

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF COLUMBIA GAS)
OF KENTUCKY, INC. TO EXTEND ITS SMALL) CASE NO. 2010-00233
VOLUME GAS TRANSPORTATION SERVICE)

COMMISSION STAFF'S SECOND INFORMATION REQUEST
TO COLUMBIA GAS OF KENTUCKY, INC.

Columbia Gas of Kentucky, Inc. ("Columbia"), pursuant to 807 KAR 5:001, is to file with the Commission the original and 10 copies of the following information, with a copy to all parties of record. The information requested herein is due no later than August 24, 2010. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Columbia shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Columbia fails or refuses to furnish all or part of the requested information, Columbia

shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations.

1. Refer to Columbia's response to item 2.b. of Commission Staff's First Request for Information ("Staff's First Request").

a. Provide any data, support or confirmation available that shows that some customers experienced savings under the Choice program since the last program extension in 2008.

b. Provide all questions relating to the Choice program from the 2008 Matrix Group customer satisfaction survey along with a summary of customer responses.

2. Refer to the response to item 3 of Staff's First Request. Explain whether there are marketers approved to participate in the Choice program who have no product offerings and have enrolled no customers. Identify any such marketers.

3. Provide the details of all customer complaints provided in response to item 10 of Staff's First Request.

4. Reconcile the statement in response to item 8 of Staff's First Request that there have been fewer customer complaints since the program was extended in Case No. 2008-00195 to the complaint numbers provided in response to item 10 of Staff's

First Request which indicate that there were 10 complaints in 2008, 31 in 2009 and 13 in just a little over half of year 2010.



Jeff Berquen
Executive Director
Public Service Commission
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DATED AUG 10 2010

Cc: Parties of Record

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