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AUG 4 2014

PUBLIC SERVICE  
COMMISSION

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

August 4, 2014

RE: Case No. 2013-00167

Dear Mr. Derouen

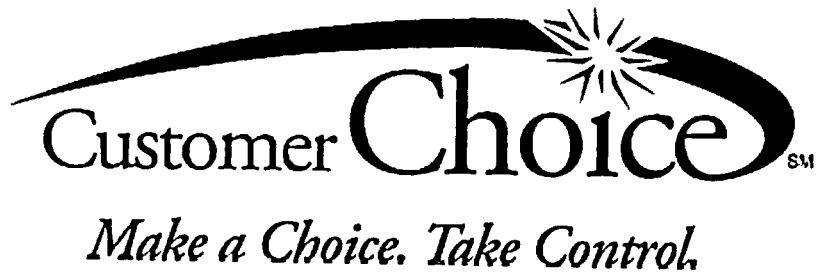
Pursuant to your letter of request, Columbia Gas of Kentucky, Inc. hereby files its 2014 Annual Report on the Customer CHOICE<sup>SM</sup> program. An electronic submission was attempted on August 1, but I have been advised that the report should be submitted by regular delivery. If you have any questions, please call me at (859) 288-0242. Thank you.

Sincerely,

/s/ Judy Cooper

Judy M. Cooper  
Director, Regulatory Affairs

Enclosures



**Columbia Gas of Kentucky, Inc.  
Customer Choice<sup>SM</sup> Program  
Annual Report**

**2014**



**Columbia Gas of Kentucky, Inc.  
Customer Choice<sup>SM</sup> Program Annual Report  
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## **Introduction**

Columbia Gas of Kentucky's ("Columbia's") application requesting approval of its initial Customer Choice Program described an annual report to be filed with the Kentucky Public Service Commission ("Commission"). The initial pilot program began in 2000 and terminated on March 31, 2005. Columbia's new pilot Customer Choice Program became effective on April 1, 2005, and by subsequent Orders, the most recent dated December 31, 2013, was extended through March 31, 2017. This twelfth annual report will summarize the existing program and customer complaints.

The participating marketers are a combination of long term participants and new entrants during the past year in Columbia's CHOICE Program. The marketers provide numerous gas supply options. As of March 2014, Choice customers have saved (\$40,846,643). This savings is calculated as the amount paid by customers compared to the amount the customers would have paid if they had not opted to be supplied by a marketer in the first place. This is the grand total from the initial Choice program through March 31, 2014.

## **Customer Concerns**

The Customer Contact Center received 2,661 calls from May 2013 through April 2014 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below.

Choice Information	2,253
Customer Exclusion	20
Marketer Complaint	26
Marketer Savings	294
Price to Compare	68
Send Brochure	0

## Certified Marketers

Interstate Gas Supply, Inc.  
dba IGS Energy  
Vincent Parisi  
6100 Emerald Parkway  
Dublin, Ohio 43016  
800-280-4474

Constellation Energy Gas Choice, Inc.  
formerly MxEnergy.com, Inc.  
Chaitanya Parikh  
1221 Lamar St., Ste.750  
Houston, Texas 77010  
800-785-4373

Stand Energy Corporation  
John M. Dosker  
1071 Celestial Street, Suite 110  
Cincinnati, Ohio 45202-1629  
800-598-2046

Gateway Energy Services Corporation  
Joseph Waldman  
400 Rella Blvd., Suite 300  
Montebello, NY 10901  
800-244-2275

Volunteer Energy Services, Inc.  
Richard A. Curnutte, Sr.  
790 Windmill Drive  
Pickerington, Ohio 43147  
800-977-8374

U. S. Gas and Electric, Inc.  
d/b/a/ Kentucky Gas & Electric  
Michelle Mann  
1309 U. S. Highway 127 South, Suite B #351  
Frankfort, KY 40601  
888-919-5943

Xoom Energy  
Michelle Harding  
13850 Ballantyne Corp Place, Suite 150  
Charlotte, NC 28277

Kentucky United Energy LLC  
Will Graham  
730 East Main Street  
Frankfort, KY 40601  
855-735-7304

CenterPoint Energy Services, Inc.  
Larry Kunckle  
1111 Louisiana, 20<sup>th</sup> Floor  
Houston, Texas 77002  
800-495-9880

Vista Energy Marketing, L.P.  
Eric Maberry  
3200 Southwest Freeway Suite 2400  
Houston, Texas 77027  
888-508-4782

## Rates Charged by Marketers

The following marketer rates are not identified by marketer name in order to avoid undue influence in a competitive market.

Marketer	Rates as of May 2013
A	\$ 7.99 per Mcf \$ 8.99 per Mcf \$ 8.24 per Mcf \$ 7.29 per Mcf \$ 7.49 per Mcf \$ 6.99 per Mcf \$ 9.49 per Mcf \$ 7.24 per Mcf \$ 6.7340 per Mcf \$ 7.3740 per Mcf \$ 8.49 per Mcf \$ 4.99 per Mcf \$ 7.1240 per Mcf \$ 8.50 per Mcf \$ 6.74 per Mcf \$ 7.90 per Mcf \$ 7.74 per Mcf \$ 7.89 per Mcf \$ 6.49 per Mcf \$ 6.9740 per Mcf \$6.39 per Mcf \$5.49 per Mcf \$5.74 per Mcf \$6.24 per Mcf \$5.99 per Mcf \$5.59 per Mcf \$5.24 per Mcf \$4.74 per Mcf \$5.35 per Mcf \$6.8240 per Mcf \$5.85 per Mcf \$6.14 per Mcf
B	\$ 4.60 per Mcf \$ 5.2195 per Mcf \$ 5.1310 per Mcf \$ 8.69 per Mcf \$ 5.46 per Mcf \$ 6.79 per Mcf \$ 5.13 per Mcf \$ 5.5256 per Mcf

	\$ 4.99 per Mcf
	\$ 6.43 per Mcf
	\$ 4.49 per Mcf
	\$ 7.49 per Mcf
	\$ 5.90 per Mcf
	\$ 5.39 per Mcf
	\$ 5.09 per Mcf
	\$ 6.49 per Mcf
	\$ 5.59 per Mcf
	\$ 5.85 per Mcf
	\$ 6.99 per Mcf
	\$ 5.52 per Mcf
	\$ 5.99 per Mcf
	\$ 4.90 per Mcf
	\$ 6.19 per Mcf
	\$ 4.19 per Mcf
	\$ 6.95 per Mcf
	\$ 5.29 per Mcf
	\$ 6.59 per Mcf
	\$ 7.99 per Mcf
	\$ 5.56 per Mcf

C	\$ 9.79 per Mcf \$ 9.59 per Mcf \$ 6.79 per Mcf \$ 6.99 per Mcf \$ 7.64 per Mcf \$ 6.89 per Mcf \$7.99 per Mcf \$7.89 per Mcf \$7.35 per Mcf
D	\$ 5.95 per Mcf \$ 7.44 per Mcf
E	\$ 6.2840 per Mcf \$ 6.1870 per Mcf \$6.99 per Mcf \$4.99 per Mcf
F	\$ 6.2990 per Mcf \$ 7.2910 per Mcf \$ 5.49 per Mcf \$ 6.21 per Mcf \$ 6.22 per Mcf \$5.81 per Mcf \$5.65 per Mcf \$6.3920 per Mcf \$7.2910 per Mcf
G	\$5.99 per Mcf \$6.34 per Mcf \$6.00 per Mcf \$5.89 per Mcf \$4.99 per Mcf \$7.09 per Mcf \$5.25 per Mcf \$7.83 per Mcf \$6.45 per Mcf
H	\$6.6535 per Mcf \$6.28 per Mcf
I	\$8.99 per Mcf \$6.75 per Mcf \$3.99 per Mcf \$4.89 per Mcf \$6.59 per Mcf \$5.59 per Mcf \$7.15 per Mcf \$7.25 per Mcf \$7.99 per Mcf
J	\$5.49 per Mcf \$5.99 per Mcf

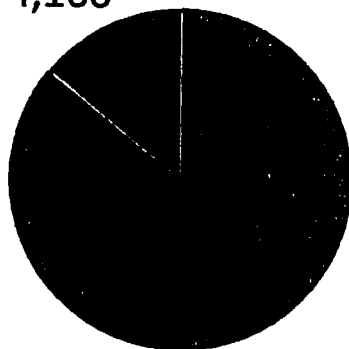


	\$6.14 per Mcf
	\$6.29 per Mcf
	\$6.49 per Mcf



## Residential & Commercial Customer Participation

4,160

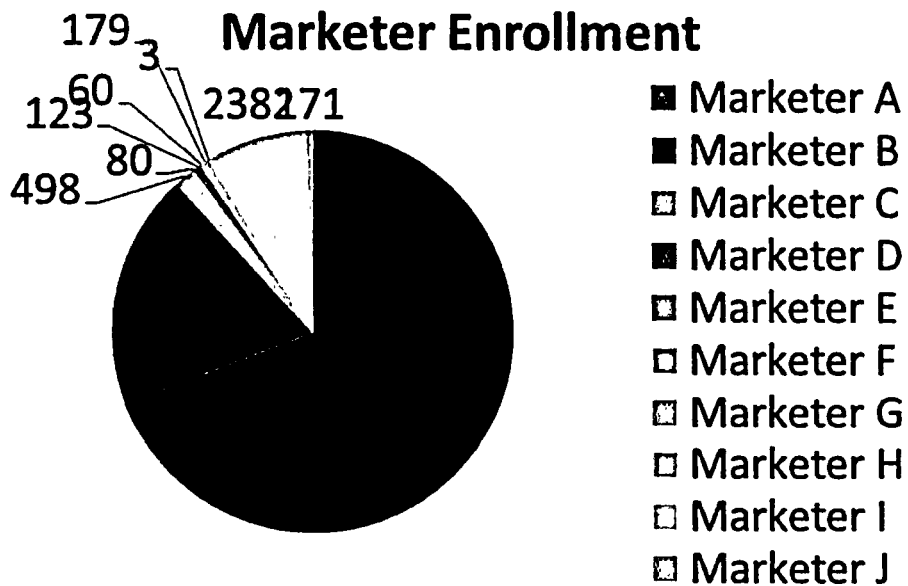


- Residential
- Commercial

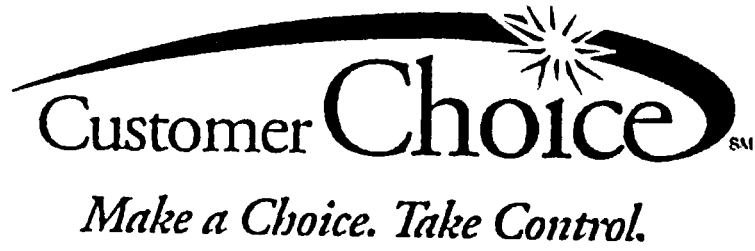
As of March 15, 2014



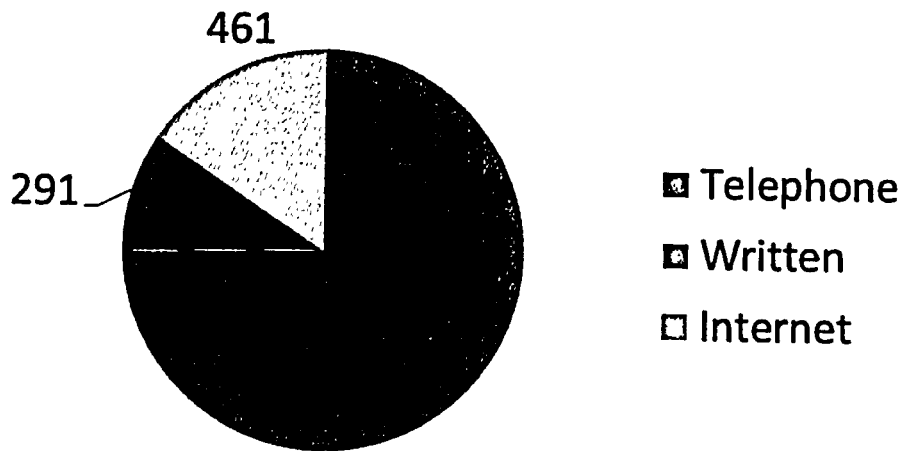
*Make a Choice. Take Control.*



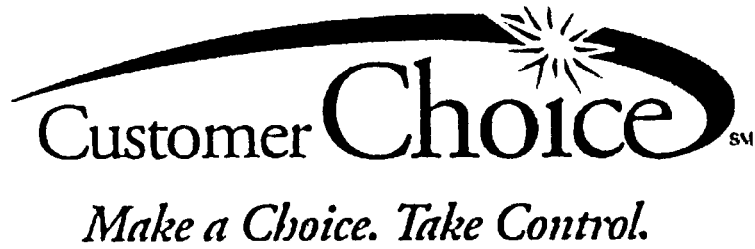
**As of March 15, 2014**



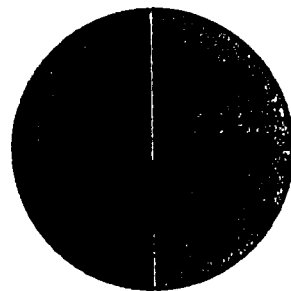
### Methods of Enrollment



As of March 15, 2014

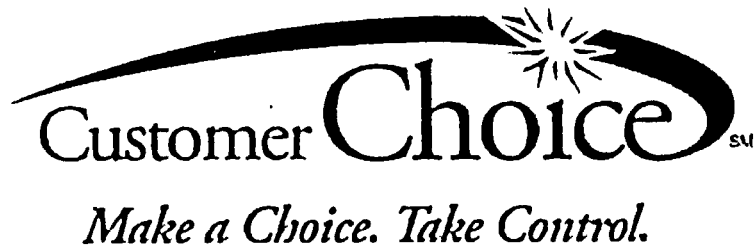


**Total Volumes Purchased from  
Marketers by Participating  
Customers**

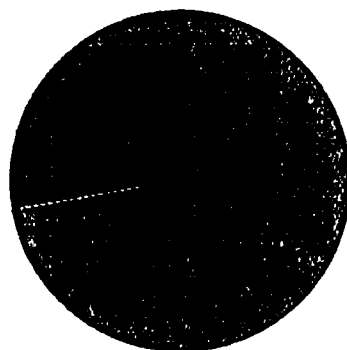


- Residential
- Commercial

**As of March 15, 2014**



### Percentage of Customer Participation by Volume



- Columbia Gas
- Choice Marketers

27.7 percent of total eligible throughput is being supplied by a Choice marketer.

**As of March 15, 2014**