | Feb 23 | Feb 24 | Feb 25 | Feb 26 | Feb 27 |
| Mar 20 | Mar 23 | Mar 24 | Mar 25 | Mar 26 | Mar 27 | Mar 30 |
| Apr 20 | Apr 21 | Apr 22 | Apr 23 | Apr 24 | Apr 27 | Apr 28 |
| May 19 | May 20 | May 21 | May 22 | May 26 | May 27 | May 28 |
| Jun 18 | Jun 19 | Jun 22 | Jun 23 | Jun 24 | Jun 25 | Jun 26 |
| Jul 20 | Jul 21 | Jul 22 | Jul 23 | Jul 24 | Jul 27 | Jul 28 |
| Aug 18 | Aug 19 | Aug 20 | Aug 21 | Aug 24 | Aug 25 | Aug 26 |
| Sep 17 | Sep 18 | Sep 21 | Sep 22 | Sep 23 | Sep 24 | Sep 25 |
| Oct 16 | Oct 19 | Oct 20 | Oct 21 | Oct 22 | Oct 23 | Oct 26 |
| Nov 16 | Nov 17 | Nov 18 | Nov 19 | Nov 20 | Nov 23 | Nov 24 |
| Dec 17 | Dec 18 | Dec 21 | Dec 22 | Dec 23 | Dec 28 | Dec 29 |

Attachment #6

Email from Columbia Gas of Kentucky – “By law, we are required to obtain an actual reading at least once a year. Customer-provided reads are not considered to be actual reads.”

Print

Close

Columbia Gas of Kentucky Meter Read Entry

From: **directlinkservices@columbiagasky.com**

Sent: Wed 4/15/09 12:12 PM

To:

Dear Heather McAtee,

Thank you for submitting your Columbia Gas of Kentucky DirectLink e-Services meter reading online through DirectLink e-Services. If our meter readers are able to obtain an actual reading, please note that our reading may override the reading you provided.

Regular readings are important to avoid a large balance that might occur after several months of estimated reads, especially if there have been any factors that might have increased your typical gas use. Check the usage history chart on your bill to see the number of consecutive estimated or customer-provided readings there have been on your account. If we have not been able to gain access to your meter for several months, please call us to make arrangements. By law, we are required to obtain an actual reading at least once a year. Customer-provided reads are not considered to be actual reads.

You can calculate your usage for the billing period by subtracting last month's reading from the current reading. Remember to check your usage history on your bill or in Direct Link e-Services to compare how much you used month to month for up to 13 months. If you use natural gas to heat your home or business, you'll notice that your usage peaks during the winter months. Other reasons for changes in your usage pattern might be the type and number of gas appliances, household activity, the number and ages of household members, conservation measures, or unusual weather conditions.

Thanks again for using Columbia Gas of Kentucky DirectLink e-Services to manage your account online! Be sure to visit us for more helpful tips to ensure accurate, regular meter readings and your safety.

Please do not respond to this e-mail. The content of this message is for your information only. If you have additional questions, please call us at the appropriate DirectLink phone number listed under "Contact Us" on the Columbia Gas of Kentucky DirectLink e-Services site.

This email has been scanned by the MessageLabs Email Security System.
For more information please visit <http://www.messagelabs.com/email>

61.870

61.884

61.878

807.7

278.160

278.180

Attachment #7

Gas Bill Dated April 15, 2009

How to Contact Us

1-800-432-9345
For DirectLink self-service 24 hours/day
For billing questions,
call 8 a.m. - 5 p.m., Mon. - Fri. before due date
For quickest response,
call 11 a.m. - 3 p.m., Tues. - Fri

1-800-432-9515
For gas leaks or odor of gas 24 hours/day
Press option 2 after the greeting

711
For hearing-impaired relay

www.columbiagasky.com
Click on DirectLink e-Services for account information,
online billing and payment services, financial assistance,
and other useful tools.

Billing Options

Extended Payment Plans Special payment
arrangements and energy assistance are
available, if eligible.

Payment Options

Online Pay free by electronic check at our Web
site.

CheckFree E-bill Receive and pay bills online
through CheckFree. Enroll at our Web site.

ZipCheck Authorize your bank to pay your bill
automatically each month. Enroll online.

NCO EasyPay Call 1-800-284-8572 or link from our
Web site to pay by credit/debit card, or e-check.
A convenience fee will apply.

Authorized Payment Centers Call or visit us
online to find a payment center near you. Agents
charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Kentucky
P.O. Box 2200
Lexington, KY 40588-2200

Gas Meter Information

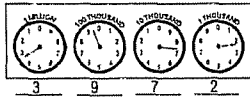
Actual Reading A meter reader has read the
meter. You're required to provide us access to
read the meter at least once a year or risk shut-
off. Please contact us to make arrangements if
access is required.

Estimated Reading During the months we don't
read the meter, we accurately estimate your
reading based on the history of usage at the
service address and normal temperatures for the
billing period. We verify the reading the next time
we read the meter to make sure you pay only for
the energy you've used.

Gas Usage We measure your gas usage in Mcf
equal to 1,000 cubic feet.

How to Read the Meter When a pointer is
between two numbers on a dial-type meter, read
the smaller number except when the pointer is
between 9 and 0. Record the reading on the dials
from left to right.

Example:



Billing & Payment Summary

| | | | |
|-------------------------------------|---|-------------------------|--|
| Customer Name | | Heather R McAtee | |
| Previous Amount Due on 04/16/2009 | | \$312.40 | |
| Payments Received by 04/01/2009 | - | \$142.00 | |
| Billino Adjustment 04/03/2009 | + | \$2,425.12 | |
| Balance on 04/15/2009 | = | \$2,595.52 | |
| Charges for Gas Service This Period | + | \$82.65 | |

Amount Due by 04/29/2009 = \$2,678.17

Due date does not apply to unpaid balance at billing.

Billing & Payment Notes

See back of bill for Detail of
Charges for Gas Service.

Service Summary

| | | | |
|----------------------------------|----------|--|--|
| Service Location | | 4229 Heathmoor Ct Lexington KY 40514-1848 | |
| Meter Number | | 8960214 (Old) | |
| Meter Readings (17 Billing Days) | | | |
| Removed Reading on 4/3 | | 8561 | |
| Adjusted Reading on 3/17 | - | 8561 | |
| Gas Used (Mcf) | = | 0.0 | |
| Meter Number | | M9203030 (New) | |
| Meter Readings (12 Billing Days) | | | |
| Customer Reading on 4/15 | | 57 | |
| New Meter Reading on 4/3 | - | 0 | |
| Gas Used (Mcf) | = | 5.7 | |
| Total Billing Mcf | = | 5.7 | |

Service Summary Notes

Your next actual meter
reading date is between
05/12/2009 - 05/18/2009

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 4/29/2009 \$2,678.17

Payment Enclosed \$

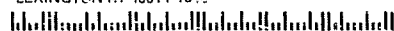
Is your contact information
on the back incorrect?
Check this box and detail the
correction on the reverse
side.

Make check payable to:

Columbia Gas
of Kentucky
A NISource Company
P.O. Box 14241
Lexington, KY 40512-4241

00006009 01 AV 0.324 1
AUTO**SCH 5-DIGIT 40513
HEATHER R MCATEE
4229 HEATHMOOR CT
LEXINGTON KY 40514-1848

COLUMBIA GAS
P O BOX 2200
LEXINGTON KY 40588-2200



Legal Notices

Rate Schedule Information about rate schedules is available upon request.

Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

| | |
|---|----------------|
| Customer Charge | \$9.30 |
| Gas Delivery Charge | \$10.48 |
| Gas Supply Cost 5.7 Mcf at \$10.12240 per Mcf | \$57.70 |
| Research & Development Factor | \$0.07 |
| Lex-Fay Urban Govt. Franchise Fee | \$2.46 |
| School Tax | \$2.34 |
| Energy Assistance Program Surcharge | \$0.30 |
| Total Charges for Service This Period | \$82.65 |

Service Charges Notes

The Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and must be purchased from the local distribution company.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, and storage costs, and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

4229 Heathmoor Ct
Lexington KY 40514-1848

Address _____

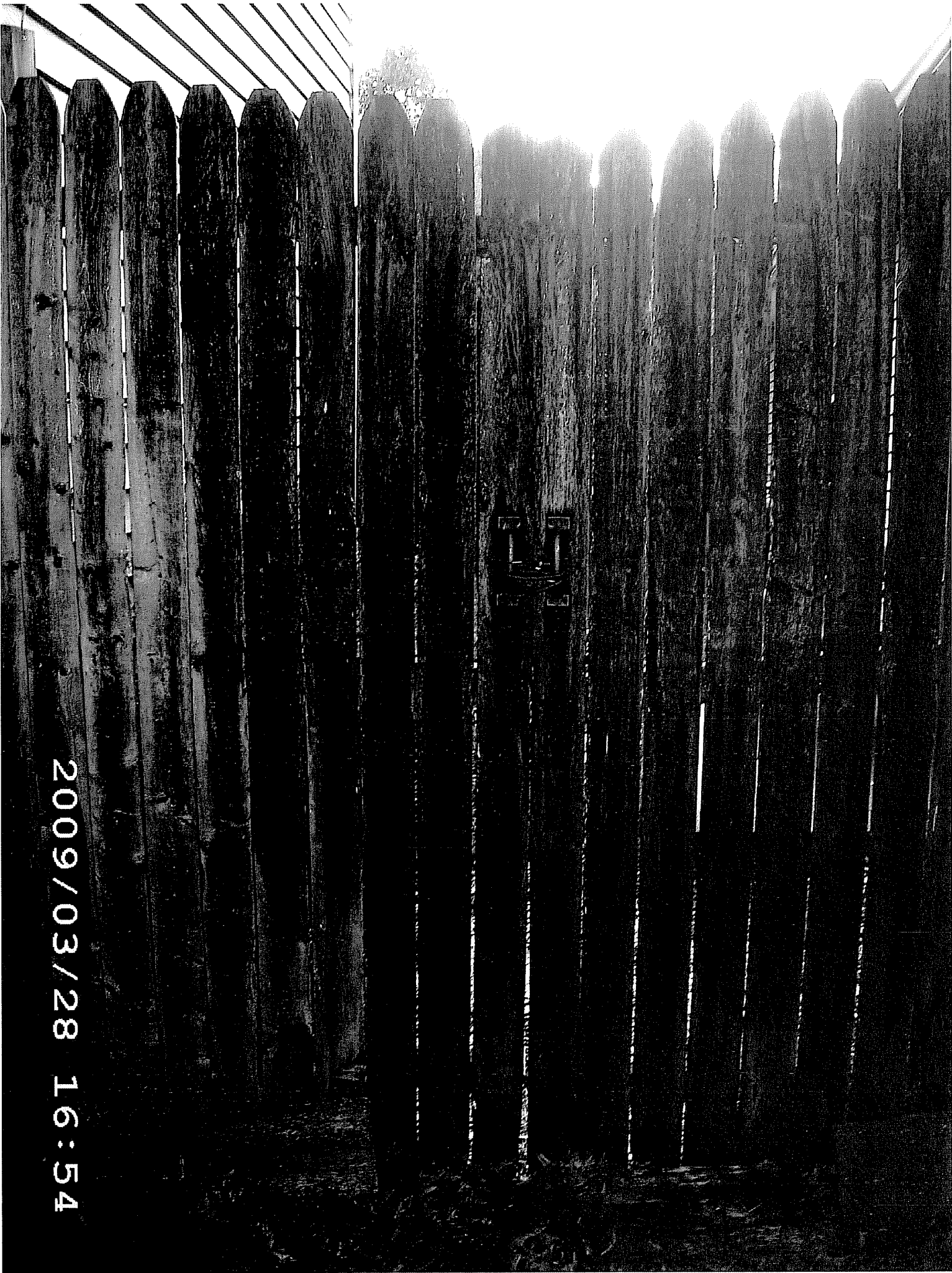
City _____

State _____ Zip code _____

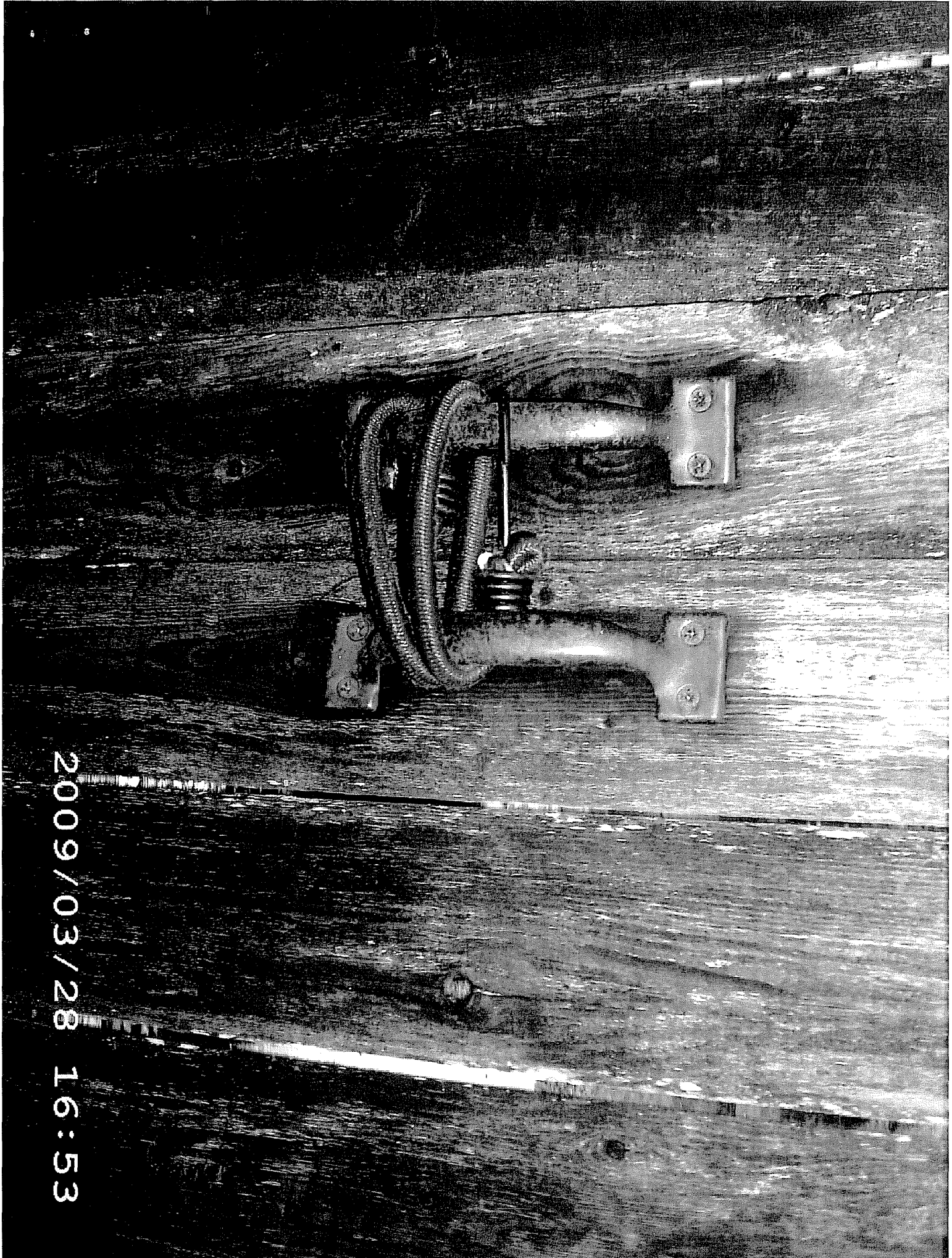
Home Phone (_____) _____

Attachment #8

Pictures of disputed fence



2009/03/28 16:54



2009/03/28 16:53

Herbert A. Miller, President
Columbia Gas of Kentucky Headquarters
2001 Mercer Road
Lexington, KY 40511

Dear Sir or Madam:

I have recently received an adjusted gas bill claiming that I owe an additional \$2,425.12 for gas allegedly used at my residence for the period 11/07-4/09. I am in the process of filing a formal complaint with the Public Service Commission, asserting that I do not owe the amount.

I am also pursuing possible legal remedies in an attempt to resolve the problem.

As a result, I am notifying you as a representative of Columbia Gas of Kentucky that I consider the amount in dispute and at this time will not be remitting payment. I will continue, however, to make monthly payments on actual gas usage.

Sincerely,

Heather Rae McAtee

RECEIVED
APR 24 2009
PUBLIC SERVICE
COMMISSION

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)
For delivery information visit our website at www.usps.com
LEXINGTON KY 40511

7008 2810 0000 2736 7101

| OFFICIAL USE | |
|---|----------|
| Postage | \$ 40.42 |
| Certified Fee | \$2.70 |
| Return Receipt Fee (Endorsement Required) | \$2.20 |
| Restricted Delivery Fee (Endorsement Required) | \$0.00 |
| Total Postage & Fees | \$45.32 |

Postmark Here
APR 20 2009
LEXINGTON KY 40507 PCS RIDER STATION
USPS

Sent To _____
Street, Apt. No.,
or PO Box No. _____
City, State, ZIP+4 _____

PS Form 3800, August 2006 See Reverse for Instructions

Judy Cooper
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2001 Mercer Road
P. O. Box 14241
Lexington, KY 40512-4241

Heather Rae McAtee
4229 Heathmoor Ct.
Lexington, KY 40514