

Columbia Gas<sup>™</sup>  
of Kentucky  
A NiSource Company

P.O. Box 14241  
Lexington, KY 40512-4241

RECEIVED

FEB 19 2013

PUBLIC SERVICE  
COMMISSION

February 19, 2013

Mr. Jeff Derouen  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
P. O. Box 615  
Frankfort, KY 40602

Re: Case No. 2000-129

Dear Mr. Derouen:

As part of the Order issued by the Commission in the above referenced case, Columbia Gas of Kentucky was required to file certain information on August 15, 2000 and quarterly or semi-annually thereafter. Please find the information attached hereto.

Sincerely,



Judy M. Cooper  
Director, Regulatory Policy

cc: Allyson Honaker

**BEFORE THE PUBLIC SERVICE COMMISSION  
CASE NO. 2000-129  
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION  
IN ORDER DATED JUNE 30, 2000**

**From the Order at Page B-6, Item 1:**

On a quarterly basis, Columbia Energy Group should file a report detailing the proportionate share Columbia of Kentucky (CKY) has in Columbia Energy Group's (CEG) total operating revenues, operating and maintenance expense, and number of employees.

**Response:**

See Attached

Columbia Energy Group and Columbia of Kentucky  
 Proportionate Shares  
 For the 12 Months Ended December 31, 2012

	<u>Columbia of Kentucky</u>	<u>Columbia Energy Consolidated</u>	<u>NiSource, Inc.</u>
Gross Revenue	\$ 103,199,633	\$ 2,554,800,906	\$ 5,061,219,786
	2.04%	50.48%	100%
Operating & Maintenance Expenses	\$ 33,064,223	\$ 961,271,942	\$ 1,662,810,719
	1.99%	57.81%	100%
Employees	123	3,271	8,281
	1.49%	39.50%	100%

**BEFORE THE PUBLIC SERVICE COMMISSION  
CASE NO. 2000-129  
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION  
IN ORDER DATED JUNE 30, 2000**

**From the Order at Page B-6, Quarterly Item 2:**

A report listing the number of employees of Columbia Energy and each subsidiary on the basis of payroll assignment.

**Response:**

See attached.

# Columbia Energy Group

## Subsidiary Staffing

As of December 31, 2012

	TOTAL
Columbia Gas of Kentucky Inc	122
Columbia Gas of Ohio Inc	1,085
Columbia Gas of Maryland Inc	44
Columbia Gas of Pennsylvania Inc	497
Columbia Gas of Virginia Inc	208
Columbi Gas Trans and Storage	240
formerly Columbia Gulf Transmission Co	
Columbia Gas Transmission Corp	958
CNS Microwave Inc	2
GRAND TOTAL	3,156

**BEFORE THE PUBLIC SERVICE COMMISSION  
CASE NO. 2000-129  
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION  
IN ORDER DATED DECEMBER 31, 2000**

**From the Order at Page B-6:**

Twelve-month income statements and balance sheets. CKY will separately report Kentucky jurisdictional operations and other jurisdictional operations.

**Response:**

- a. CEG Consolidated Income Statement, twelve-month ended December 31, 2012

See attached

- b. CEG Consolidated Balance Sheet, as of December 31, 2012

See attached

- c. CKY Income Statement, twelve-month ended December 31, 2012

See attached

- D. CKY Balance Sheet, as of December 31, 2012

See attached



**CEG and Subsidiaries**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
View: Periodic  
Custom J: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
400100000 Gas Distribution Revenues - Unaffiliated	688,077,856	1,207,655,180	(519,577,324)
400100000 Gas Distribution Revenues - Unaffiliated	192,586,539	324,007,723	(131,411,184)
400100000 Gas Distribution Revenues - Unaffiliated	8,549,398	12,159,555	(3,610,157)
400100000 Gas Distribution Revenues - Unaffiliated	1,177,382	3,076,134	(1,898,752)
400100000 Gas Distribution Revenues - Unaffiliated	175,491,725	264,890,104	(89,398,379)
400100000 Gas Distribution Revenues - Unaffiliated	30,814,537	27,332,088	3,482,551
400100000 Gas Distribution Revenues - Unaffiliated	1,096,707,537	1,839,120,783	(742,413,246)
400100000 Gas Distribution Revenues - Unaffiliated	1,096,707,537	1,839,120,783	(742,413,246)
403999000 Gas Distribution Revenues			
410100000 Transportation Revenues - Unaffiliated	373,465,345	220,010,466	153,454,879
410100000 Transportation Revenues - Unaffiliated	142,125,708	131,806,777	10,318,931
410100000 Transportation Revenues - Unaffiliated	70,868,659	69,356,246	1,512,413
410100000 Transportation Revenues - Unaffiliated	622,441,608	674,931,919	(52,490,311)
410100000 Transportation Revenues - Unaffiliated	1,208,901,320	1,096,105,409	112,795,911
410100000 Transportation Revenues - Unaffiliated		104,193	(23,938)
417000000 Transportation Revenues - Affiliated	80,255	104,193	(23,938)
417000000 Transportation Revenues - Affiliated	80,255	104,193	(23,938)
419999000 Gas Transportation Revenues	1,208,981,575	1,096,209,601	112,771,973
425000000 Unaffiliated Storage Service Revenues	144,315,338	144,117,882	197,455
425000000 Unaffiliated Storage Service Revenues	144,315,338	144,117,882	197,455
429999000 Gas Storage Revenues	144,315,338	144,117,882	197,455
429999000 Gas Storage Revenues	1,353,296,912	1,240,327,484	112,969,429
420999000 Gas Transportation and Storage Revenues	88,966,326	39,012,674	49,953,653
481900000 Miscellaneous Revenues - Unaffiliated	88,966,326	39,012,674	49,953,653
481900000 Miscellaneous Revenues - Unaffiliated	88,966,326	39,012,674	49,953,653
481999000 Other Revenues - Unaffiliated			
482210000 Miscellaneous Aff Rev - Other	15,830,130	14,695,782	1,134,348
482220000 Miscellaneous Aff Rev - Other Gross Margin		16,828	(16,828)
482220000 Miscellaneous Aff Rev - Other Gross Margin	15,830,130	14,712,610	1,117,520
482220000 Miscellaneous Aff Rev - Other Gross Margin	15,830,130	14,712,610	1,117,520
482220000 Miscellaneous Aff Rev - Other Gross Margin	104,796,457	53,725,284	51,071,173
489999000 Other Products and Services Revenues	2,554,800,906	3,133,173,551	(578,372,644)
489999000 Other Products and Services Revenues	12,717,916	11,884,692	833,225
489999000 Other Products and Services Revenues	12,717,916	11,884,692	833,225
500101000 DPGA-Post 3/31/87Recovery-Transportation			
500199000 Deferred Transportation Adjustment	294,549,484	291,626,204	2,923,280
500200000 Gas Withdrawn from Storage			



**CEG and Subsidiaries**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
 View: Periodic  
 Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
500201000 Gas Placed in Storage	(207,566,786)	(392,193,809)	184,625,023
500299000 Net Storage Activity	86,980,698	(100,567,604)	187,548,302
<b>500801000 Affiliate Gas Purchases</b>	<b>299,567</b>	<b>163,910</b>	<b>135,657</b>
<b>500899000 Affiliate Gas Purchased for Resale</b>	<b>299,567</b>	<b>163,910</b>	<b>135,657</b>
500900000 Company Use Gas	(1,159,999)	(1,296,902)	136,903
500900000 Deferred Gas Purchase Adjustment	(67,944,760)	93,530,186	(161,474,945)
500510000 Off-System COS - Unaffiliated	172,582,150	265,304,345	(92,722,195)
500700000 Gas Purchased for Resale - Unaffiliated	332,863,466	808,211,258	(475,247,792)
<b>500999000 Gas Purchased for Resale</b>	<b>536,439,040</b>	<b>1,077,229,885</b>	<b>(540,790,844)</b>
<b>503000000 Unaffiliated Gas Marketing Costs</b>	<b>720,000</b>	<b>-</b>	<b>720,000</b>
<b>503900000 Gas Marketing Costs</b>	<b>720,000</b>	<b>-</b>	<b>720,000</b>
570000000 100 DIFF - I/C Gross Margin	(299,630)	(259,548)	(46,082)
570999000 10 I/C Difference	(299,630)	(259,548)	(46,082)
<b>575000000 Misc Other COS - Unaffiliated</b>	<b>867,321</b>	<b>933,478</b>	<b>(66,155)</b>
<b>579999000 Other COS</b>	<b>567,691</b>	<b>679,928</b>	<b>(112,237)</b>
580000000 FAS 133 Gain/Loss	-	-	-
<b>589999000 Cost of Sales</b>	<b>537,726,731</b>	<b>1,077,909,812</b>	<b>(540,183,081)</b>
<b>599999000 Total Net Revenues</b>	<b>2,017,074,175</b>	<b>2,055,263,738</b>	<b>(38,189,563)</b>
600100000 Gross Corp Services Fee	304,691,942	295,217,835	9,474,108
600400000 Management Fee Transfers	(28,753,423)	(29,744,466)	991,043
600530000 DIFF Intercompany - GTS	959	-	959
<b>600999000 Total Management Services</b>	<b>275,939,479</b>	<b>265,473,369</b>	<b>10,466,109</b>
601010000 Audit Fees	4,585,921	3,403,702	1,182,219
601020000 Legal Fees	311,003	3,046,794	(2,735,791)
601030000 Consulting Fees	8,898,707	6,766,131	2,132,576
601040000 Other Outside Services	117,725,046	118,218,311	(493,265)
601040050 Benefits Administration Fees	2,082,242	2,405,691	(323,449)
601080000 Outsourcing Sales Tax	3,275	181	3,094
601100000 Outsourcing Other	-	1,137	(1,137)
<b>601999000 Total Outside Services</b>	<b>133,606,193</b>	<b>133,841,947</b>	<b>(235,754)</b>
602030001 Contingent Compensation Expense	-	(84,735)	84,735
602030001 Contingent Compensation Expense	(168,907)	88,720	(257,627)
602030001 Contingent Compensation Expense	317,993	261,580	56,413
602030001 Contingent Compensation Expense	872,523	357,217	515,306
602030001 Contingent Compensation Expense	879,410	-	879,410
2008			
2009			
2010			
2011			
2012			





**CEG and Subsidiaries**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
View: Periodic  
Custom 1: GAAP

		For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
		1,901,019	622,782	1,278,237
602030001	Contingent Compensation Expense			
602030002	Restricted Compensation Expense			
602030002	Restricted Compensation Expense	(38,649)	16,471	(58,665)
602030002	Restricted Compensation Expense	67,437	20,036	21,935
602030002	Restricted Compensation Expense	254,416	164,568	89,848
602030002	Restricted Compensation Expense	373,933	373,933	-
602030002	Restricted Compensation Expense	687,138	246,678	410,560
602030002	Restricted Compensation Expense			
602030002	Restricted Compensation Expense	34,804	12,022	22,782
602030002	Restricted Compensation Expense	4,955	-	4,955
602030002	Restricted Compensation Expense	-	256,097	(256,097)
602030002	Restricted Compensation Expense	-	(49,322)	(49,322)
602030002	Restricted Compensation Expense	2,597,915	1,186,802	1,411,114
604010000	Dental Plan (Employer Cost)	1,842,186	1,426,648	415,538
604020000	Life Insurance	(507,873)	(953,740)	485,867
604030000	Long-Term Disability Plan	981,774	1,103,142	(121,368)
604050000	Employee Assistance Plan(Employer Cost)	78,902	135,939	(57,036)
604060000	Other Benefits	716,580	1,172,229	(455,649)
604060000	Other Benefits	610,932	621,022	(10,090)
604060000	Other Benefits	23,687	-	23,687
604060000	Other Benefits	3,746,189	3,465,239	280,950
604070000	Deferred Compensation Expense			
604990000	Total Other Benefits	12,740	(41,513)	54,253
607000000	Outsourcing/Restructuring Expense			
607019999	Total Restructuring Expense	12,740	(41,513)	54,253
607020000	Gross Payroll	242,200,332	226,300,619	15,899,712
607020010	Gross Payroll-I/C	15,271,224	15,607,227	(336,003)
607021000	Gross Annual Incentive Bonuses	(70,356,383)	(60,688,498)	(9,667,885)
607030000	Payroll Transfers	4,555,393	6,048,445	(1,493,052)
607040000	Severance	181,670,565	187,267,793	4,402,772
607999000	Payroll Expense, Net	2,775,315	2,693,929	81,386
613020000	Well Leases	14,012,279	13,059,067	953,211
613030000	Building Leases	7,957,836	5,619,146	2,338,691
613040000	Other Rents & Leases	(6,842,661)	(6,498,820)	(343,861)
613999000	Total Rents & Leases	17,902,748	14,873,321	3,029,427
602010000	Thrift Plan Expense	10,647,228	9,563,071	1,084,157
602015000	Profit Sharing Expense	1,824,235	2,426,490	(602,255)
602020000	SFAS 106 Postretirement Benefit Expense	16,395,557	12,789,746	3,605,812
603010000	Benefit Expense Transfers	(28,932,343)	(34,151,765)	5,219,422
603020000	SFAS112 Postemployment benefit expense	532,220	(874,620)	1,406,839
605000000	Medical Plan Expense	24,090,122	24,606,375	(516,254)
606000000	Pension & Retirement Income Plan Expense	14,087,566	93,061,320	(78,993,753)



**CEG and Subsidiaries**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
View: Periodic  
Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
6090000000 Compression Station Power	1,328,574	(1,376,693)	3,305,267
6120000000 Materials & Supplies	43,387,733	38,555,244	4,832,489
6150000000 Employee Expenses	11,107,949	9,987,561	1,120,388
6160000000 Uncollectible Accounts	5,265,117	6,831,287	(1,566,170)
6160000000 Uncollectible Accounts - Tracker	5,593,178	18,289,242	(12,696,063)
6160100000 Uncollectible Accounts - PIP Tracker	12,908,384	28,614,586	(15,706,202)
6160110000 Uncollectible Accounts - CAP funding Tracker PA	8,410,393	13,768,668	(5,358,275)
6160200000 Uncollectible Accounts - CAP funding Tracker KY	415,673	582,581	(166,908)
6160300000 Uncollectible Accounts - Corporate	13,380,572	13,012,182	368,410
6170000000 Insurance - Corporate	-	(77)	77
6175000000 Insurance - Corporate-IC	385,912	425,264	(39,352)
6180000000 Advertising	1,080,802	664,432	416,370
6230000000 ARO Accrual Expense	6,343,564	950,015	5,393,549
6878000000 Other O&M Non-Utility - Unaffiliated	53,563,936	65,393,108	(11,819,172)
6879000000 Other O&M - Unaffiliated	(965,296)	(112,144)	(873,152)
6879500000 Other O&M - Unaffiliated	(1,282,992)	(1,141,286)	(141,706)
6880000000 Other O&M - Affiliated	113,710,284	68,433,363	45,276,921
6890000000 Other Tracker Expense	7,022,194	7,086,001	(63,807)
6890000000 Other Tracker Expense - Weather Prog	3,237,181	5,100,100	(1,862,919)
6890000000 Other Tracker Expense - USP program CPA	10,487,028	4,986,743	5,498,284
6890000000 Other Tracker Expense - DSM program COH	1,811,341	3,044,966	(1,233,625)
6890000000 Other Tracker Expense - CARES program CVA	961,271,942	995,954,637	(34,682,756)
6891999000 Operation and maintenance	222,688,241	239,176,873	(16,488,632)
6900000000 Depreciation Expense	588,622	23,893	544,729
6900000000 Amortization of ARO Asset	5,951,864	6,418,572	(467,008)
6900000000 Other Amortization Expense	229,208,528	245,619,438	(16,410,910)
6902999000 Total Amort. and Other Depr. Expense	229,208,528	245,619,438	(16,410,910)
6903999000 Depreciation and Amortization	(625,716)	215,381	(841,097)
6911000000 Loss/Gain on Sale of Assets/Property	(625,716)	215,381	(841,097)
6919999000 Total Gain on Sale of Assets/Property	381,780	365,974	15,806
6930000000 Loss on Impairment	381,780	365,974	15,806
6939999000 Total Loss on Asset Impairment	(243,936)	581,355	(825,291)
6949999000 Loss (gain) on sale or impairment of assets	85,333,831	78,895,256	6,438,575
6920100000 Property Taxes	6,137,315	8,086,430	(1,949,115)
6920200000 Gross Receipts Taxes	66,842,498	80,619,933	(13,777,435)
6920210000 Gross Receipts Taxes - Tracker	13,856,251	13,554,968	301,283
6920300000 Payroll Taxes	631,501	2,160,747	(1,529,246)
6928000000 Other Misc. Taxes	172,801,336	183,317,334	(10,516,939)
6929999000 Other Taxes	1,363,037,929	1,425,472,825	(62,434,895)
6969999000 Operating Expenses	(32,158,536)	(14,572,542)	(17,585,997)
6989999000 Equity Earnings in Unconsolidated Affiliates	-	-	-



**CEG and Subsidiaries**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
 View: Periodic  
 Custom 1: GAAP

	For 12 Months Ended December 2012 (32,158,638)	For 12 Months Ended December 2011 (14,572,542)	Change (17,585,997)
<b>699999000 Equity Earnings in Unconsolidated Affiliates</b>			
699999000 Operating Income	866,194,784	644,363,455	41,831,329
700101001 Short Term Debt Interest - Sale of AVR	1,773,890	2,246,776	(472,886)
700102000 Interest Expense - Money Pool	6,531,944	5,283,472	1,248,472
700102999 Total Interest Expense - Short Term Debt	8,305,834	7,530,248	775,587
700310000 AFUDC	3,025,869	1,309,289	1,716,580
700399000 Allow for Borrowed Funds Used & IDC	3,025,869	1,309,289	1,716,580
700170000 Other Interest Expense	(6,502,426)	(772,687)	(6,129,739)
700180000 Other Interest - Affiliated	99,791,506	95,630,953	4,160,554
700210000 Discount on prepayment transactions	-	(69,916)	69,916
700999000 Interest expense, net	98,169,046	101,009,308	(2,840,262)
703004000 Interest Income - Money Pool	2,372,372	6,309,825	(3,937,452)
703050000 Other Interest Income - Unaffiliated	4,017,513	3,511,589	505,924
703099000 Total Interest Income	6,389,886	9,821,414	(3,431,528)
703113000 Donations	(2,171,712)	(2,127,399)	(44,313)
703114000 Tax Penalty	(284)	9,845	(10,129)
703117000 DIFF Intercompany - INTEREST Group	0	-	0
703120000 Rate Refunds	20,333	20,010	322
703124000 AFUDC - Equity	(2,668,341)	(183,604)	(2,484,737)
703170000 Misc Non-operating Income - Unaff.	1,015,384	1,467,577	(472,193)
703199000 Total Miscellaneous	1,491,396	(466,383)	1,957,779
703999000 Other, Net	7,851,282	9,355,031	(1,473,749)
709999000 Total Other Income (Deductions)	(90,287,764)	(91,654,277)	1,366,513
719999000 Income from Continuing Operations before Tax	595,907,020	552,709,178	43,197,842
720999000 Currently Payable Income Taxes	(22,750,059)	39,077,228	(61,867,288)
720999000 Currently Payable Income Taxes	15,183,463	74,724	14,438,739
720999000 Currently Payable Income Taxes	(7,606,596)	39,821,953	(47,428,549)
721020000 Deferred Income Taxes	209,764,820	132,175,244	77,609,576
721020000 Deferred Income Taxes	5,181,631	21,060,812	(15,879,182)
721020000 Deferred Income Taxes	214,966,451	153,236,057	61,730,394
721060000 Investment tax credit deferred by year	(1,198,486)	(1,233,089)	34,603
721999000 Deferred Income Taxes	213,767,965	152,002,968	61,764,997



**CEG and Subsidiaries**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
 View: Periodic  
 Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
729999000 Income Taxes	206,161,369	191,824,921	14,336,448
729999000 Income from Continuing Operations	389,745,652	360,884,258	28,861,394
730519000 Inc (Loss) from Discon Oper	(2,189,490)	(4,728,244)	2,538,755
730799000 Inc (Loss) from Discon Oper - Net of Tax	(2,189,490)	(4,728,244)	2,538,755
739999000 Net Income	387,556,162	356,156,014	31,400,148



10Q Balance Sheet  
(in thousands)

Entity: CEG and Subsidiaries  
Scenario: Actual

	December 2012	December 2011	Variation
<b>ASSETS</b>			
Property, Plant, and Equipment			
Utility Plant	11,476,758.9	10,759,357.7	717,401.2
Accumulated Depreciation and Amortization	(4,179,565.3)	(4,066,942.1)	(112,623.2)
<b>Net Utility Plant</b>	<b>7,297,193.6</b>	<b>6,692,415.7</b>	<b>604,778.0</b>
Other property at cost less accum deprec	233,788.0	99,859.0	133,929.0
<b>Net Property, Plant and Equipment</b>	<b>7,530,981.7</b>	<b>6,792,274.7</b>	<b>738,707.0</b>
Investments			
Assets of Discontinued Operations and Assets Held for Sale	-	223.0	(223.0)
Unconsolidated Affiliates	233,583.4	194,419.9	39,163.5
Total Other Investments	124,603.7	92,476.6	32,127.0
<b>Total Investments</b>	<b>358,187.1</b>	<b>287,119.5</b>	<b>71,067.6</b>
Current Assets			
Cash and Cash Equivalents	17,052.9	6,075.5	10,977.4
Cash Invested in the NiSource Money Pool	0.4	1.7	(1.3)
Restricted Cash	8,236.2	16,524.2	(8,288.0)
Accounts Receivable - Unaffiliated	458,146.1	454,504.6	3,641.5
Accounts Receivable - Affiliated	141,787.0	167,736.0	(25,949.1)
Income Tax Receivable	81,072.3	259.3	80,813.0
Gas Inventory	225,091.5	311,296.1	(86,204.6)
Underrecovered Gas and Fuel Costs	30,871.4	-	30,871.4
Materials and Supplies, at Average Cost	25,525.7	23,376.7	2,149.1
Price Risk Management Assets (Current)	108.1	-	108.1
Exchange Gas Receivable	51,188.4	61,833.8	(10,645.4)
Current Regulatory Assets	52,948.2	58,149.0	(5,200.8)
Prepayments and Other	152,039.6	118,212.2	33,827.5
<b>Total Current Assets</b>	<b>1,244,067.8</b>	<b>1,217,969.2</b>	<b>26,098.7</b>
Other Assets			
Price Risk Management Assets (Noncurrent)	121.3	-	121.3
Noncurrent Regulatory Assets	938,103.7	889,647.1	48,456.6
Postretirement and Postemployment benefits - Assets	86.0	31,499.8	(31,413.8)
Deferred Charges	117,060.3	144,881.5	(27,821.2)
<b>Total Other Assets</b>	<b>1,055,371.4</b>	<b>1,066,028.4</b>	<b>(10,657.0)</b>
<b>Total Assets</b>	<b>10,188,608.0</b>	<b>9,363,391.7</b>	<b>825,216.2</b>



**10Q Balance Sheet**  
(in thousands)

Entity: CEG and Subsidiaries  
Scenario: Actual

	December 2012	December 2011	Variation
<b>CAPITALIZATION and LIABILITIES</b>			
<b>Capitalization</b>			
Common Stock	0.0	0.0	-
Additional Paid-In Capital	1,437,108.8	1,436,550.8	(558.0)
Retained Earnings	1,821,142.2	1,719,586.0	(101,556.2)
Accumulated Other Comprehensive Income (Loss)	(44,319.5)	(40,903.5)	3,416.0
<b>Total Common Stock Equity</b>	<b>3,213,931.5</b>	<b>3,115,233.3</b>	<b>(98,698.2)</b>
Long-Term Debt, excluding amounts due within one year	2,081,405.0	1,284,217.0	(797,188.0)
<b>Total Capitalization</b>	<b>5,295,336.5</b>	<b>4,399,450.3</b>	<b>(895,886.2)</b>
<b>Current Liabilities</b>			
Current Portion of Long-Term Debt	76,322.0	223,362.6	147,040.6
Short-Term Borrowings	488,345.4	775,667.6	287,322.2
Accounts Payable - Unaffiliated	275,638.9	212,026.9	(63,612.0)
Accounts Payable - Affiliated	56,425.7	66,772.1	10,346.4
Customer Deposits and AR Credit Balances	140,971.1	168,641.4	27,670.3
Taxes accrued	224,296.7	172,625.2	(51,671.5)
Interest accrued	1,818.2	1,712.9	(105.3)
Overrecovered Gas and Fuel Costs	10,210.9	33,845.4	23,634.5
Price Risk Management Liabilities (Current)	4,397.8	6,494.9	2,097.1
Exchange Gas Payable	144,115.5	163,702.0	19,586.4
Current Deferred Revenue	40,131.7	2,866.8	(37,264.9)
Current Regulatory Liabilities	137,974.6	78,622.1	(59,352.5)
Accrued Liability for Postretirement and Postemployment Benefits - Current	1,637.1	1,776.8	139.8
Legal and Environmental Reserves	25,767.4	27,459.3	1,691.9
Other Accruals	139,748.8	182,339.7	42,591.0
<b>Total Current Liabilities</b>	<b>1,767,801.8</b>	<b>2,117,915.7</b>	<b>350,114.0</b>
<b>Noncurrent Liabilities</b>			
Price Risk Management Liabilities (Noncurrent)	1,779.9	5,200.7	3,420.7
Deferred Income Taxes	2,067,463.4	1,790,098.2	(277,365.2)
Deferred Investment Tax Credits	14,903.5	16,102.0	1,198.5
Deferred Credits	76,860.1	70,519.2	(6,340.9)
Accrued Liability for Postretirement and Postemployment Benefits - Noncurrent	212,008.7	174,714.3	(37,294.4)
Noncurrent Regulatory Liabilities	563,296.7	583,572.5	20,275.8
Asset Retirement Obligations	56,901.5	57,976.4	1,074.9
<b>Total Other Noncurrent Liabilities</b>	<b>132,255.7</b>	<b>147,842.4</b>	<b>15,586.7</b>
<b>Total Noncurrent Liabilities</b>	<b>3,125,469.7</b>	<b>2,846,025.7</b>	<b>(279,444.0)</b>
<b>Total Capitalization and Liabilities</b>	<b>10,188,608.0</b>	<b>9,363,391.7</b>	<b>(825,216.2)</b>



**CKY Consolidated**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
 View: Periodic  
 Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
4001000000 Gas Distribution Revenues - Unaffiliated	54,807,813	66,656,713	(12,149,100)
4001000000 Gas Distribution Revenues - Unaffiliated	21,453,881	29,173,989	(7,720,308)
4001000000 Gas Distribution Revenues - Unaffiliated	1,328,440	1,373,482	(45,042)
4001000000 Gas Distribution Revenues - Unaffiliated	72,753	128,093	(55,340)
4001000000 Gas Distribution Revenues - Unaffiliated	3,168,865	27,039,310	(23,870,445)
4001000000 Gas Distribution Revenues - Unaffiliated	2,739,279	3,211,484	(472,215)
4001000000 Gas Distribution Revenues - Unaffiliated	83,270,632	127,583,080	(44,312,448)
4012000000 Gas Distribution Revenues - Affiliated		300	(300)
4012000000 Gas Distribution Revenues - Affiliated		300	(300)
<b>4099990000 Gas Distribution Revenues</b>	<b>83,270,632</b>	<b>127,583,380</b>	<b>(44,312,748)</b>
4101000000 Transportation Revenues - Unaffiliated	8,220,987	8,521,451	(300,464)
4101000000 Transportation Revenues - Unaffiliated	6,265,229	6,028,571	236,658
4101000000 Transportation Revenues - Unaffiliated	4,922,771	5,102,769	(179,998)
4101000000 Transportation Revenues - Unaffiliated	55,981	55,730	250
4101000000 Transportation Revenues - Unaffiliated	19,464,968	19,708,521	(243,553)
4101000000 Transportation Revenues - Unaffiliated	19,464,968	19,708,521	(243,553)
<b>4199990000 Gas Transportation Revenues</b>	<b>19,464,968</b>	<b>19,708,521</b>	<b>(243,553)</b>
4209990000 Gas Transportation and Storage Revenues	447,209	535,976	(88,767)
4209990000 Gas Transportation and Storage Revenues	447,209	535,976	(88,767)
4819000000 Miscellaneous Revenues - Unaffiliated	447,209	535,976	(88,767)
4819000000 Miscellaneous Revenues - Unaffiliated	447,209	535,976	(88,767)
<b>4819990000 Other Revenues - Unaffiliated</b>	<b>447,209</b>	<b>535,976</b>	<b>(88,767)</b>
4822100000 Miscellaneous Aff Rev - Other	16,824	-	16,824
4822200000 Miscellaneous Aff Rev - Other Gross Margin	-	16,828	(16,828)
4829990000 Other Revenues - Affiliated	16,824	16,828	(4)
<b>4899990000 Other Products and Services Revenues</b>	<b>464,033</b>	<b>552,804</b>	<b>(88,771)</b>
4899990000 Other Products and Services Revenues	103,199,633	147,844,705	(44,645,072)
4999990000 Gross Revenues	28,995,002	36,016,145	(7,021,144)
5002010000 Gas Withdrawn from Storage	(25,292,118)	(43,899,803)	18,607,684
5002010000 Gas Placed in Storage	3,702,884	(7,883,657)	11,586,541
5002990000 Net Storage Activity	19,023,101	19,114,108	(91,007)
5008010000 Affiliate Gas Purchases	(35,235)	(8,087)	(27,148)
5009020000 Affiliate Off-System COS	18,987,866	19,106,022	(118,156)
5009990000 Affiliate Gas Purchased for Resale	(57,771)	(78,098)	20,327
5000000000 Company Use Gas	1,536,268	2,852,956	(1,316,688)
5003000000 Deferred Gas Purchase Adjustment			



**CKY Consolidated**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
View: Periodic  
Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
500510000 Ofr-System COS - Unaffiliated	3,204,100	27,047,686	(23,843,586)
500700000 Gas Purchased for Resale - Unaffiliated	15,517,917	44,664,589	(29,146,672)
500999000 Gas Purchased for Resale	42,891,263	85,709,507	(42,818,244)
570010000 DJFF - I/C Gross Margin	-	-	-
570999000 I/C Difference	-	-	-
579999000 Other COS	-	-	-
580000000 FAS 133 Gain/Loss	42,891,263	85,709,507	(42,818,244)
589999000 Cost of Sales	60,308,370	62,135,198	(1,826,828)
599999000 Total Net Revenues	13,449,161	13,449,094	67
600100000 Gross Corp Services Fee	(1,747,875)	(1,781,530)	33,655
600400000 Management Fee Transfers	11,701,286	11,567,563	133,723
600999000 Total Management Services	175,737	121,570	54,167
601010000 Audit Fees	420	1,426	(1,006)
601010000 Legal Fees	229,096	39,195	189,901
601010000 Consulting Fees	5,026,537	4,865,499	161,038
601010000 Other Outside Services	76,663	97,200	(20,537)
601010050 Benefits Administration Fees	5,509,453	5,124,890	384,563
601999000 Total Outside Services	6,332,116	10,249,100	(3,916,984)
602030001 Contingent Compensation Expense	698	1,094	(1,094)
602030001 Contingent Compensation Expense	21,624	21,066	558
602030001 Contingent Compensation Expense	26,635	23,585	3,050
602030001 Contingent Compensation Expense	22,373	12,887	9,486
602030001 Contingent Compensation Expense	71,330	-	71,330
602030001 Contingent Compensation Expense	-	56,662	(56,662)
602030001 Contingent Compensation Expense	-	695	(695)
602030002 Restricted Compensation Expense	546	5,304	(4,758)
602030002 Restricted Compensation Expense	4,800	4,800	-
602030002 Restricted Compensation Expense	4,692	4,301	391
602030002 Restricted Compensation Expense	10,038	15,100	(5,062)
602030002 Restricted Compensation Expense	81,368	73,762	7,606
602039000 Total Stock Compensation Expense	76,826	62,214	14,612
604010000 Dental Plan (Employer Cost)	(20,294)	(36,949)	16,655
604020000 Life Insurance	44,412	68,322	(23,910)
604025000 Life Ins (Employer Cost)-I/C	28,201	35,213	(9,013)
604030000 Long-Term Disability Plan	28,445	28,229	216
604035000 Long-Term Disability Plan-I/C	3,286	6,296	(3,010)
604050000 Employee Assistance Plan(Employer Cost)	-	-	-







**CKY Consolidated**  
**Rolling 12 Month Detailed Income Statement Trial**  
**Balance**  
*(whole dollars)*

Scenario: Actual  
 View: Periodic  
 Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
694999000 Loss (gain) on sale or impairment of assets	27,592	18,743	8,849
692010000 Property Taxes	2,351,920	2,258,009	93,911
692020000 Gross Receipts Taxes	64	101	(37)
692030000 Payroll Taxes	558,280	484,062	74,218
692040000 Other Misc Taxes	9,903	25,933	(16,031)
692999000 Other Taxes	2,920,167	2,776,105	144,061
698999000 Operating Expenses	42,713,544	40,658,885	2,054,659
699999000 Operating Income	17,594,826	21,476,314	(3,881,487)
700102000 Interest Expense - Money Pool	327	1,757	(1,430)
700102999 Total Interest Expense - Short Term Debt	327	1,757	(1,430)
700310000 AFUDC	42,394	17,824	24,570
700399000 Allow for Borrowed Funds Used & IDC	42,394	17,824	24,570
700170000 Other Interest Expense	78,056	156,862	(78,806)
700180000 Other Interest - Affiliated	4,672,202	4,659,436	12,766
700999000 Interest expense, net	4,708,191	4,800,031	(91,840)
703004000 Interest Income - Money Pool	531,448	851,577	(320,129)
703005000 Other Interest Income - Unaffiliated	31,901	31,338	563
703099000 Total Interest Income	563,349	882,915	(319,566)
703113000 Donations	(144,621)	(151,069)	6,448
703124000 AFUDC - Equity	(104,291)	1,257	(105,549)
703170000 Misc Non-operating Income - Unaff.	(40,330)	29,813	(70,143)
703199000 Total Miscellaneous	523,019	760,401	(237,382)
703999000 Other, Net	(4,185,172)	(4,039,630)	(145,542)
709999000 Total Other Income (Deductions)	13,409,655	17,436,684	(4,027,029)
719999000 Income from Continuing Operations before Tax	(1,601,360)	(850,092)	(751,269)
720999000 Currently Payable Income Taxes	259,464	78,094	177,370
720999000 Currently Payable Income Taxes	(1,345,896)	(771,998)	(573,899)
720999000 Currently Payable Income Taxes	5,933,493	6,551,810	(618,317)
721020000 Deferred Income Taxes	386,504	884,753	(498,249)
721020000 Deferred Income Taxes	6,319,997	7,436,563	(1,116,566)
721020000 Deferred Income Taxes	(80,172)	(82,146)	1,974
721060000 Investment tax credit deferred py year			



CKY Consolidated  
Rolling 12 Month Detailed Income Statement Trial  
Balance  
(whole dollars)

Scenario: Actual  
View: Periodic  
Custom 1: GAAP

	For 12 Months Ended December 2012	For 12 Months Ended December 2011	Change
721999000 Deferred Income Taxes	6,239,825	7,354,417	(1,114,592)
728999000 Income Taxes	4,893,929	6,582,419	(1,688,490)
729999000 Income from Continuing Operations	8,515,725	10,854,264	(2,338,539)
739999000 Net Income	8,515,725	10,854,264	(2,338,539)



10Q Balance Sheet  
(in thousands)

Entity: CKY Consolidated  
Scenario: Actual

	December 2012	December 2011	Variation
<b>ASSETS</b>			
Property, Plant, and Equipment			
Utility Plant	323,581.3	308,355.1	15,226.2
Accumulated Depreciation and Amortization	(107,429.2)	(104,754.1)	(2,675.1)
<b>Net Utility Plant</b>	<b>216,152.2</b>	<b>203,601.0</b>	<b>12,551.1</b>
Other property at cost less accum deprec	0.0	0.0	-
<b>Net Property, Plant and Equipment</b>	<b>216,152.1</b>	<b>203,601.0</b>	<b>12,551.1</b>
Investments			
Total Other Investments	0.0	0.0	-
<b>Total Investments</b>	<b>0.0</b>	<b>0.0</b>	<b>-</b>
Current Assets			
Cash and Cash Equivalents	1,830.2	483.5	1,346.7
Restricted Cash	1,910.3	2,093.7	(183.4)
Accounts Receivable - Unaffiliated	18,571.3	21,394.3	(2,823.0)
Accounts Receivable - Affiliated	26,971.9	33,005.4	(6,033.5)
Income Tax Receivable	3,882.2	-	3,882.2
Gas Inventory	44,113.6	47,816.4	(3,702.9)
Materials and Supplies, at Average Cost	71.3	73.3	(2.0)
Exchange Gas Receivable	140.2	120.8	19.4
Current Regulatory Assets	1,974.2	3,032.6	(1,058.5)
Prepayments and Other	2,954.3	2,769.5	184.8
<b>Total Current Assets</b>	<b>102,419.4</b>	<b>110,789.5</b>	<b>(8,370.1)</b>
Other Assets			
Noncurrent Regulatory Assets	19,710.5	18,409.0	1,301.5
Deferred Charges	3,161.9	1,670.3	1,491.6
<b>Total Other Assets</b>	<b>22,872.4</b>	<b>20,079.4</b>	<b>2,793.0</b>
<b>Total Assets</b>	<b>341,444.0</b>	<b>334,469.9</b>	<b>6,974.0</b>



10Q Balance Sheet

(in thousands)

Entity: CKY Consolidated

Scenario: Actual

	December 2012	December 2011	Variation
<b>CAPITALIZATION and LIABILITIES</b>			
<b>Capitalization</b>			
Common Stock	23,806.2	23,806.2	-
Additional Paid-In Capital	5,582.7	5,582.7	-
Retained Earnings	62,468.4	60,952.7	(1,515.7)
<b>Total Common Stock Equity</b>	<b>91,857.3</b>	<b>90,341.6</b>	<b>(1,515.7)</b>
Long-Term Debt, excluding amounts due within one year	53,335.0	82,055.0	28,720.0
<b>Total Capitalization</b>	<b>145,192.3</b>	<b>172,396.6</b>	<b>27,204.3</b>
<b>Current Liabilities</b>			
Current Portion of Long-Term Debt	28,720.0	-	(28,720.0)
Short-Term Borrowings	11.5	60.6	49.0
Accounts Payable - Unaffiliated	7,924.2	9,315.8	1,391.7
Accounts Payable - Affiliated	4,103.6	4,156.4	52.8
Customer Deposits and AR Credit Balances	15,611.1	19,476.7	3,865.5
Taxes accrued	8,004.8	3,140.4	(4,864.4)
Interest accrued	66.8	21.2	(45.5)
Overrecovered Gas and Fuel Costs	9,576.6	8,208.7	(1,367.9)
Price Risk Management Liabilities (Current)	928.4	643.4	(285.0)
Exchange Gas Payable	17,060.8	23,171.2	6,110.4
Current Regulatory Liabilities	4,258.3	3,825.6	(432.7)
Accrued Liability for Postretirement and Postemployment Benefits - Current	148.6	129.3	(19.3)
Other Accruals	(343.9)	(254.6)	89.3
<b>Total Current Liabilities</b>	<b>96,070.9</b>	<b>71,894.8</b>	<b>(24,176.1)</b>
<b>Noncurrent Liabilities</b>			
Price Risk Management Liabilities (Noncurrent)	766.9	1,081.3	314.3
Deferred Income Taxes	50,081.9	43,853.8	(6,228.1)
Deferred Investment Tax Credits	433.0	513.2	80.2
Accrued Liability for Postretirement and Postemployment Benefits - Noncurrent	13,177.6	10,168.3	(3,009.3)
Noncurrent Regulatory Liabilities	24,691.7	24,938.6	246.9
Asset Retirement Obligations	6,976.6	7,256.8	280.3
Total Other Noncurrent Liabilities	4,053.1	2,366.6	(1,686.5)
<b>Total Noncurrent Liabilities</b>	<b>100,180.8</b>	<b>90,178.6</b>	<b>(10,002.3)</b>
<b>Total Capitalization and Liabilities</b>	<b>341,444.0</b>	<b>334,469.9</b>	<b>(6,974.0)</b>

**BEFORE THE PUBLIC SERVICE COMMISSION  
CASE NO. 2000-129  
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION  
IN ORDER DATED JUNE 30, 2000**

**From the Order at Page 22:**

Columbia of Kentucky should file its most recent SMRI reports with the Commission on a semi-annual basis.

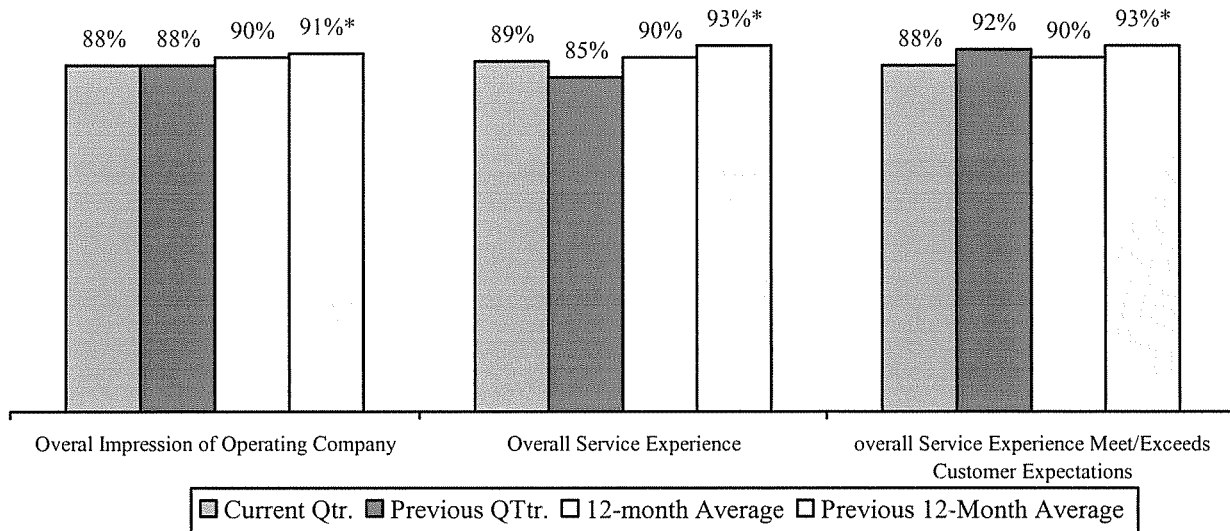
**Response:**

The Fourth Quarter 2012 report is attached.

# Columbia Gas of Kentucky

## Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



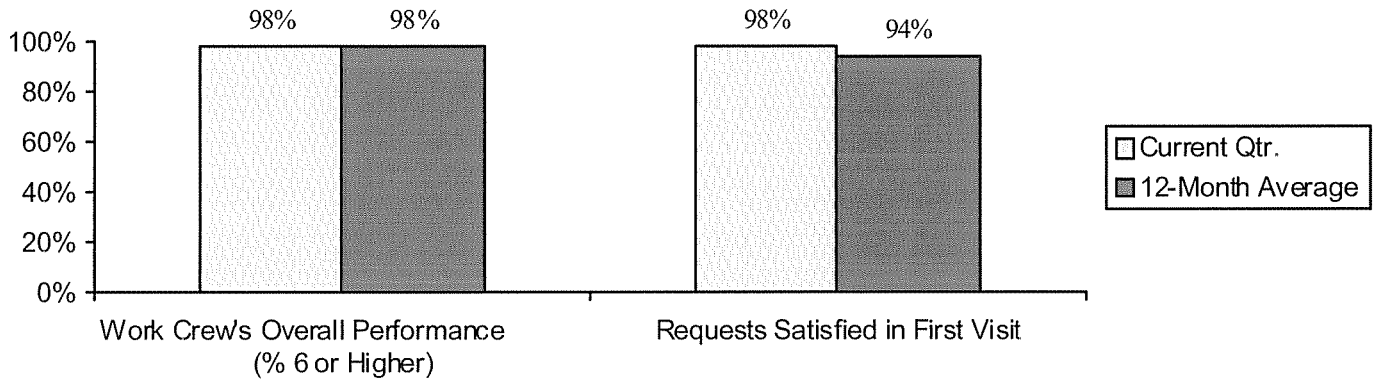
## Key Drivers of Satisfaction with Overall Service Experience

	CKY		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Ease of conducting business with the company	91%	92%	+7%*	-1%
CSR working quickly and efficiently	91%	91%	-3%	-1%
Overall ease of completing IVR transaction	85%	88%	-3%	-3%
CSR showing concern for customer's situation	93%	93%	-2%	0%
Overall Performance of the field work crew	98%	98%	-1%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

\* Indicates a statistically significant difference from current quarter at 95% confidence level.

## Satisfaction with Service Visit




### Automated Telephone System/Access

	Current Qtr.	Change from Previous Quarter
Offering choices that helped you get directly to information wanted	86%	+9%*
Ease of understanding menu options and directions	88%	+1%
Ease of navigating phone menu prompts	86%	+4%
Overall ease of completing transaction	85%	-3%
Overall ease of doing business with company	91%	+7%*

### Telephone Rep Service

	Current Qtr.	Change from Previous Quarter
Being courteous and professional	98%	0%
Treating you as a respected customer	96%	-2%
Showing interest and concern	93%	-2%
Displaying skill and knowledge	99%	+3%*
Adequately answering questions	97%	+2%
Understanding purpose of call	97%	+3%
Having authority to make decisions	92%	0%
Handling request quickly and efficiently	91%	-3%

Percent rating "6" or higher on ten-point scale



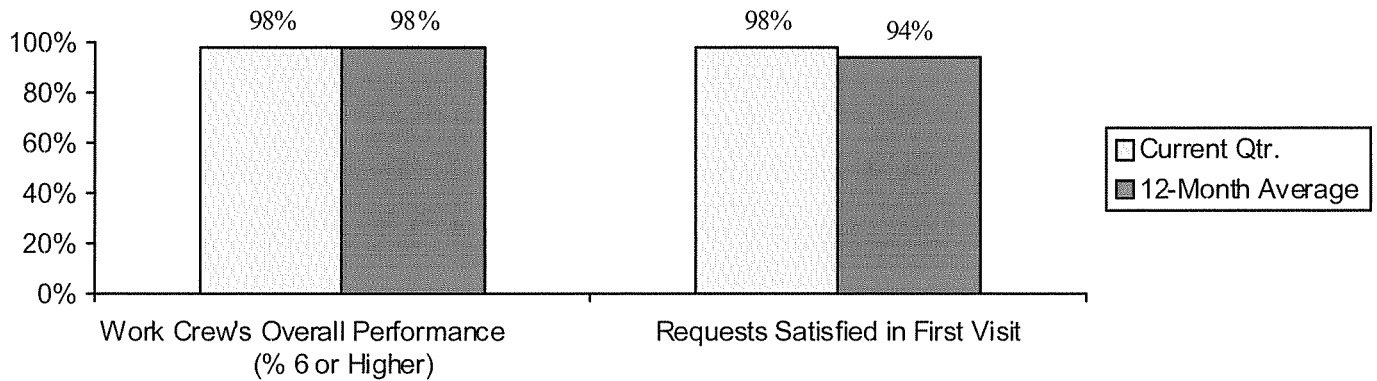
### Percentage of Cases Resolved with One Call

<u>Current Qtr.</u>	<u>12-Month Average</u>
<b>80%</b>	<b>80%</b>

\* Indicates a statistically significant difference from current quarter at 95% confidence level.



## Satisfaction with Service Visit



### Scheduling Service Visit

	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	90%	-3%
Telling you when work would take place	95%	+1%
Work crew arriving on time	96%	-2%

### Work Crew Performance

	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	99%	-1%
Displaying skill and knowledge	97%	-2%
Taking time to explain work	97%	-2%
Adequately answering questions	97%	-1%
Being informed about your request	99%	0%
Performing work quickly and efficiently	100%	+2%
Being respectful of customer's property	100%	+2%

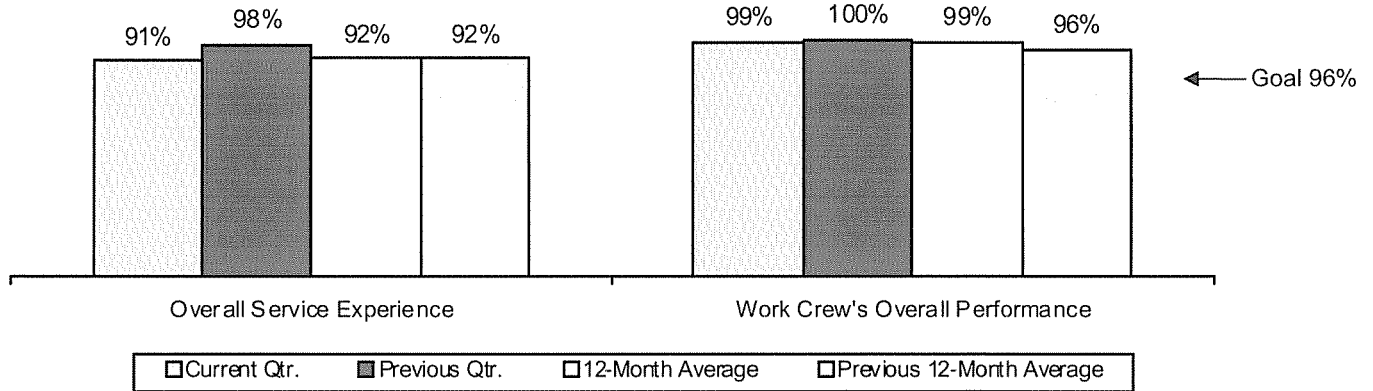
Percent rating "6" or higher on ten-point scale

\* Indicates a statistically significant difference from current quarter at 95% confidence level.

# Ashland Operating Center

## Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



## Key Drivers of Satisfaction with Service Person/Work Crew

	Ashland Central Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Being respectful of your property	100%	100%	0%	0%
Displaying skill and knowledge in their job	95%	98%	-5%	-2%
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all your questions	95%	97%	-5%	-1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

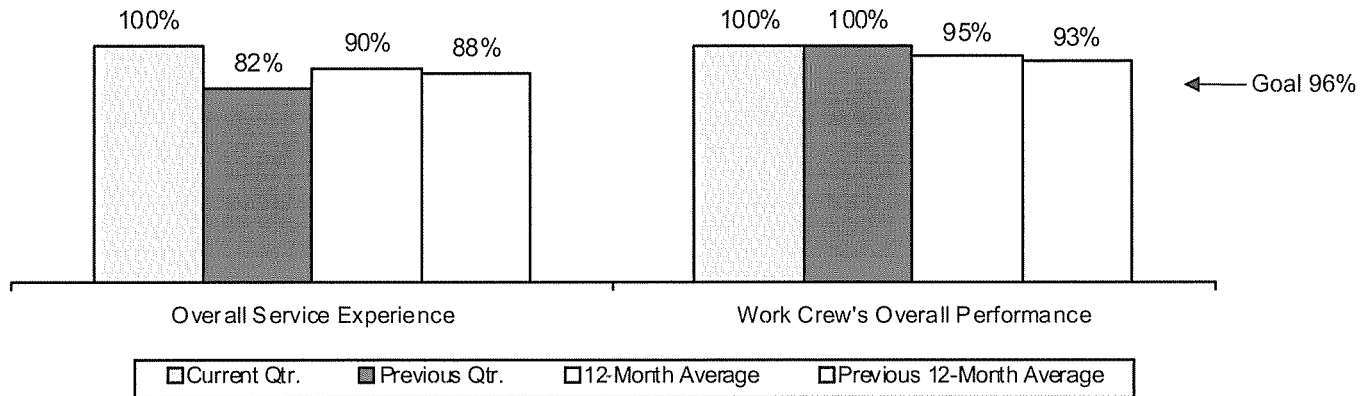
	<p><b>Overall Service Experience Meeting/Exceeding Customer Expectations</b></p>		<p><b>Leaving Work Area Neat and Safe</b></p>
<p><u>Current Qtr.</u></p> <p><b>94%</b></p>	<p><u>12-Month Average</u></p> <p><b>92%</b></p>	<p><u>Current Qtr.</u></p> <p><b>100%</b></p>	<p><u>12-Month Average</u></p> <p><b>100%</b></p>
	<p><b>Arriving On Time (Percent Rating "6" or Higher)</b></p>		<p><b>Percent Rating Requests Satisfied in First Visit</b></p>
<p><u>Current Qtr.</u></p> <p><b>93%</b></p>	<p><u>12-Month Average</u></p> <p><b>96%</b></p>	<p><u>Current Qtr.</u></p> <p><b>99%</b></p>	<p><u>12-Month Average</u></p> <p><b>96%</b></p>

\* Indicates a statistically significant difference from current quarter at 90% confidence level.

## East Point Operating Center

### Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



### Key Drivers of Satisfaction with Service Person/Work Crew

	East Point Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Being respectful of your property	100%	97%	0%	+3%
Displaying skill and knowledge in their job	100%	93%	0%	+7%
Performing work quickly and efficiently	100%	93%	0%	+7%
Adequately answering all your questions	100%	86%*	0%	+14%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

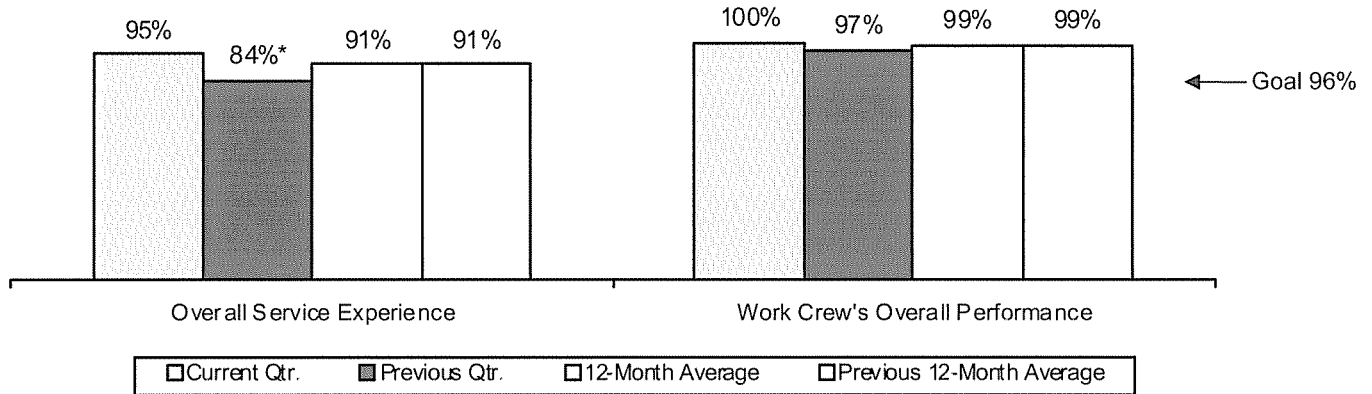
	<p><b>Overall Service Experience Meeting/Exceeding Customer Expectations</b></p>		<p><b>Leaving Work Area Neat and Safe</b></p>
<p><u>Current Qtr.</u></p> <p><b>100%</b></p>	<p><u>12-Month Average</u></p> <p><b>92%*</b></p>	<p><u>Current Qtr.</u></p> <p><b>100%</b></p>	<p><u>12-Month Average</u></p> <p><b>100%</b></p>
	<p><b>Arriving On Time (Percent Rating "6" or Higher)</b></p>		<p><b>Percent Rating Requests Satisfied in First Visit</b></p>
<p><u>Current Qtr.</u></p> <p><b>100%</b></p>	<p><u>12-Month Average</u></p> <p><b>100%</b></p>	<p><u>Current Qtr.</u></p> <p><b>100%</b></p>	<p><u>12-Month Average</u></p> <p><b>95%</b></p>

\* Indicates a statistically significant difference from current quarter at 90% confidence level.

# Frankfort Operating Center

## Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



## Key Drivers of Satisfaction with Service Person/Work Crew

	Frankfort Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Being respectful of your property	100%	98%*	+8%	+2%
Displaying skill and knowledge in their job	100%	99%	+3%	+1%
Performing work quickly and efficiently	100%	98%*	+10%	+2%
Adequately answering all your questions	100	100%	0%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

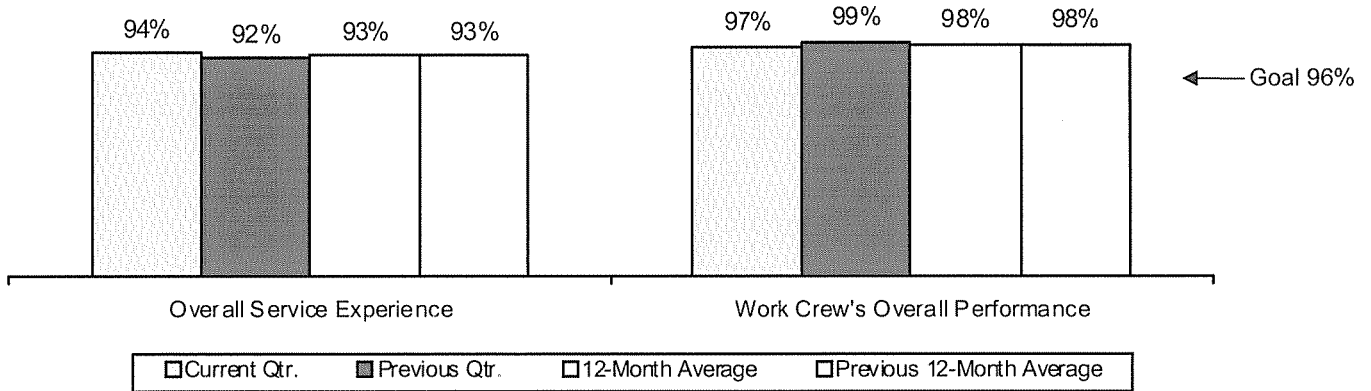
	<p><b>Overall Service Experience Meeting/Exceeding Customer Expectations</b></p>		<p><b>Leaving Work Area Neat and Safe</b></p>
	<p><u>Current Qtr.</u>      <u>12-Month Average</u></p> <p>100%              97%</p>		<p><u>Current Qtr.</u>      <u>12-Month Average</u></p> <p>100%              99%</p>
	<p><b>Arriving On Time (Percent Rating "6" or Higher)</b></p>		<p><b>Percent Rating Requests Satisfied in First Visit</b></p>
	<p><u>Current Qtr.</u>      <u>12-Month Average</u></p> <p>98%              99%</p>		<p><u>Current Qtr.</u>      <u>12-Month Average</u></p> <p>94%              92%</p>

\* Indicates a statistically significant difference from current quarter at 90% confidence level.

# Lexington Operating Center

## Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



## Key Drivers of Satisfaction with Service Person/Work Crew

	Lexington Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Being respectful of your property	100%	99%*	+2%	+1%
Displaying skill and knowledge in their job	97%	98%	-2%	-1%
Performing work quickly and efficiently	100%	99%*	+1%	+1%
Adequately answering all your questions	97%	98%	-2%	-1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

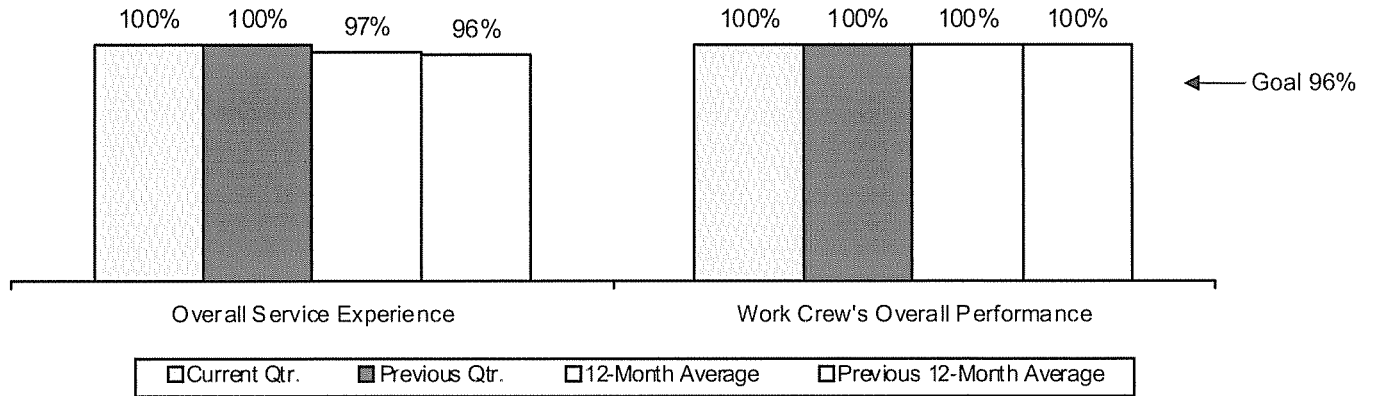
	<p><b>Overall Service Experience Meeting/Exceeding Customer Expectations</b></p>		<p><b>Leaving Work Area Neat and Safe</b></p>
<p>Current Qtr.</p>	<p>12-Month Average</p>	<p>Current Qtr.</p>	<p>12-Month Average</p>
<p>94%</p>	<p>94%</p>	<p>98%</p>	<p>98%</p>
	<p><b>Arriving On Time (Percent Rating "6" or Higher)</b></p>		<p><b>Percent Rating Requests Satisfied in First Visit</b></p>
<p>Current Qtr.</p>	<p>12-Month Average</p>	<p>Current Qtr.</p>	<p>12-Month Average</p>
<p>96%</p>	<p>97%</p>	<p>94%</p>	<p>94%</p>

\* Indicates a statistically significant difference from current quarter at 90% confidence level.

## Maysville Operating Center

### Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



### Key Drivers of Satisfaction with Service Person/Work Crew

	Maysville Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Being respectful of your property	100%	100%	0%	0%
Displaying skill and knowledge in their job	100%	100%	0%	0%
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all your questions	100%	100%	0%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

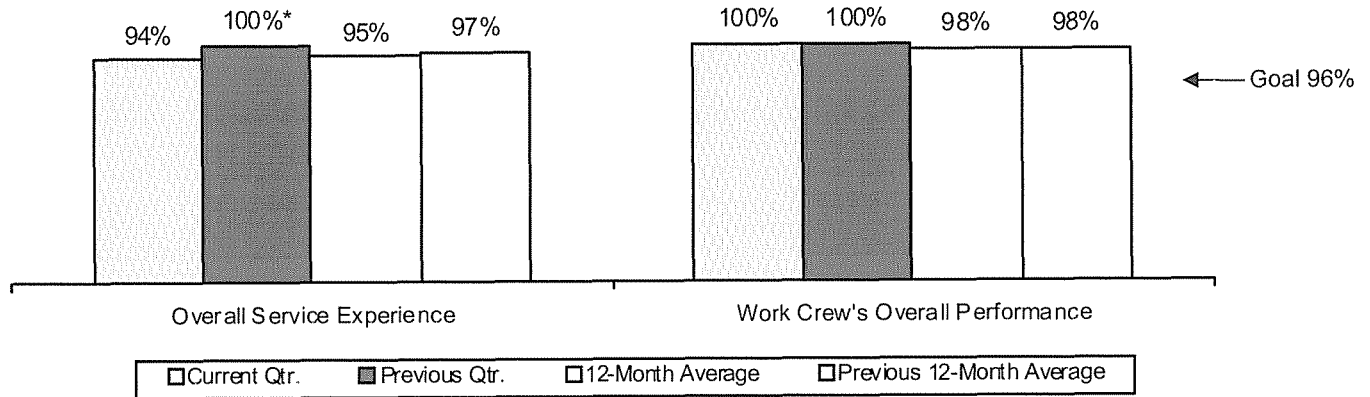
	<p><b>Overall Service Experience Meeting/Exceeding Customer Expectations</b></p>		<p><b>Leaving Work Area Neat and Safe</b></p>
<p>Current Qtr.</p>	<p>12-Month Average</p>	<p>Current Qtr.</p>	<p>12-Month Average</p>
<p>100%</p>	<p>97%</p>	<p>100%</p>	<p>100%</p>
	<p><b>Arriving On Time (Percent Rating "6" or Higher)</b></p>		<p><b>Percent Rating Requests Satisfied in First Visit</b></p>
<p>Current Qtr.</p>	<p>12-Month Average</p>	<p>Current Qtr.</p>	<p>12-Month Average</p>
<p>100%</p>	<p>100%</p>	<p>100%</p>	<p>95%</p>

\* Indicates a statistically significant difference from current quarter at 90% confidence level.

## Winchester Operating Center

### Primary Measures of Service Quality



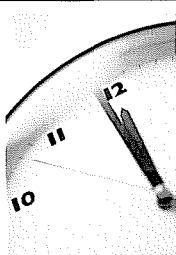

(Percent Rating "6" or Higher on Ten-Point Scale)



### Key Drivers of Satisfaction with Service Person/Work Crew

	Winchester Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Being respectful of your property	98%	99%	-2%	-1%
Displaying skill and knowledge in their job	98%	98%	-2%	-1%
Performing work quickly and efficiently	98%	98%	+2%	0%
Adequately answering all your questions	97%	96%	+4%	+1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

	<p><b>Overall Service Experience Meeting/Exceeding Customer Expectations</b></p> <table border="0"> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>98%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	98%*		<p><b>Leaving Work Area Neat and Safe</b></p> <table border="0"> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>99%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	99%
<u>Current Qtr.</u>	<u>12-Month Average</u>										
100%	98%*										
<u>Current Qtr.</u>	<u>12-Month Average</u>										
100%	99%										
	<p><b>Arriving On Time (Percent Rating "6" or Higher)</b></p> <table border="0"> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>98%</td> <td>98%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	98%	98%		<p><b>Percent Rating Requests Satisfied in First Visit</b></p> <table border="0"> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>94%</td> <td>95%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	94%	95%
<u>Current Qtr.</u>	<u>12-Month Average</u>										
98%	98%										
<u>Current Qtr.</u>	<u>12-Month Average</u>										
94%	95%										

\* Indicates a statistically significant difference from current quarter at 90% confidence level.