

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF COLUMBIA)	
GAS OF KENTUCKY, INC. FOR A)	
DECLARATORY ORDER OR IN THE)	
ALTERNATIVE A CERTIFICATE OF PUBLIC)	CASE NO.
CONVENIENCE AND NECESSITY)	2026-00129
AUTHORIZING THE INSTALLATION OF NEW)	
CUSTOMER SERVICE SOFTWARE SYSTEM)	
UPGRADES)	

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

Columbia Gas of Kentucky, Inc. (Columbia Kentucky), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on July 10, 2026. The Commission directs Columbia Kentucky to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and 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

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

governmental agency, be accompanied by a signed certification of the preparer or the 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 Kentucky shall make timely amendment to any prior response if Columbia Kentucky obtains information that indicates the response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Columbia Kentucky fails or refuses to furnish all or part of the requested information, Columbia Kentucky shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned 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. When filing a paper containing personal information, Columbia Kentucky shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to the Application, generally. Confirm that Columbia Kentucky completed a cost-benefit analysis comparing the selected vendors for its various Information Technology (IT) system upgrades to alternative solutions that Columbia Kentucky considered in the process of selecting vendors. If confirmed, provide the cost-

benefit analysis. If the answer is anything but confirmed, explain why Columbia Kentucky did not complete a cost-benefit analysis in this proceeding.

2. Refer to Application, page 4. Provide a table of the assets that will be replaced, including the original useful life; current depreciated value; and the date the asset either was or will be fully depreciated.

3. Refer to Application, pages 12–13.

a. Explain how the allocation from NiSource to Columbia Kentucky was calculated. Include any supporting workpapers.

b. Provide the allocations to each other NiSource affiliate.

4. Refer to the Direct Testimony of Kevin Johannsen (Johannsen Direct Testimony), page 12, lines 9–11. Expand on how common design reduces complexity, eliminates duplication, and enables unified customer experience across digital channels, contact centers, and customer operations.

5. Refer to the Johannsen Direct Testimony, page 18, lines 5–6. Provide the percentage of Columbia Kentucky's current IT system(s) that are currently at the end of its service life as of the date of this request.

6. Refer to the Direct Testimony of Shannon Banks-Brooks (Banks-Brooks Direct Testimony), page 5, lines 8 - 13. Confirm that Columbia Kentucky has quantified the cost savings associated with the projected increased efficiencies. If the answer is confirmed, provide the quantifiable cost savings that Columbia Kentucky will experience as a result of the proposed project. If the answer is anything but confirmed, provide an explanation as to how the improved efficiencies of upgrading Columbia Kentucky's IT system will reduce costs in the future.

7. Refer to the Banks-Brooks Direct Testimony, page 8, lines 5–6. Consider this an ongoing request. Confirm that the comprehensive customer communication strategy will be completed throughout the pendency of this case. If confirmed, once available, provide the comprehensive customer communication strategy. If not confirmed, explain the response.

8. Refer to Application, page 7. Explain how Columbia Kentucky plans to recover the costs associated with the IT upgrades.

9. Refer to Application, page 5. Provide a copy of the letter NiSource received from one of its current software vendors stating that it will no longer be providing support of one of the existing technology systems.

10. Confirm that Columbia Kentucky's existing IT systems will remain operational until the new IT systems are implemented. If not confirmed, explain the response.

11. Refer to the Application, page 14–15. Confirm that there will be an annual \$5.7 million increase to operating and maintenance expense, relative to the current IT expense, for this IT upgrade. If not confirmed, explain the response.



Linda C. Bridwell, PE
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DATED JUN 29 2026

cc: Parties of Record

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