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Angie Hatton
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September 12, 2024

PARTIES OF RECORD

Re: Case No. 2021-00386

Notice is given to all parties that the attached Columbia Gas Informal Conference memo and attendance list has been filed into the record of this proceeding.

If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter. If you have any questions, please contact Ashley Hatcher, Staff Attorney, at Ashley.Hatcher@ky.gov.

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell".

Linda C. Bridwell, PE
Executive Director

Attachment

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File No. 2021-00386

FROM: Ashley Hatcher, Staff Attorney III

DATE: September 10, 2024

RE: Informal Conference of August 28, 2024

Pursuant to an Order issued on June 28, 2024, an informal conference (IC) was conducted on August 28, 2024. Attached is a copy of the attendance roster.

The purpose of the IC was to discuss the agenda as set forth in the Commission's June 28, 2024 Order. The first item on the agenda was information sharing. Columbia Gas of Kentucky, Inc (Columbia Kentucky) provided an overview of the ways in which it shares information currently with the marketers and how customers are notified about contract termination. Marketers generally obtain customer lists and do outreach by mail and phone. XOOM Energy Kentucky, LLC (XOOM) stated that it would like to receive customer emails from Columbia Kentucky if that is a possibility. De-enrollment of customers upon moving was discussed. XOOM provided information about what other states with Choice Programs generally have in terms of rules and billing processes.

The next item on the agenda was to discuss publicity of the Choice Program and the shopping website was also touched upon here. Columbia Kentucky explained the current procedure for enrolling with the program and explained that Columbia Kentucky puts the chosen supplier on the customer's bill. Columbia Kentucky stated that there are no updates to its website at this time. XOOM provided information about what other websites in other states may contain. XOOM stated it has a go to market plan it generally creates to discuss marketing within states. Interstate Gas Supply (IGS) and Constellation New Energy, Gas Division, LLC (CNEG), (collectively, Joint Intervenors) stated that the short renewal period makes it difficult to invest in the program.

The next item on the agenda was a discussion of expiration of products and services. Some contracts have auto-renewal or sometimes there will be an expiration notice. If a contract terminates, then the customer will go back to Columbia Kentucky as the gas provider.

The next item on the agenda was discussion of credit requirements for markets. Columbia Kentucky stated that credit requirements are established and spelled out in its tariff, and that it sees no reason to change these requirements. Columbia Kentucky stated that one marketer did go bankrupt in 2019 but that was a special case. Columbia Kentucky also talked about being the provider of last resort in this context; where if a marketer has a failure to deliver, then it becomes Columbia Kentucky's responsibility. As

far as Columbia Kentucky knows, it is not further monitoring credit requirements of industrial customers or marketers.

Next, expense tracking was discussed. Columbia Kentucky reiterated that the billing system was not a modern system and upgrading the system would be an expensive proposition. Columbia Kentucky stated that it doesn't track costs, but it is relating to the Choice Program.

The agenda for the next IC was discussed which included a section on eligible customer-lists including email addresses, contract portability, checking in on coding for cost-tracking, and enrollment in autopay and the effect of customer notification. It was discussed that the next IC wouldn't be until after the new year, and that a further Order would be issued with the date.

There being no further discussion, the IC was then adjourned.

cc: Parties of Record

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