

May 15, 2009

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

RECEIVED

MAY 15 2009

PUBLIC SERVICE
COMMISSION

Re: Columbia Gas of Kentucky, Inc.
Case No. 2009 - 00173

Dear Mr. Derouen:

Pursuant to the Commission's Order of May 5, 2009, Columbia Gas of Kentucky, Inc. ("Columbia") hereby submits and original and ten (10) copies of its Answer in the above-referenced case.

Very truly yours,

Daniel A. Creekmur (gmc)

Daniel A. Creekmur
Attorney for Columbia Gas of Kentucky, Inc.

Enclosures

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:)	
)	
HEATHER RAY MCATEE,)	
)	
COMPLAINANT)	
)	
v.)	
)	Case No. 2009-00173
COLUMBIA GAS OF KENTUCKY,)	
INC.)	
)	
DEFENDANT)	
)	

ANSWER OF COLUMBIA GAS OF KENTUCKY, INC.

Columbia Gas of Kentucky, Inc. (“Columbia”), the above-named defendant, for its Answer to the Complaint in the proceeding, respectfully states as follows.

OVERVIEW

On March 25, 2009, Columbia obtained a meter reading at 4229 Heathmoor Ct., Lexington, Kentucky 40514 of 8518. Columbia has provided calculated bills for the previous 16 months because the meter was enclosed behind a neighbor’s property fence. Columbia contacted the Complainant on April 2, 2009 to request a second read to verify the March 25, 2009 read. The Complainant advised Columbia to contact the neighbor to obtain access, and on April 2, 2009 a reading of 8561 was obtained.

On April 3, 2009, Columbia performed a high bill investigation and changed the meter, but advised the Complainant that her thermostat was off more than two degrees and noted on its order report that the furnace filter had been changed only once in 30 months. Columbia performed a test on the meter and determined that it tested 0.50% slow. On April 3, 2009, Columbia also contacted the Complainant and offered to set up a flexible payment plan to aid the Complainant in paying the under-billed amount of 168.5, or \$2,425.12.

On April 6, 2009, the Complainant filed a complaint in this docket. To date, Columbia has taken the following actions to assist the Complainant in resolving her complaint: mailed the Complainant a meter reading schedule so she can call in customer reads, updated its customer information system to advise field personnel of appropriate steps to gain meter access, updated the meter access information within its customer information systems, offered a 26 month repayment plan and will continue to work with the customer to ensure that her meter is read at regular intervals in the future.

ANSWER TO THE INDIVIDUAL PARAGRAPHS OF EXHIBIT A TO THE COMPLAINT

1. Columbia denies that it incorrectly calculated the amount owed by the Complainant. Columbia's calculation is based on actual consumption and appropriately considers heat load and base load factors to place consumption in the appropriate billing cycles.

2. Columbia denies that it violated 807 KAR 5:006, Section 6(5). Columbia was prevented from obtaining meter reads at the Complainant's service address for reasons beyond its control.

3. Columbia denies any and all other allegations in the Complaint.

AFFIRMATIVE DEFENSES

1. Columbia avers that based on the information available to it, it at all times believed that it was acting in accordance with all applicable statutes, Commission orders, Commission rules, and Columbia's tariff.

2. Columbia avers that the Complainant is liable for all services supplied by the utility if billed within two years of service, pursuant to KRS 278.225.

WHEREFORE, the Defendant prays that the Complaint be dismissed.

Dated at Columbus, Ohio, this 15th day of May 2009.

Respectfully submitted,

COLUMBIA GAS OF KENTUCKY, INC.

By: Daniel A. Creekmur (gmc)
Daniel A. Creekmur
Counsel


Daniel A. Creekmur, Counsel
200 Civic Center Drive
P.O. Box 117
Columbus, Ohio 43216-0117
Telephone: (614) 460-4680
Fax: (614) 460-6986
Email: dcreekmur@nisource.com

Richard S. Taylor
225 Capital Avenue
Frankfort, Kentucky 40601
Telephone: (502) 223-8967
Fax: (502) 226-6383
Email: attysmitty@aol.com

Attorneys for
COLUMBIA GAS OF KENTUCKY, INC.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Answer was served upon all parties of record by regular U.S. Mail this 15th day of May 2009.



Daniel A. Creekmur
Attorney for
COLUMBIA GAS OF KENTUCKY, INC.

SERVICE LIST

Heather R. McAtee
4229 Heathmoor Ct.
Lexington, KY 40514