

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION OF NATURAL GAS RETAIL )  
COMPETITION PROGRAMS ) CASE NO. 2010-00146

NOTICE OF FILING

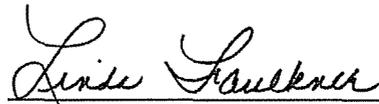
Notice is given to all parties that the following materials have been filed into the record of this proceeding:

- The digital video recordings of the evidentiary hearing conducted on October 19, 2010 and October 20, 2010 in this proceeding;
- Certification of the accuracy and correctness of the digital video recordings;
- All exhibits introduced at the evidentiary hearing conducted on October 19, 2010 and October 20, 2010 in this proceeding;
- A written list of the exhibits introduced at the evidentiary hearing conducted on October 19, 2010 and October 20, 2010 in this proceeding;
- A written log listing, *inter alia*, the date and time of where each witness' testimony begins and ends on the digital video recording of the evidentiary hearing conducted on October 19, 2010 and October 20, 2010.

A copy of this Notice, the certification of the digital video record, exhibit list, and hearing log have been served by first class mail upon all persons listed at the end of this Notice. Parties desiring an electronic copy of the digital video recordings of the hearing may download a copy at [http://psc.ky.gov/av\\_broadcast/2010-00146/2010-](http://psc.ky.gov/av_broadcast/2010-00146/2010-)

00146 19Oct10 Inter.asx and http://psc.ky.gov/av broadcast/2010-00146/2010-00146 20Oct10 Inter.asx. The exhibits introduced at the evidentiary hearing may be downloaded at http://psc.ky.gov/pscscf/2010%20cases/2010-00146/.

Done at Frankfort, Kentucky, this 27<sup>th</sup> day of October 2010.



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COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION OF NATURAL GAS RETAIL )  
COMPETITION PROGRAMS ) CASE NO. 2010-00146  
)

CERTIFICATE

I, Kathy Gillum, hereby certify that:

1. The attached DVD contains a digital recording of the hearing conducted in the above-styled proceeding on October 19, 2010;
2. I am responsible for the preparation of the digital recording;
3. The digital recording accurately and correctly depicts the hearing;
4. The "Exhibit List" attached to this Certificate correctly lists all exhibits introduced at the hearing of October 19, 2010 and October 20, 2010. The hearing was recorded in 2 segments, October 19, 2010 and October 20, 2010 separately.
5. The "Hearing Log" attached to this Certificate accurately and correctly states the events that occurred at the hearing of October 19, 2010 and the time at which each occurred.

Given this 27<sup>th</sup> day of October, 2010.

  
\_\_\_\_\_  
Kathy Gillum, Notary Public  
State at Large

My commission expires: Sept 3, 2013



# Case History Log Report

Case Number: 2010-00146\_19Oct10

Case Title: Natural Gas Retail Competition Programs

Case Type: Investigation - Service

Department:

Plaintiff:

Prosecution:

Defendant:

Defense:

**Date: 10/19/2010**

Location: Default Location

Judge: David Armstrong, Jim Gardner, Charles Borders

Clerk: Kathy Gillum

Bailiff:

Event Time	Log Event	
10:08:21 AM	Case Started	
10:08:30 AM	Preliminary Remarks	
10:09:12 AM	Introductions	
10:10:45 AM	Camera Lock Activated (Camera: 8)	
10:13:40 AM	Camera Lock Mode Deactivated	
10:13:40 AM	Normal Mode Activated	
10:13:40 AM	Camera Lock Deactivated	
10:14:06 AM	Housekeeping Issues Discussed	
10:14:19 AM	Public Comments	
	Note: Kathy Gillum	Call for public comments by Chairman Armstrong
10:14:45 AM	Camera Lock Activated (Camera: 8)	
10:15:22 AM	Camera Lock Mode Deactivated	
10:15:22 AM	Normal Mode Activated	
10:15:22 AM	Camera Lock Deactivated	
10:16:40 AM	Public Comment by Jay Conrad	
	Note: Kathy Gillum	with Providence Real Estate. Public Comment regarding utility costs for persons on fixed incomes.
10:19:25 AM	Ed Bessler	
	Note: Kathy Gillum	Public Comment regarding fee difference in Kentucky and surrounding states. Owns individual businesses called New Horizons and Economy Markets
10:20:58 AM	J.R. Roth	
	Note: Kathy Gillum	Comment regarding metering fees. Owns Janell Concrete.
10:22:17 AM	Dan Tyson	
	Note: Kathy Gillum	Owns business called Camco in Florence, Ky.
10:23:01 AM	Matt Toebben	
	Note: Kathy Gillum	Owns a real estate business in Northern Kentucky. Mr. Toebben made statement regarding metering service fee.

10:23:45 AM Bill Remke  
Note: Kathy Gillum Business owner in Erlanger, Ky and merged business in Cincinnati. Wants open market in Northern Kentucky.

10:25:06 AM No other public comments

10:25:16 AM Witness, Mark Martin  
Note: Kathy Gillum Mark Martin called to testify by (Atmos Energy). Mark Hutchinson. Witness adopts pre-filed testimony

10:27:33 AM Cross Examination of witness by Matthew Malone  
Note: Kathy Gillum Discussion regarding rate of return; GCR and GCA. Choice Program also discussed.

10:36:58 AM No further questions by Matthew Malone

10:37:33 AM Statement by Mark Hutchinson (Atmos)  
Note: Kathy Gillum Mr. Hutchinson states that Mr. Dosker is a witness and is also cross examining another witness. Chairman Armstrong allowed cross-examination of the witness by Mr. Dosker to continue.

10:38:37 AM Cross Examination of witness by John Dosker (Stand Energy)  
Note: Kathy Gillum Asset Management Program discussed. Questions regarding Atmos Energy Marketing. Questions regarding Page 11, line 3 of pre-filed testimony. Questions regarding Page 11, line 13 of pre-filed testimony. Questions regarding Page 11, line 29 of pre-filed testimony. Questions regarding Page 7, line 3 of pre-filed testimony. Questions regarding Page 12, line 6 of pre-filed testimony. Questions regarding Page 13, line 11 of pre-filed testimony. Cash Outs discussed.

11:02:23 AM No Further Questions by John Dosker

11:02:35 AM Examination of witness by Anita Mitchell (PSC)  
Note: Kathy Gillum Consumer Prices Table 24 was passed to parties and witness. Questions regarding Page 18, Line 7 of pre-filed testimony. Questions regarding handout of Table 24.

11:07:51 AM No further questions by Anita Mitchell (PSC)

11:08:00 AM Questions of witness by Commissioner Gardner  
Note: Kathy Gillum Questions regarding assets and asset management. Questions regarding transportation program.

11:13:43 AM Data Request by Commissioner Gardner  
Note: Kathy Gillum Data Requested regarding "who does billing for transportation customers"? Commissioner Gardner asked that the info be provided post hearing.

11:16:18 AM Questions of witness by Commissioner Borders

11:18:16 AM Exhibit Introduced by Anita Mitchell  
Note: Kathy Gillum Ms. Mitchell requests that Exhibit passed out earlier be labelled as PSC Exhibit 1 Exhibit : Consumer Prices - Table 24.

11:18:50 AM Re-Cross Examination by Matthew Malone (ISV)  
Note: Kathy Gillum Questions regarding various Choice Programs of other utilities.

11:22:23 AM Re-Cross Examination by John Dosker  
Note: Kathy Gillum Questions regarding stranded costs.

11:25:21 AM No Further Questions by John Dosker

11:25:33 AM Questions by Katherine Yunker (Proliance)  
Note: Kathy Gillum Question regarding post data request. Chairman Armstrong advised that all data requested had a 7 day response time.

11:27:27 AM Questions by Anita Mitchell (PSC)  
Note: Kathy Gillum Ms. Mitchell clarified early statement

11:28:18 AM Questions of witness by Commissioner Gardner

11:28:50 AM Witness excused

11:29:11 AM	Witness, Judy Cooper Note: Kathy Gillum	Witness called to testify by (Columbia Gas) Brooke Leslie. Testimony marked as Columbia's Exhibit 1 and Rebuttal Testimony marked as Columbia's Exhibit 2. Corrections were made to Pre-filed testimony.
11:31:54 AM	Cross-Examination by Gregg Cornett (LG&E) Note: Kathy Gillum	Questions regarding Customer Choice Survey attached to a data request 2-004. Questions regarding Page 7 of Survey.
11:34:49 AM	No further questions by Gregg Cornett	
11:34:56 AM	Cross Examination of witness by Tom Fitzgerald (AARP) Note: Kathy Gillum	Questions regarding Columbia Customer Choice Program. Annual Reports also discussed.
11:41:21 AM	No further questions by Tom Fitzgerald	
11:41:44 AM	Cross Examination of witness by Matthew Malone (ISV) Note: Kathy Gillum	Questions regarding GCR and GCA; basic rates; riders; rates of return. Questions asked regarding possibility of migration from Columbia to a choice marketer.
11:50:00 AM	Document presented to witness for examination Note: Kathy Gillum	Mr. Malone presented witness with a copy of Annual Report for examination by witness.
11:52:28 AM	Exhibit Introduced by Matthew Malone (ISV) Note: Kathy Gillum	Mr. Malone introduced Columbia Gas of Ky Annual Report dated June 1, 2005 as ISV Supply Exhibit 1
12:01:07 PM	Exhibit Introduced by Matthew Malone (ISV) Note: Kathy Gillum	Matthew Malone introduced Columbia's Response to Data Request dated 7-13-10 as ISV Exhibit 2
12:01:41 PM	No further questions by Matthew Malone (ISV)	
12:02:00 PM	Examination of witness by Katherine Yunker (Proliance) Note: Kathy Gillum	Questions regarding call centers. Billing practices discussed.
12:07:59 PM	No further questions by Katherine Yunker (Proliance)	
12:08:10 PM	Cross Examination of witness by John Dosker	
12:09:08 PM	Statement by Lawrence Cook (OAG) Note: Kathy Gillum	Mr. Cook made statement that counsel needs to refrain from testifying.
12:10:41 PM	Cross Examination by John Dosker continues Note: Kathy Gillum	Stranded costs discussed. Pooling discussed.
12:15:55 PM	No further questions by John Dosker	
12:16:22 PM	Examination of witness by Anita Mitchell (PSC) Note: Kathy Gillum	Questions regarding early discount offers. Questions regarding items in Annual Report. Columbia's recent rate case, tariff, and settlement discussed. Questions regarding responses in PSC 2nd data request.
12:32:10 PM	Questions of witness by Commissioner Gardner Note: Kathy Gillum	Questions regarding small volume customer choice program. Questions regarding costs. Questions regarding Choice Program. Questions regarding ISV Exhibit 1 (Columbia's Annual Report dtd (6-1-05).. Stranded Costs discussed.
12:49:17 PM	Re-Direct Examination by Brooke Leslie Note: Kathy Gillum	Questions regarding ISV Exhibit 2. PSC2-1, Matrix Survey, page 4.
12:52:58 PM	No further questions by Brooke Leslie	
12:53:05 PM	Cross Examination of witness by Robert Watt III Note: Kathy Gillum	Questions regarding current prices posted
12:55:42 PM	No further questions by Robert Watt III	

12:55:52 PM Re-Cross Examination by Tom Fitzgerald

1:04:01 PM No further questions by Tom Fitzgerald

1:04:12 PM Examination of witness by Mark Hutchinson (Atmos)

1:06:59 PM No further questions by Mark Hutchinson

1:07:08 PM Witness excused

1:08:52 PM Case Recessed

2:13:46 PM Case Started

2:14:14 PM Statement by Brooke Leslie

2:14:38 PM Note: Kathy Gillum Moves to admit pre-filed testimony of Judy Cooper into the record  
Witness, Glen Jennings (Delta)

Note: Kathy Gillum Witness called to testify by Robert Watt III. Correction to pre-filed testimony, Page 3, line 21. Witness adopts corrected pre-filed testimony

2:16:35 PM Cross Examination of witness by Tom Fitzgerald (AARP)

Note: Kathy Gillum Questions regarding gas volume

2:18:25 PM No further questions by Tom Fitzgerald

2:18:54 PM Request by Katherine Yunker to cross after Stand Energy

2:19:50 PM Cross Examination of witness by John Dosker (Stand)

Note: Kathy Gillum Questions regarding thru-put; and local production. Lowest threshold level discussed. Questions regarding Page 4, line 22 of pre-filed testimony. Questions regarding Page 6, line 21 of pre-filed testimony. Question regarding who is contact person: Contact person is Brian Ramsey or Stephen York for transportation agreements.

2:34:24 PM No further questions by John Dosker

2:34:49 PM Questions of witness by Commissioner Gardner

2:38:10 PM Witness excused

2:38:35 PM Witness, Mitch Martin (Duke)

Note: Kathy Gillum Witness called to testify by Mark Goss. Adopts pre-filed testimony and data request responses.

2:40:14 PM Cross Examination of witness by Matthew Malone (ISV)

Note: Kathy Gillum Questions regarding GCR and GCA; riders; components of GCR; storage costs; peaking services; payroll; on-system storage; uncollectable expenses. Questions regarding sharing of services between Duke Energy Kentucky and Duke Energy Ohio.

2:45:46 PM No further questions by Matthew Malone

2:46:06 PM Cross Examination of witness by John Dosker (Stand)

Note: Kathy Gillum Questions regarding sharing of transportation services between Duke Ky and Duke Ohio. Questions regarding Page 5, line 3 of pre-filed testimony.

2:49:40 PM No further questions by John Dosker

2:49:56 PM Cross Examination of witness by Katherine Yunker

Note: Kathy Gillum Questions regarding FRAS and transportation service.

2:53:26 PM No further questions by Katherine Yunker

2:53:39 PM Examination of witness by Anita Mitchell, (PSC)

Note: Kathy Gillum Questions regarding page 11 of pre-filed testimony.

2:56:42 PM No further questions by Anita Mitchell

2:56:48 PM Questions of witness by Commissioner Gardner

Note: Kathy Gillum Questions regarding Choice program. Questions regarding costs regarding transportation service.

3:05:27 PM	Witness Excused	
3:05:47 PM	Witness, Clay Murphy (LG&E) Note: Kathy Gillum	Witness called to testify by Gregg Cornett. Corrections to Direct Testimony page 25, line 3, and Rebuttal Testimony page 40, line 18. Witness adopts pre-filed testimony with corrections.
3:07:43 PM	Cross Examination of witness by Matthew Malone (ISV) Note: Kathy Gillum	Questions regarding GCR; components of storage costs;
3:14:04 PM	No further questions by Matthew Malone (ISV)	
3:14:10 PM	Cross Examination of witness by John Dosker (Stand) Note: Kathy Gillum	Questions regarding Page 14, line 15 of witness'es pre-filed testimony. Questions regarding Page 10 of pre-filed testimony. Gas Supply Clause discussed. Cash-outs discussed. Pipeline and on-system storage discussed. Questions regarding page 5, line 6 of pre-filed testimony. Questions regarding Page 14, line 21 of pre-filed testimony. Questions regarding Page 24, line 7 thru 12 of pre-filed rebuttal testimony.
3:32:11 PM	No further questions by John Dosker	
3:32:23 PM	Cross Examination of witness by Katherine Yunker (Proliance) Note: Kathy Gillum	Questions regarding budget pricing. Questions regarding risks or costs involving transportation customers v. sales customers. Questions regarding customer choice programs.
3:40:20 PM	No further questions by Katherine Yunker	
3:40:38 PM	Cross Examination of witness by Tom Fitzgerald Note: Kathy Gillum	Questions regarding load factor and "cherry picking".
3:42:55 PM	No further questions by Tom Fitzgerald	
3:43:08 PM	Cross Examination of witness by Robert Watt III	
3:43:47 PM	Examination of witness by Anita Mitchell, PSC Note: Kathy Gillum	Questions regarding gas storage management and amount of employees involved in reliability related functions.
3:46:05 PM	Data Request by Anita Mitchell Note: Kathy Gillum	Number of employees involved in performing reliability related functions for both, pipeline and storage.
3:46:30 PM	Examination of witness by Brooke Leslie Note: Kathy Gillum	Clarifying answer regarding "cherry picking"
3:48:04 PM	Witness, Pamela Janes (LG&E) Note: Kathy Gillum	Called to testify by Gregg Cornett. Witness adopts pre-filed testimony and responses to data request.
3:49:05 PM	Cross Examination of witness by Katherine Yunker Note: Kathy Gillum	Questions regarding page 21 of Direct Testimony involving Citizens Utility Board price data,
3:58:37 PM	No further questions by Katherine Yunker	
3:58:59 PM	Cross Examination of witness by Tom Fitzgerald Note: Kathy Gillum	Questions regarding agregate data
4:00:15 PM	No Further questions by Tom Fitzgerald	
4:00:27 PM	Examination of witness by Anita Mitchell Note: Kathy Gillum	Questions regarding PSC Exhibit 1 introduced previously (Consumer Prices - Table 24).
4:03:35 PM	Document handed to witness by Anita Mitchell Note: Kathy Gillum	Document titled "Consumer Prices - Table 23".
4:06:40 PM	Exhibit introduced by Anita Mitchell Note: Kathy Gillum	Table 23 introduced as PSC Exhibit 2

4:06:50 PM Examination of witness by John Dosker  
Note: Kathy Gillum Questions regarding Consumer Prices - Table 24.

4:10:49 PM No further questions by John Dosker

4:10:56 PM Re-direct examination by Gregg Cornett  
Note: Kathy Gillum Questions regarding Table 24 (Exhibit 1 introduced earlier)

4:12:08 PM No further questions by Gregg Cornett

4:12:21 PM Cross Examination by Tom Fitzgerald  
Note: Kathy Gillum Questions regarding PSC Exhibit 2 (Table 23)

4:14:26 PM No further questions by Tom Fitzgerald

4:14:34 PM Cross Examination of witness Katherine Yunker  
Note: Kathy Gillum Questions regarding PSC Exhibit 2 (Table 23)

4:15:30 PM No further questions by Katherine Yunker

4:15:43 PM Witness Excused

4:18:25 PM Chairman Armstrong Adjourns until 10:00 am tomorrow

4:19:05 PM Case Recessed

4:25:24 PM Case Stopped



Case Title: Natural Gas Retail Competition Programs

Department:

Plaintiff:

Prosecution:

Defendant:

Defense:

<b>Name</b>	<b>Description</b>
ISV Exhibit 1	Columbia Gas's Annual Report dated June 1, 2005
ISV Exhibit 2	Columbia Gas of Kentucky, Inc. Response to Initial Data Request of Commission Staff dated July 13, 2010
ISV Exhibit 3	Columbia Gas of Ky Customer Choice Annual Report, and NYMEX Monthly Settle Price
ISV Exhibit 4	Community Action Council's Statement in Response to the Commission's Order dated August 20, 2003 in Case No. 1999-00165
PSC Exhibit 1	Consumer Prices - Table 24: Average Price of Natural Gas Delivered to Residential and Commercial Sector Consumers by Local Distribution and Marketers in Selected States, 2007-2008
PSC Exhibit 2	Consumer Prices Table 23 - Average Price of Natural Gas Delivered to Consumers by State and Sector, 2007 and 2008

RECEIVED

JUN 0 2 2005

PUBLIC SERVICE  
COMMISSION



*Make a Choice. Take Control.*

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

**June 1, 2005**

ISV EXHIBIT   /



*Make a Choice. Take Control.*

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

Columbia Gas of Kentucky's ("Columbia") application requesting approval of its Customer Choice Program described an annual report to be filed with the Kentucky Public Service Commission ("Commission"). This fifth annual report will summarize the Program and its progress over the last year to its termination on March 31, 2005. In addition, the report will benchmark the progress of the Program against the six stated goals of the Program as listed in Columbia's initial Choice Application. This is the final report for the Program authorized by the Commission in Case No. 1999-165.

Columbia identified six primary goals that it believed would be critical to the success of the Program. These goals were used as a guide when developing the details of the Program with the Customer Choice Collaborative and stated clearly in the application to the Commission. The members of the Collaborative are the Office of the Attorney General of the Commonwealth of Kentucky, the Lexington-Fayette Urban County Government, and the Community Action Council for Fayette, Bourbon, Harrison and Nicholas Counties. In addition, FSG Energy Services, a marketing subsidiary of Wisconsin Public Service Resources Corporation, provided valuable input as well. The stated goals are listed below along with a summary of the progress to date on each.

- The program must provide an opportunity for customers to save money on their gas bills.

At the time of the filing of the first Customer Choice annual report Columbia was extremely pleased with the level of customer savings through the first six months of the Program. Customers had saved a total of \$1,458,148 on gas costs from November 2000 through the first six months. To put this into perspective, the typical residential customer using an average of 8 MCF per month throughout the year paid \$59.29 per month for natural gas from Columbia. This same customer would have saved more than \$71 over a full year if enrolled under the 10% off of Columbia's gas cost offer accepted by most customers. In effect, this customer would have saved enough through the Customer Choice Program to have received more than one month's gas free.

Tight supplies causing higher wholesale natural gas prices combined with record-breaking cold temperatures in December 2001 focused customers on their gas bills, particularly the gas cost portion of the bill. Combined with easy to understand, no-risk offers from marketers such as 10% off of Columbia's gas cost prompted customer enrollments into Choice at a pace far exceeding everyone's expectations. Enrollment peaked in January 2002 at 52,639 customers or nearly 38% of eligible customers. As of March 2005, 40,548 customers representing approximately 29% of eligible customers had enrolled with a marketer. This is a decline of 12,091 customers, or almost 23% of participating customers from January 2002.

As was the case last year, wholesale prices have continued their volatility. At the same time, marketers have offered fixed price rates to new customers which were generally near to Columbia's but re-enrollments were offered at different rates. During most of the period, customers had a choice of rates from two or three marketers. At the end of June 2004, the Community Action Council Buyers Club closed its business as a participating marketer in the

program. The remaining marketers have been long term participants in the Program, providing savings to customers. As of December 2004, Choice customers have saved \$14,510,256.33. 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 a grand total from the beginning of the program through the latest month available.

- The program should provide marketers with as much flexibility as is possible to provide customers savings by allowing them to serve customers using their own interstate pipeline capacity.

Once a marketer is deemed credit-worthy to participate in the Choice Program, Columbia and the marketer execute an aggregation agreement. According to the terms of these aggregation agreements, marketers agree to contract for firm, primary point delivery entitlements on the interstate pipeline. Under the aggregation agreement Columbia has the right and the obligation to contact marketers and ask that they verify their contracts for firm pipeline entitlements.

In early January 2002, Columbia sent letters to the two marketers serving Choice volumes with the marketers' own capacity requesting verification of their firm pipeline contracts. It became apparent that those marketers did not obtain the required firm, primary point delivery entitlements on the interstate pipeline.

The lack of the marketers to provide verification prompted Columbia to seek to amend its tariff for Small Volume Aggregation Service. In Docket No. 2002-00117, Columbia requested that the Commission eliminate the "grandfathering" of Phase I volumes and permit Columbia to require marketers to take mandatory assignment of Columbia's capacity for all Choice volumes. One marketer protested Columbia's proposal and expressed the necessity for balance between Columbia's needs and those of Choice suppliers to capture savings for end-users. Columbia and the marketer entered into a Settlement that was approved by the Commission on January 13, 2003. Marketers now take assignment of minimum levels of Columbia's storage and transportation capacity and undergo a prospective capacity audit applicable to the winter season. If the audit determines that the marketer does not have the required firm pipeline contracts, Columbia can assign capacity to meet the marketer's capacity shortfall and the marketer is required to accept the assignment.

- The program should be revenue neutral for Columbia, and must allow Columbia to recover its stranded costs and incremental program expenses.
- The recovery of stranded costs must be as transparent to the customer as possible to permit the customer to make a clear and understandable choice between the marketer's offer and Columbia's sales rate.

- Customers who choose to continue to purchase their gas supply using Columbia's traditional sales service should not incur any additional charges because of the implementation of the Customer CHOICE Program.

The preceding goals have been accomplished through the model approved by the Commission.

- Customer education is critical to the success of the program and customers must have an opportunity to learn about the program for a period of time before they begin to receive offers from marketers.

This goal was also accomplished by the Commission allowing for a customer education period prior to when marketers would be allowed to contact customers and enroll them into the Program.

In the future, Columbia will file an annual report with the Commission pursuant to the Order of March 29, 2005 in Case No. 2004-00462.



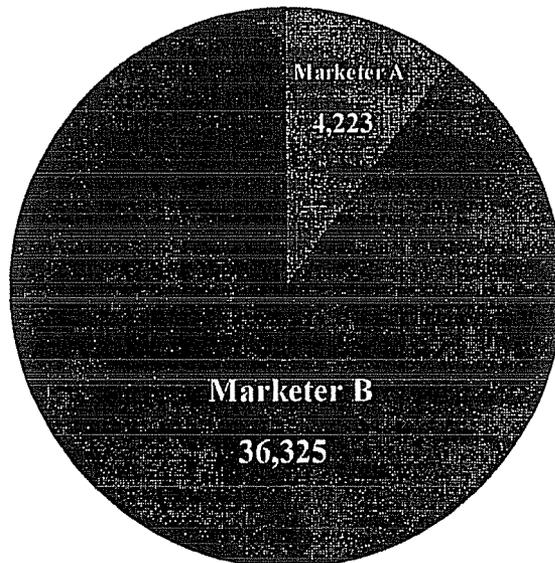
# Residential & Commercial Customer Participation



As of March 31, 2005



# Marketer Enrollment

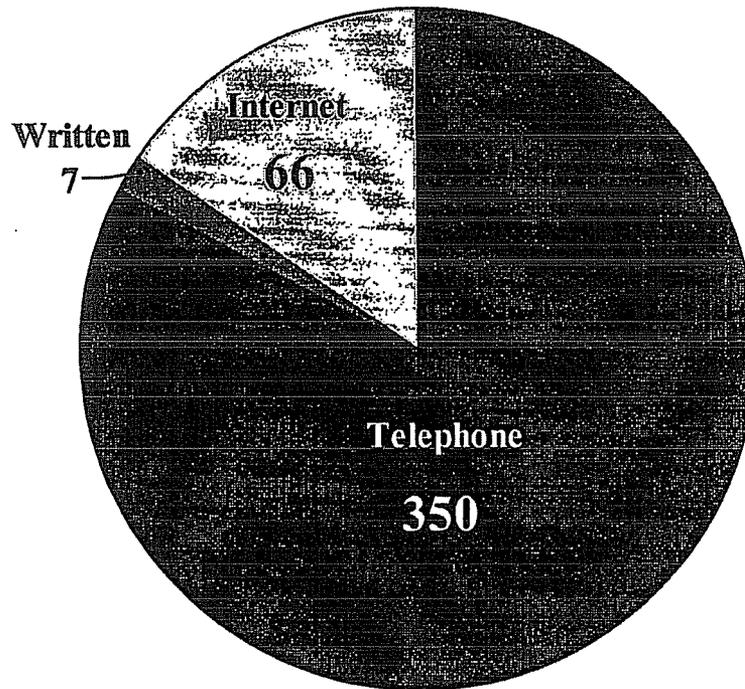


**Note:** In an effort to avoid undue influence in a competitive market, marketer data for this report will not be identified by specific marketer name.

As of March 31, 2005



# Methods of Enrollment



As of March 31, 2005



# Total Volumes Purchased From Marketers By Participating Customers (Mcf)

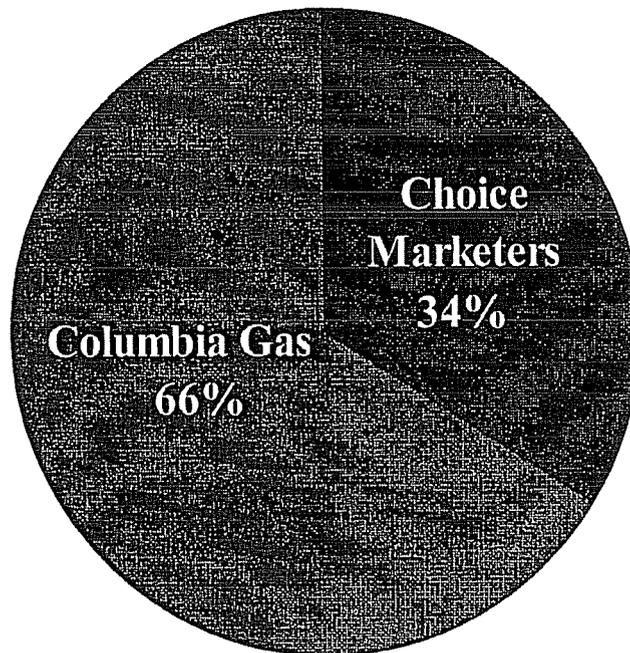


Total = 5,450,043 Mcf Annually

As of March 31, 2005



# Percentage of Customer Participation By Volume



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

As of March 31, 2005

## Certified Marketers

Interstate Gas Supply, Inc.  
Doug Austin, Vice President Marketing  
5020 Bradenton Avenue  
Dublin, Ohio 43017  
800-280-4474

MxEnergy.com, Inc.  
Anita Blake  
595 Summer Street, Suite 300  
Stamford, Connecticut 06901  
800-785-4373

## 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 March 2005
A	\$ 9.9299 per Mcf \$ 8.6900 per Mcf \$ 8.2900 per Mcf \$ 9.5900 per Mcf \$ 8.6900 per Mcf \$ 8.7900 per Mcf \$ 8.5382 per Mcf \$ 7.8900 per Mcf \$ 9.5900 per Mcf \$ 6.8568 per Mcf
B	\$6.999 per Mcf \$10.9900 per Mcf \$8.4500 per Mcf \$10.3500 per Mcf \$7.9900 per Mcf \$7.49 per Mcf \$6.99 per Mcf \$5.99 per Mcf \$5.89 per Mcf \$9.99 per Mcf \$5.49 per Mcf \$8.99 per Mcf

## **Customer Education**

Research conducted in late 2000 indicated strong awareness of the Customer Choice Program among Columbia Gas of Kentucky customers. As a result, the focus of the company's customer education efforts during 2001 and 2002 shifted to keeping customers informed of specific elements of the Choice Program at their request.

### **Web Site**

Columbia's Web site – [www.columbiagasky.com](http://www.columbiagasky.com) – continues to provide customers with an overview of the Choice Program, answers to frequently asked questions, and contact information, including toll-free phone numbers and Web site links, for participating marketers. A convenient Ask Us form is provided for those customers who have more specific questions regarding the Customer Choice Program.

Customers can use the Columbia Gas of Kentucky Web site to request a speaker to address their organization by completing and submitting an online speaker request form.

### **Community Presentations**

As knowledge of the Customer Choice Program increased, the number of requests for speakers on the subject declined. Columbia representatives remain available to make presentations, answer questions and providing information about the Choice Program. Columbia continues to provide this service for organizations who request it.

### **Media Requests**

Requests for interviews by print and electronic media were numerous following the announcement of the Customer Choice Program, but as customers became more educated about the program and its newness wore off, media coverage has decreased.

### **Customer Contact Center Training**

Columbia Customer Service Specialists in the Lexington Customer Contact Center are updated regularly on the Customer Choice Program. The Customer Contact Center received 2,887 calls from May 2004 through March 2005 from customers seeking information about the Customer Choice Program.

## Stranded Costs

The amount of stranded costs incurred under the program to date; and the amount of revenue, to date, realized from opportunities developed to off-set stranded costs under the program.

Transition Capacity Costs	\$32,476,346
Information Technology Costs	\$94,208
Education Costs	\$232,485
<b>Total</b>	<b>\$32,803,039</b>

## Revenue to Off-Set Stranded Costs

Revenues Generated to Recover Stranded Costs, to date:

Off-System Sales	\$9,091,120
Balancing Charge	\$2,427,343
Marketer Contribution	\$1,354,930
Capacity Assignment	\$23,753,960
<b>Total</b>	<b>\$36,627,353</b>

RECEIVED Columbia Gas<sup>®</sup>  
of Kentucky  
A NiSource Company  
JUL 27 2010  
PUBLIC SERVICE  
COMMISSION  
P.O. Box 14241  
2001 Mercer Road  
Lexington, KY 40512-4241

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

July 27, 2010

RE: Case No. 2010-00233

Dear Mr. Derouen:

Pursuant to the Commission's Order of July 13, 2010 in Case No. 2010-00233, Columbia Gas of Kentucky, Inc. hereby files an original and ten copies of its Response to Commission Staff's First Information Request to Columbia Gas of Kentucky, Inc.

If you have any questions, please contact me. Thank you.

Sincerely,

*Stephen B. Seiple (gmc)*

Stephen B. Seiple  
Assistant General Counsel

Stephen B. Seiple, Assistant General Counsel  
Brooke E. Leslie, Counsel  
200 Civic Center Drive  
P.O. Box 117  
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Attorneys for COLUMBIA GAS OF KENTUCKY, INC.

Enclosures

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF  
DATED JULY 13, 2010**

**Data Request 001:**

Refer to Columbia's application, paragraph (1). Columbia requests to extend the effective date of Columbia's Customer Choice Program ("Choice Program") for three additional years, from March 31, 2011 through March 31, 2014. In Case No. 2008-00433,<sup>1</sup> the Order indicated that Columbia would, by October 1, 2010, indicate its intent to extend the Choice Program and the Gas Cost Incentive Program and its Off-System Sales and Capacity release revenue Sharing mechanism, to be on the same schedule.

- a. Explain why Columbia is proposing to extend the Choice Program through March 31, 2014 rather than through March 31, 2013.
- b. Explain why Columbia chose to submit this application nearly four full months prior to October 1, 2010 target date indicated in Case No. 2008-0433.

**Response:**

- a. The Commission's Orders in Case No. 2008-00433 did not state that the Choice Program and the Gas Cost Incentive Program should permanently be on the same schedule. Columbia's gas cost incentive program originated in 1996, four years prior to the start of the Choice program. In 2000, it was modified to provide for the recovery of stranded costs at the origin of Columbia's customer Choice program in Case No. 1999-00165 and modified again in Case No. 2004-00462. The Commission's Order in Case No. 2008-00433 authorized the continuation of the Choice Program through March 31, 2011 and the Gas Cost Incentive Program and its Off-System Sales and Capacity Release Revenue Sharing mechanism through March 31, 2013 if the Choice Program continued were continued through March 31, 2013. In

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<sup>1</sup> Case No. 2008-00433, Application of Columbia Gas of Kentucky, Inc. to Extend Its Gas Cost Incentive Program and Its Off-System Sales and Capacity Release Sharing Mechanism (Ky. PSC Apr. 15, 2009 and May 22, 2009).

seeking to extend the Choice Program through March 31, 2014, Columbia will file a separate application at a later date regarding its Gas Cost Incentive Program.

- b. Columbia filed its application to extend the term of the Choice Program at approximately the same date as it has typically filed its applications to extend the Choice Program, that is with the expectation and in consideration of the Commission's need to suspend the effective date of the proposed tariff for five months and the need of customers, Choice marketers and customers to know in advance of the heating season if the program will continue.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF**  
**DATED JULY 13, 2010**

**Data Request 002:**

Columbia filed the most recent annual report on its Choice Program with the Commission on June 4, 2010. The last paragraph on page 2 of the report indicates that, since the inception of the program through the most recent month available when the report was filed, participants in the program had paid \$17,280,299 more than “[i]f they had not opted to be supplied by a marketer in the first place.”

- a. Confirm whether this amount is for the time since Columbia’s pilot Choice Program began in 2000 or for the time since its current pilot program became effective on April 1, 2005.
- b. Given that the program’s participants, collectively, have paid more than they would have paid if they had continued as Columbia’s sale customers, explain why Columbia believes the program should be extended.

**Response:**

- a. This amount is for the time since Columbia’s pilot Choice Program began in 2000.
- b. The Choice Program should be extended because it provides Columbia’s customers additional gas supply options in addition to Columbia’s tariff rates. This option is

completely voluntary. Customers that choose to participate are guaranteed reliability of service, but savings are not guaranteed. There is an opportunity for savings and a snapshot of aggregate customer savings taken at any particular time, is not indicative of each individual customer's experience. The aggregate comparison is not static, nor are the customers. Certainly, some customers have saved and others have not as a result of the program, but individual experience varies and is unique to each individual customer. The volatility of natural gas commodity prices results in volatility in cost comparisons as well. The opportunity to mitigate price volatility is one of the benefits of the Choice program – customers may choose a fixed price option with a marketer and lock-in that rate for a specified period of time, this allows the customer to better plan the cost of their gas consumption.

The fact that a customer has the freedom to choose between a regulated supplier and a competitive supplier is of value in itself to some customers. As part of a customer satisfaction survey conducted by the Matrix Group of Lexington, Kentucky at Columbia's direction in 2008, 75% of the Choice customers who responded to the survey indicated they wanted the ability to choose their natural gas supplier, even if they learned they had not saved money in the program. Columbia believes the program should be continued on a voluntary basis as it is currently designed.

PSC Case No. 2010-00233  
Staff Data Set 1 DR. No. 003  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF  
DATED JULY 13, 2010**

**Data Request 003:**

Provide the names of all the marketers currently participating in the Choice Program.

**Response:**

The marketers currently participating in the Choice Program are:

Gateway Energy Services Corporation

IGS Energy

MxEnergy

Stand Energy Corporation

Volunteer Energy Services, Inc.

PSC Case No. 2010-00233  
Staff Data Set 1 DR No. 004  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF  
DATED JULY 13, 2010**

**Data Request 004:**

Describe the extent to which Columbia is actively soliciting participation from marketers and describe the nature of the solicitation.

**Response:**

Columbia is not actively soliciting participation from marketers, but has had three new marketers certified to participate since October 2009.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF**  
**DATED JULY 13, 2010**

**Data Request 005:**

Provide (1) the number of customers currently participating in the Choice Program; (2) the number of customers currently eligible to participate in the Choice Program; (3) the percentage of eligible Columbia customers currently participating in the Choice Program; and (4) the number of customers served by each individual marketer. Provide the information requested in parts (1) through (4) of this request as of the time of Columbia's 2008 and 2009 annual reports on the Choice Program.

**Response:**

	(1)	(2)	(3)	(4)
	Number Eligible	Number Participating	Percent Participating	Number by Marketer
2008	138,950	28,838	20.75%	Marketer A 25,746 Marketer B 3,092
2009	137,028	32,621	23.81%	Marketer A 27,602 Marketer B 5,019

PSC Case No. 2010-00233  
Staff Data Set 1 DR No. 006  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF  
DATED JULY 13, 2010**

**Data Request 006:**

Explain whether Columbia is still actively advertising the program and providing customer education concerning the program. If not, explain why.

**Response:**

Columbia continues to promote its Choice program and provide education about the program to its customers.

PSC Case No. 2010-00233  
Staff Data Set 1 DR No. 007  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF  
DATED JULY 13, 2010**

**Data Request 007:**

Describe the impact that decreased wholesale natural gas prices over the past two years have had on the Choice Program and the level of customers participating in the program.

**Response:**

Customer enrollments reported in the 2008 and 2010 Choice Annual Reports were both approximately 2,300 customers. Enrollments in 2009 were in excess of 7,300 customers. In the same reports, total customer participation was 28,838 in 2008, 32,621 in 2009, and 32,356 in 2010. Columbia has not done any analysis to determine whether wholesale natural gas prices actually impacted the level of customers participating in the program.

PSC Case No. 2010-00233  
Staff Data Set 1 DR No. 008  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF  
DATED JULY 13, 2010**

**Data Request 008:**

Explain whether Columbia is convinced that the program has been functioning satisfactorily for all parties since it was extended in Case No. 2008-00195.<sup>1</sup>

**Response:**

Columbia believes the program has been functioning satisfactorily since it was extended in Case No. 2008-00195. The market is active with customer participation, marketer offerings, expended marketer participation, few customer complaints, operational effectiveness and reliable service.

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<sup>1</sup>Case No. 2008-00195, The application of Columbia Gas of Kentucky, Inc. to Extend Its Small Volume Gas Transportation Service (Ky. PSC Nov. 7, 2008).

PSC Case No. 2010-00233  
Staff Data Set 1 DR No. 009  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF**  
**DATED JULY 13, 2010**

**Data Request 009:**

Describe any problems that Columbia has experienced with the Choice Program since it was extended in Case No. 2008-00195.

**Response:**

Since the Choice Program was extended in Case No. 2008-00195, Columbia has experienced relatively few problems. There have been a few issues in the area of marketer promotions and solicitations. Columbia has utilized the provisions of its tariff, including the Code of Conduct for marketers, to address each instance with the appropriate marketer. To Columbia's knowledge, all concerns have been addressed and satisfactorily resolved through this process.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF**  
**DATED JULY 13, 2010**

**Data Request 010:**

Provide the number and details of Choice Program customer complaints received in 2008, 2009 and year-to-date 2010, broken down by marketer.

**Response:**

**Calendar Year 2008 – Total Choice Complaints 10**

IGS – Total 1

Rate Question – 1

MxEnergy - Total 9

Unauthorized Enrollment - 1

Unsatisfactory Resolution - 4

Rate Question – 1

Marketer Solicitation - 3

**Calendar Year 2009 – Total Choice Complaints 31**

IGS – Total 19

Unauthorized Enrollment – 4

Unsatisfactory Resolution – 7

Rate Question – 5

Marketer Solicitation – 3

MxEnergy – Total 12

Unauthorized Enrollment – 3

Unsatisfactory Resolution – 6

Rate Question - 1

Marketer Solicitation – 2

**Calendar Year 2010 – Total Choice Complaints 13**

Gateway Energy – Total 2

Unsatisfactory Resolution – 2

IGS -- Total 6

Unsatisfactory Resolution – 1

Rate Question – 1

Restore Choice/Disconnected in error – 4

MxEnergy – Total 4

Unauthorized Enrollment – 2

Restore Choice/Disconnected in error – 2

Volunteer Energy Services – Total 1

Marketer Solicitation – 1

Columbia Gas<sup>®</sup>  
of Kentucky

A NiSource Company

P.O. Box 14241  
2001 Mercer Road  
Lexington, KY 40512-4241

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

RECEIVED

August 24, 2010

AUG 24 2010

**RE: Case No. 2010-00233**

PUBLIC SERVICE  
COMMISSION

Dear Mr. Derouen:

Pursuant to the Commission's Order of August, 10, 2010 in Case No. 2010-00233, Columbia Gas of Kentucky, Inc. hereby files an original and ten copies of its Response to Commission Staff's Second Information Request to Columbia Gas of Kentucky, Inc.

If you have any questions, please contact me at (614) 460-4648. Thank you.

Sincerely,

*Stephen B. Seiple (gmc)*

Stephen B. Seiple  
Assistant General Counsel

Enclosures

cc: Richard Taylor

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO DATA REQUEST OF COMMISSION STAFF**  
**DATED AUGUST 10, 2010**

**Data Request 001:**

Refer to Columbia's response to item 2.b. of Commission Staff's First Request for Information ("Staff's First Request"):

- a. Provide any data, support or confirmation available that shows that some customers experienced savings under the Choice program since the last program extension in 2008.
- b. Provide all questions relating to the Choice program from the 2008 Matrix Group customer satisfaction survey along with a summary of customer responses.

**Response:**

a. Please see Exhibit PSC 2-1 (a) attached. Exhibit PSC 2-1 (a) is a listing of all marketer rates billed by Columbia in each month since the Commission's Order in November 2008 extending the Choice program. Columbia's applicable Gas Cost Adjustment for each month is shown also. The rates are shown in declining order from highest amount per Mcf to lowest amount per Mcf with Columbia's rate inserted to easily identify the rates above and below Columbia's rate. The number of customers billed at rates above and below Columbia's rate is shown near the bottom of the page.

b. The questions relating to the Choice program in the survey conducted by The Matrix Group were as follows:

Customer Choice Program

8. Are you, or have you even been a participant in Columbia Gas of Kentucky's Customer Choice Program?

- 1. Yes >>>Continue with Question 8A
- 2. No >>>Skip to Question 9A - Safety

8a. What motivated you to enroll in the Customer Choice Program? \_\_\_\_\_

8b. Do you know whether you saved money by using the Customer Choice Program?

- 1. Yes
- 2. No

8c. If you learned that you have not saved money by participating in this program, would you still want the ability to choose natural gas suppliers?

- 1. Yes
- 2. No

Please see Exhibit PSC 2 -1 (b) attached, which contains the summary of customer responses taken from the Final Report of The Matrix Group.

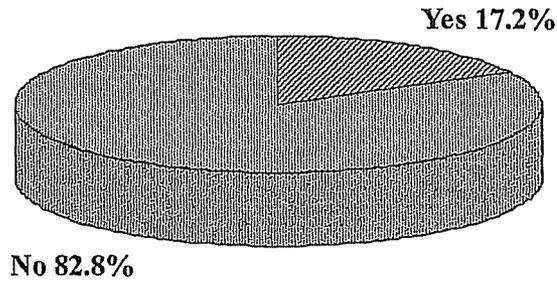




**Customer CHOICE Program**

*Are you, or have you ever been a participant in Columbia Gas of Kentucky's Customer CHOICE Program?*

Base: 407



- Those over the age of 65 were more likely than those under the age of 65 to have participated in the Customer CHOICE program.

*What motivated you to enroll in the Customer CHOICE program?*

Base: 70

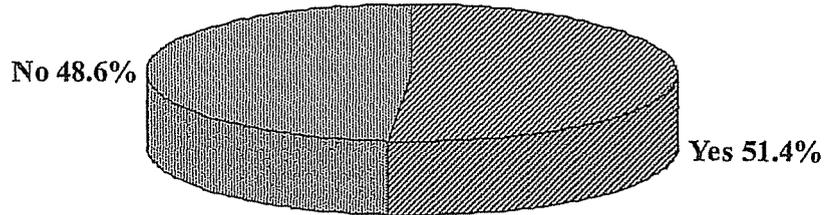
Motivation	%
Were guaranteed lower rates/thought it would be cheaper	80.0%
Joined for the price or because someone asked me to join/since switched back	10.0%
Columbia Gas/Someone asked me	7.1%
Other <sup>1</sup>	8.6%

- Among the customers interviewed in this sample, few had participated in the Customer CHOICE program. Those who had participated had done so because they were guaranteed lower rates or believed it would save them money.

<sup>1</sup> Other responses include: *When I bought my house, the Customer CHOICE program came with the property. The idea of saving energy to protect the Earth. I participate in this program because I have always been with Columbia Gas. I thought I could benefit from this program. I do not know. I can terminate at any time. I own some wells in Pike County so I get money from the gas company for those wells.*

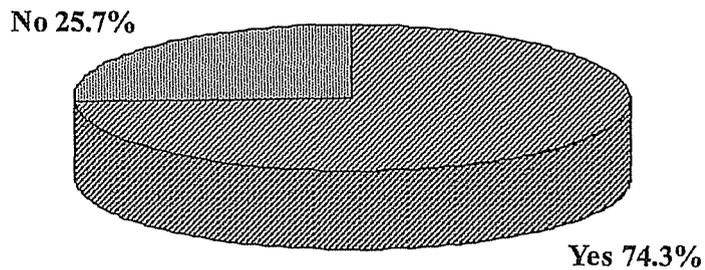
***Customer CHOICE Program- continued***

*Do you know whether you have saved money by using the Customer CHOICE Program?*  
Base: 70



- Almost half of the respondents were unclear whether or not they had saved money in the Customer CHOICE program.
- Individuals residing in Central Kentucky compared to customers residing in Eastern Kentucky counties, were more likely to say they had not saved money in the program.

*If you had learned that you had not saved money by participating in this program, would you still want the ability to choose the natural gas suppliers?*  
Base: 70



- Customers indicated they want the ability to choose their natural gas supplier, even if they learned they had not saved money in the program.

PSC Case No. 2010-00233  
Staff Data Set 2 DR No. 002  
Respondent: Judy M. Cooper

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO DATA REQUEST OF COMMISSION STAFF**  
**DATED AUGUST 10, 2010**

**Data Request 002:**

Refer to the response to item 3 of Staff's First Request. Explain whether there are marketers approved to participate in the Choice program who have no product offerings and have enrolled no customers. Identify any such marketers.

**Response:**

All marketers currently approved to participate in the Choice program, as listed in Columbia's response to Item 3 of the Staff's First Request, have customers enrolled and are providing the natural gas commodity for them. At the beginning of each month, Columbia reports to the Commission the current residential offerings of marketers. Commercial/industrial product offerings are not obtained by Columbia, but all participating marketers are serving both residential and commercial/industrial customers.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF**  
**DATED AUGUST 10, 2010**

**Data Request 003:**

Provide the details of all customer complaints provided in response to item 10 of Staff's First Request.

**Response:**

**Calendar Year 2008 – Total Choice Complaints 10**

IGS – Total 1

Rate Question – 1

- 10/13/08 - Columbia received complaint of customer questioning his rate with IGS and Columbia's rate. Contacted the customer and reviewed the current gas supply cost and the components of Columbia's rate schedule. Customer was advised that they currently purchase their gas supply from IGS Energy and was directed to contact IGS with any further questions regarding that rate

MxEnergy - Total 9

Unauthorized Enrollment - 1

- 5/1/08 - Columbia received complaint of customer that feels marketer misrepresented himself as a Columbia employee. Marketer was suppose to mail information but instead enrolled customer in Choice program. Contacted MxEnergy to investigate the complaint. Mx Energy supervisor stated she would monitor account to ensure that the contract was cancelled. Resolve date 5/07/08.

Unsatisfactory Resolution - 4

- 9/9/08 - Columbia received the complaint of customer unable to reach MX Energy to discuss the enrollment of two gas accounts. Contacted MX Energy and the customer. The customer submitted an incorrect account number for one of the accounts and the account could not be enrolled with MX Energy. MX Energy contacted the customer to discuss the situation and

the customer requested that the contract be cancelled. MX Energy cancelled the contract and did not charge the early termination fee.

- 10/22/08-Customer states she called in to cancel with MX Energy about 2 months ago. The cancellation was never completed and customer called MX Energy again to cancel. The confirmation number she received is 1-161641330. Customer would like to be reimbursed for previous months. MX Energy contacted the customer and advised that they would refund the difference in the rate between MX Energy and the utility for the months of October and November. Resolve date 10-31-08.
- 10/27/08-Mr. Davis states that he has attempted to contact MX Energy several times to cancel his enrollment during the 30 day cancellation grace period. Customer states that he has been unable to reach MX Energy by phone. He was placed on hold for extended periods of time. MX Energy verified that the rescission took place on 10-21-08. Customer will not bill with MX Energy. Resolve date 12-12-08.
- 12/1/08 – Columbia received a customer complaint stating they wanted to cancel Choice and that MXenergy would not let him cancel even though he was the person who signed the contract. MXenergy was contacted. 3-3-09 MXenergy had left five messages with customer and with no response. Concern was closed. Resolve date 03-03-09.

Rate Question – 1-(Should have been classified as an unauthorized enrollment)

- 11/18/08-Customer stated that she did not enroll with MX Energy. MX Energy's records indicate that the customer enrolled on 09-10-08. Then on 11-22-08 the customer contacted MX Energy and requested to cancel her contract. A request was submitted with an effective date of 01/2009. Resolve date 12-12-08.

Marketer Solicitation – 3

- 02/27/08-Customer advised that the marketer represented themselves as Columbia Gas. MX Energy was unable to locate this customer in their system. Resolve date 03-28-08.
- 08/26/08-Customer states that MX Energy misrepresented themselves as Columbia Gas. Customer does not want to be contacted concerning the CHOICE program. MX Energy placed customer's phone number on their do not call list. Resolve date 09-08-08.
- 9/11/08 - Columbia received complaint from customer upset because MXenergy had called her home nine times on 9-10-08 and two times on 9-11-08. Customer stated the reps would not give their names. Customer wants calls to stop. Contacted MXenergy to have the calls stopped. MXenergy responded customer had been put on do not call list. Resolve date 9-24-08.

## Calendar Year 2009 – Total Choice Complaints 31

IGS – Total 19

### Unauthorized Enrollment – 4

- 03/27/09-Customer called about CHOICE enrollment on account number 13038329-002. States enrollment should have been for 13038329-003. IGS contacted customer to resolve the situation. Resolve date 06-08-09.
- 03/27/09-Customer states that CHOICE enrollment should be for 211 Center Drive, Winchester, KY not 200 Fulton. IGS contacted customer to resolve the situation. Resolve date 06-08-09.
- 08/31/09-Customer states that he never enrolled with IGS. After discussion customer stated that he was aware that he was enrolled with IGS but was upset about the cancellation fee. IGS waived the cancellation fee. Resolve date 09-21-09.
- 11/06/09-Customer requested that a copy of his enrollment documents from IGS be sent to him. IGS agreed to send customer a copy of all related documents and will contact customer. Resolve date 11-25-09.

### Unsatisfactory Resolution – 7

- 3/16/09-Columbia received complaint from customer that attempted to call IGS and no one answered. Contacted IGS. IGS agreed to contact the customer. IGS answered the customer's questions and also reduced the rate being charged. Resolve date 03-16-09
- 12/10/09-Columbia received the complaint from customer currently enrolled with IGS. Customer had been requesting to return to Columbia. Customer had called IGS in October, November and December. IGS stated they put through order but customer has not returned to Columbia. Contacted IGS and the customer. IGS agreed to cancel the contract and refund the difference in rate for the November and December billings. Resolved 12-10-09.
- 03/17/09-Customer wanted to enroll with IGS. She was not aware that she needed to cancel her contract with the current marketer first. Customer was upset when she found out that her current marketer would require cancellation fee. IGS contacted customer to discuss the situation. Resolve date 03-30-09.
- 08/03/09-Customer has been attempting to contact IGS to cancel enrollment as has been unsuccessful. IGS contacted customer to discuss cancellation of account. Resolve date 08-24-09.
- 10/16/09-Customer cancelled contract with IGS. Customer felt that he should have been billed at Columbia's rate immediately. However there is a one to two month billing cycle transition period for the change to be effective. Customer had already for current month and Columbia's rate will be effective with next billing. Resolve date 10-16-09.

- 01/13/09-Customer cancelled contract with IGS and wanted refund of rate difference. Customer stated that the contract was only for 1 year. The contract automatically renewed. IGS issued refund to customer and cancelled contract. Resolve date 01-13-09.
- 05/12/09-Customer states that he has contacted IGS to cancel contract several times. Customer's account information indicates that IGS has already cancelled contract. Resolve date 05-12-09.

#### Rate Question – 5

- 1/13/09 - Columbia received complaint of customer stating was promised a rate of \$.50 per mcf less than Columbia. Since it takes 1 to 2 billing cycles before becoming a customer the rate changed to \$.60 per mcf more than Columbia. Contacted IGS Energy to investigate. A letter was sent to the customer by Columbia to explain the rate structure. IGS agreed to cancel the contract and the customer would return to Columbia's rate with the February billing cycle. Resolve date 01-16-09
- 11/09/09 - Columbia received complaint from customer purchasing gas from IGS that Columbia's rates are cheaper and he wants information about rates from Columbia. Contacted the customer. The rates for Columbia were reviewed with the customer. The customer was informed that the CHOICE program was optional and advised of the process to cancel and return to Columbia. Resolve date 11-10-09.
- 12/09/09 - Columbia received complaint and contacted the customer. Customer has questions about Columbia's Choice program. Customer heard on the news that there were cheaper options for him; he currently purchases his gas supply from IGS. The customer was advised of their current rate with IGS and Columbia's current rate. The customer was also provided the names of other marketers that participate in the CHOICE program. Customer advised that he would contact IGS to cancel and return to Columbia. Resolve date 12-10-09.
- 01/13/09-Customer requested to be cancelled from IGS contract due to the actual gas cost adjustment billed by Columbia for the first 12 months. Customer did not understand rate structure. IGS contacted customer and cancelled contract. Resolve date 01-30-09.
- 10/08/09-Customer felt that he was misinformed about current rates. Customer felt that he was provided an incorrect rate from last quarter. IGS contacted customer and provided rates for past 12 months for both IGS and Columbia Gas of Kentucky. IGS advised customer that rates are updated as published. Resolve 10-19-09.

#### Marketer Solicitation – 3

- 05/28/09-Caller is not a Columbia customer but was receiving solicitation calls from IGS. Customer wanted to be removed from call list. IGS was advised to remove customer from call list. Resolve 05-28-09.

- 06/16/09-Caller is not a Columbia customer but was receiving solicitation calls from IGS. Customer wanted to be removed from call list. IGS was advised to remove customer from call list. Resolve 06-23-09.
- 11/09/09-Customer feels rate quoted him should remain at .50 lower than Columbia Gas of Kentucky's rate. IGS provided customer a copy of letter that stated the billing rate quoted. Resolve date 11-25-09.

#### MxEnergy – Total 12

##### Unauthorized Enrollment – 3

- 9/29/09 - Columbia received complaint Customer feels Marketer misrepresented himself as a Columbia employee. Customer wants to cancel with Marketer and return to Columbia Gas to purchase their gas supply. Contacted MX Energy to investigate the complaint. MX Energy confirmed that the contract had been cancelled and the cancellation fee was waived. Resolve date 10-01-09.
- 06/17/09-Customer stated that he did not enter into a contract with MX Energy and did not want to pay a cancellation fee. MX Energy located the recorded call and the enrollment was valid. Resolve date 07-15-09.
- 07/20/09-Customer stated that she did not enroll with MX Energy. MX Energy located the recorded call and advised that Allen Brown, spouse of Kimberly Brown authorized the enrollment of the account. At that time Mr. Brown was advised of the rate in effect and the early termination fee. MX Energy stated that this was a valid contract. Resolve date 07-28-09.

##### Unsatisfactory Resolution – 6

- 02/04/09-Customer stated that she wanted to cancel the CHOICE contract with MX Energy. She thought the caller was a representing Columbia Gas of Kentucky. MX Energy contacted customer and discovered during conversation that customer had hearing impairment. MX Energy apologized to the customer and cancelled enrollment without penalty. Resolve date 02-11-09.
- 03/10/09-Customer called regarding his cancellation of contract with MX Energy. He stated that he was advised that his rate would always be lower than Columbia's rate. Felt misrepresented by MX Energy. MX Energy submitted a removal request effective April 2009 billing cycle. Resolve date 03-10-09.
- 04/14/09-Customer call in regard to cancellation of MX Energy contract. States that she is receiving rude e-mails from MX Energy. MX Energy contacted customer and advised of removal effective with the April 2009 billing cycle. Resolve date 04-24-09.

- 04/21/--09-Customer called in regard to his cancellation of contract with MX Energy. MX Energy contacted customer and advised that contract had been cancelled effective with the April 2009 billing cycle. Resolve date 04-24-09.
- 12/11/09-Customer's account is no longer served from a Columbia Gas of Kentucky distribution line. Customer stated that MX Energy attempted to charge an early termination fee. MX Energy contacted customer and agreed to waive the termination fee. Resolve date 12-31-09
- 12/30/09-Customer stated that they had attempted to cancel their contract with MX Energy on three different occasions. Customer account information indicates that they were removed on 12-30-09. Resolve date 12-30-09.

#### Rate Question – 1

- 10/01/09-Customer called to question his enrollment with MX Energy and the rate in effect. MX Energy cancelled the customer's contract effective with the November 2009 billing cycle. Resolve date 10-01-09.

#### Marketer Solicitation – 2

- 05/28/09-Caller is not a Columbia customer but was receiving solicitation calls from MX Energy. Customer wanted to be removed from call list. MX Energy was advised to remove customer from call list. Resolve 05-28-09.
- 07/08/09-Customer stated that the MX Energy representative came to her home and was very pushy. The representative stated that he came to her home because she did not respond to letters or phone calls. MX Energy contacted the customer and advised of their zero tolerance of the unprofessional behavior as mentioned. The customer's concern was addressed immediately and MX Energy's records indicate that the customer was never enrolled. Resolve date 07-15-09.

### **Calendar Year 2010 – Total Choice Complaints 13**

#### Gateway Energy – Total 2

##### Unsatisfactory Resolution – 2

- 01/21/10-Customer stated that she should be receiving her gas supply from Gateway Energy. Second concern was entered on 01-28-10 for follow up.
- 01/28/10-Customer stated that she was never set up to receive her gas supply from Gateway Energy. Gateway Energy contacted the customer via a conference call along with her current supplier to discuss the necessary steps to cancel their contract. The issue was resolved. Resolve date 02-22-09.

#### IGS – Total 6

#### Unsatisfactory Resolution – 1

- 03/25/10-Customer was concerned because she received a letter from IGS stating that her contract would begin within two billing cycles. IGS records indicate that the customer was not enrolled with them. Customer currently purchasing their gas supply from MX Energy. Resolve 04-20-10.

#### Rate Question – 1

- 7/6/10 - Columbia received complaint of customer calling with an issue with IGS. Customer stated she was contacted by Volunteer Energy with a better rate offer. Contacted the customer and IGS. The customer's current contract had a cancellation date prior to the July billing. Columbia advised IGS that the customer had not been rendered a July bill. IGS terminated the customer's contract with no cancellation fee. Resolve date 07-06-10.

#### Restore Choice/Disconnected in error – 4

- 03/25/10-Customer called regarding the cancellation of his IGS contract. After investigation it was found that a customer called in and requested a connect at his address which was incorrect. IGS was contacted and the contract was reinstated. Resolve date 03-25-10.
- 06/10/10-Customer called in regard to the cancellation of his IGS contract. Mr. Smith was advised that his wife called and requested that the service be connected in her name. Mr. Smith stated that he wanted the service to remain in his name and was unaware of the connect request. IGS was contacted and the contract reinstated. Resolve date 06-18-10.
- 06/15/10- Customer called regarding the cancellation of his IGS contract. After investigation it was found that a customer called in and requested a connect at his address which was incorrect. IGS was contacted and the contract was reinstated. Resolve date 07-13-10.
- 07/14/10-- Customer called regarding the cancellation of her IGS contract. After investigation it was found that a customer called in and requested a connect at her address which was incorrect. IGS was contacted and the contract was reinstated. Resolve date 08-03-10.

#### MxEnergy – Total 4

#### Unauthorized Enrollment – 2

- 4/16/10 - Columbia received complaint from customer that she did not authorize enrollment with MX Energy. States she had a roommate back in 02/09 that might have been the person that answered the phone. Customer does not want to pay termination fee of \$150 since she did not authorize the enrollment. Contacted the customer and MX Energy. MX Energy provided a recording of the enrollment call and the voice appeared to be a different party than the customer. MX Energy agreed to cancel the contract and waive the early termination fee. Resolve date 04-23-10

- 07/07/10-Customer called to verify that her contract had been cancelled with MX Energy as she wished to stay with Columbia Gas of Kentucky. MX Energy confirmed the cancellation of the customer's contract. Resolve date 07-13-10.

Restore Choice/Disconnected in error – 2

- 06/21/10-Customer called regarding the cancellation of her MX Energy contract. After investigation it was found that a customer called in and requested a connect at her address which was incorrect. MX Energy was contacted and the contract was reinstated. Resolve date 07-13-10.
- 06/28/10- Customer called regarding the cancellation of his MX Energy contract. After investigation it was found that a customer called in and requested a connect at his address which was incorrect. MX Energy was contacted and the contract was reinstated. Resolve date 07-13-10.

Volunteer Energy Services – Total 1

Marketer Solicitation – 1

- 07/15/10 - Customer stated they are receiving phone calls from marketer and they are not a Columbia Gas customer. Volunteer Energy was contacted and agreed to remove customer from call list.

One additional complaint received in 2010 regarding Stand Energy Corporation was inadvertently omitted in the previous response. The Complaint was about Marketer Solicitation and was received on March 30, 2010. Columbia addressed the issue with the marketer who took corrective action to remedy its solicitations. Resolve date 04-30-10.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO DATA REQUEST OF COMMISSION STAFF  
DATED AUGUST 10, 2010**

**Data Request 004:**

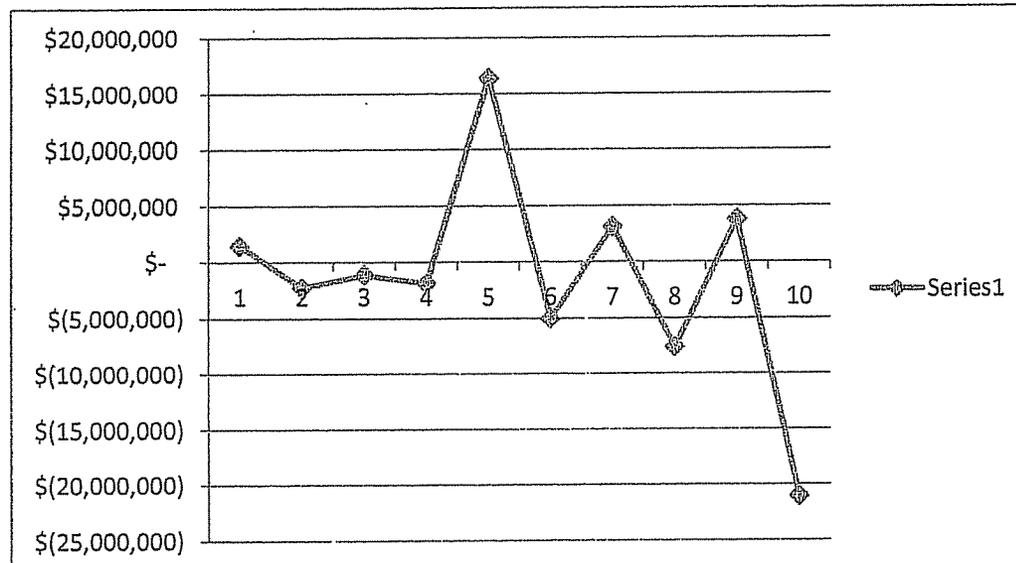
Reconcile the statement in response to item 8 of Staff's First Request that there have been fewer customer complaints since the program was extended in Case No. 2008-00195 to the complaint numbers provided in response to item 10 of Staff's Case No. 2010-00233 First Request which indicate that there were 10 complaints in 2008, 31 in 2009 and 13 in just a little over half of year 2010.

**Response:**

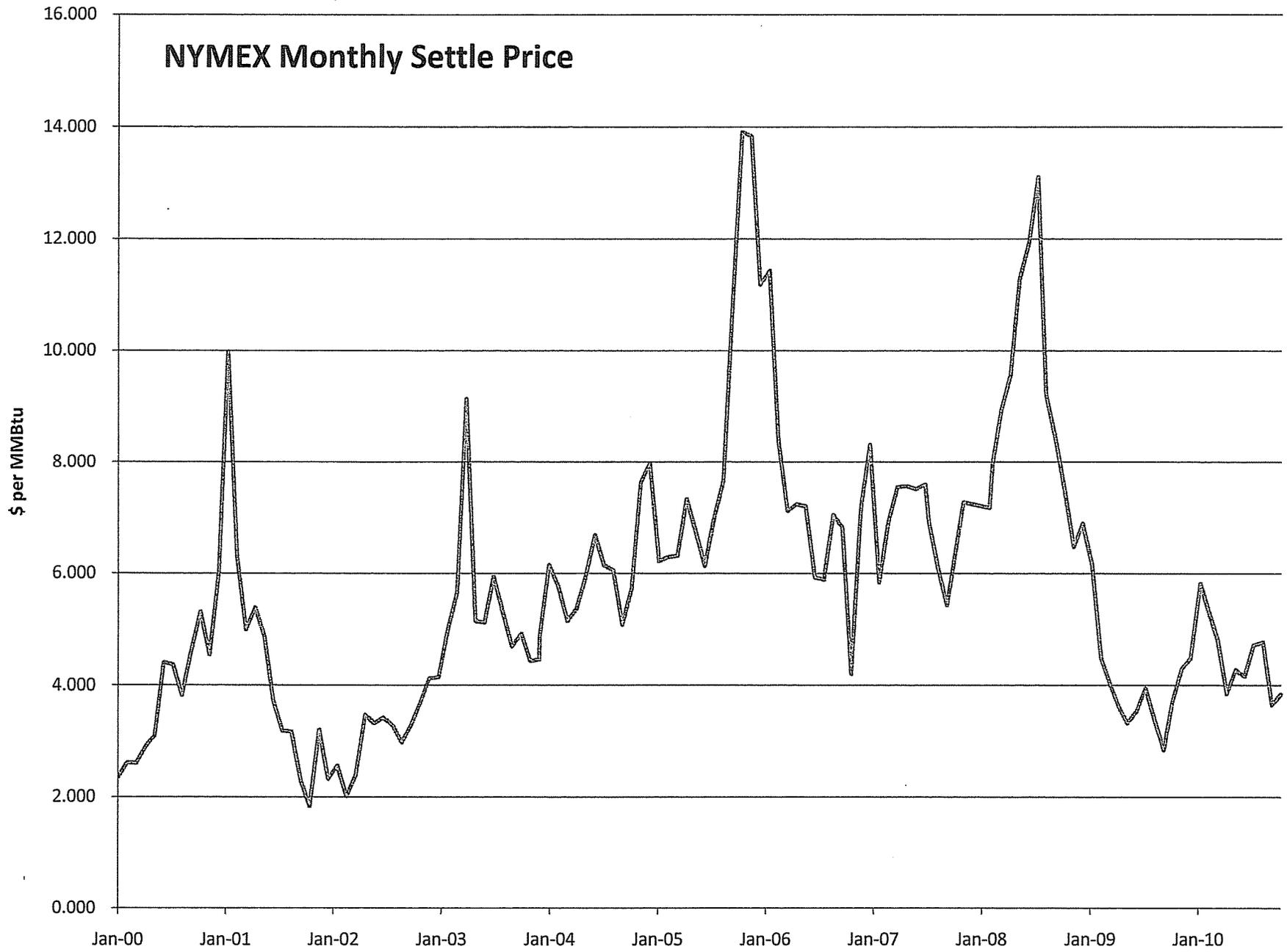
The response to item 8 of Staff's First Request stated, "few" customer complaints, not "fewer." A comparison of the number of complaints was not intended. However, as a comparison, the number of complaints in 2006 was 36, while complaints in 2007 numbered 10. With participation in excess of 28,838 customers since the program was extended, annual complaints at the highest level amounted to only about one-tenth of one percent of participating customers. While Columbia does not consider the number of complaints in any of these years to be significant, Columbia does take each complaint seriously, investigating the complaint and trying to resolve it to the customer's satisfaction.

### Columbia Gas of KY Customer Choice Annual Report

Year	Aggregate	Delta prior year	Mcf sold in Choice
2010	\$ (17,280,299)	\$ (21,080,004)	4,189,117
2009	\$ (3,799,598)	\$ 3,799,705	3,796,006
2008	\$ (4,450,323)	\$ (7,599,303)	3,361,822
2007	\$ (1,872,458)	\$ 3,148,980	3,512,753
2006	\$ 11,367,613	\$ (5,021,438)	3,701,899
2005	\$ 14,510,256	\$ 16,389,051	5,450,043
2004	\$ (3,016,726)	\$ (1,878,795)	6,401,198
2003	\$ (3,409,821)	\$ (1,137,931)	6,791,129
2002	\$ (813,742)	\$ (2,271,890)	7,330,996
2001	\$ 1,458,148	\$ 1,458,148	5,911,201
2000	\$ -	\$ 0	-



# NYMEX Monthly Settle Price



COMMONWEALTH OF KENTUCKY  
PUBLIC SERVICE COMMISSION

RECEIVED

AUG 26 2003

PUBLIC SERVICE  
COMMISSION

In the Matter of:

THE TARIFF FILING OF COLUMBIA GAS OF )  
KENTUCKY, INC., TO IMPLEMENT A SMALL )  
VOLUME GAS TRANSPORTATION SERVICE )  
TO CONTINUE ITS GAS COST INCENTIVE )  
MECHANISMS, AND TO CONTINUE ITS )  
CUSTOMER ASSISTANCE PROGRAM )

CASE NO. 1999-00165

\*\*\*\*\*

COMMUNITY ACTION COUNCIL'S STATEMENT  
IN RESPONSE TO THE COMMISSION'S ORDER  
DATED AUGUST 20, 2003

\*\*\*\*\*

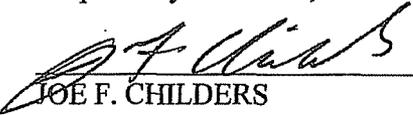
Comes the Community Action Council (CAC), by counsel, in conformance with the Commission's order dated August 20, 2003, and hereby states that the customers of its "Buyers Club," which has participated as a provider under Columbia Gas's Choice program, have saved money over what they would have paid if their gas had been provided by Columbia Gas of Kentucky, Inc.

The results of the comparison between the price of gas offered by Columbia Gas of Kentucky, Inc. and the CAC Buyers Club are set forth for the months of December, 2001 through September, 2003, in the chart attached hereto and incorporated herein by reference thereto as if fully set out, as Exhibit A. For the months of December, 2001 through March 1, 2003, the average price paid per mcf for customers whose gas was provided by Columbia Gas of Kentucky, Inc. was \$4.9816. For customers of CAC Buyers Club for the same period, the average price per mcf was \$4.3344. For the months of April, 2003 through August, 2003, the average price paid

per mcf by customers whose gas was provided by Columbia Gas of Kentucky, Inc. was \$8.3008.

The average price per mcf paid by Buyers Club customers during the same period was \$7.96.

Respectfully submitted,



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JOE F. CHILDERS  
201 W. Short Street  
Suite 310  
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ATTORNEY FOR CAC

#### CERTIFICATE OF SERVICE

I hereby certify that true copies of the foregoing document has been served on the parties to this proceeding by mailing the same to the following persons:

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Community Action Council

P.O. Box 11610  
Lexington, KY 40576

James R. Cox, Esq.  
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Louisville, KY 40207

on this the 26<sup>th</sup> day of August, 2003.



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JOE F. CHILDERS

Commonwealth of Kentucky  
 Before the Public Service Commission  
 Case No 1999-00165

Community Action Council Buyers Club Inc.

Month/Year	Columbia Gas Price	Buyers Club Price
December, 2001	5.0841	5.354
January, 2002	5.0841	4.85
February, 2002	5.0841	4.85
March, 2002	4.2582	4.85
April, 2002	4.2582	3.62
May, 2002	4.2582	3.62
June, 2002	4.8495	3.62
July, 2002	4.8495	3.62
August, 2002	4.8495	3.62
September, 2002	4.5263	3.96
October, 2002	4.5263	4.48
November, 2002	4.5263	4.48
December, 2002	5.4567	4.91
January, 2003	5.4567	4.99
February, 2003	5.4567	5.09
March 1, 2003	7.1812	7.77
March 27, 2003	9.1671	
April, 2003	9.1671	7.47
May, 2003	9.1671	8.99
June, 2003	7.7232	8.00
July, 2003	7.7232	7.67
August, 2003	7.7232	7.67
September		7.67

**Table 24. Average Price of Natural Gas Delivered to Residential and Commercial Sector Consumers by Local Distribution and Marketers in Selected States, 2007-2008**  
(Nominal Dollars per Thousand Cubic Feet)

State	Residential							
	2007				2008			
	Local Distribution Company Average Price <sup>a</sup>	Marketer Average Price <sup>b</sup>	Combined Average Price <sup>c</sup>	Percent Sold by Local Distribution Company	Local Distribution Company Average Price <sup>a</sup>	Marketer Average Price <sup>b</sup>	Combined Average Price <sup>c</sup>	Percent Sold by Local Distribution Company
Florida.....	20.55	23.23	20.61	97.79	21.11	25.00	21.19	97.78
Georgia.....	14.64	18.02	17.53	14.35	15.46	18.73	18.26	14.43
Maryland.....	14.95	16.26	15.17	83.26	15.98	16.54	16.08	83.15
New Jersey.....	14.45	16.50	14.48	98.35	15.15	18.07	15.21	97.98
New York.....	<sup>R</sup> 15.79	15.46	<sup>R</sup> 15.73	<sup>R</sup> 82.34	16.79	16.57	16.75	80.64
Ohio.....	13.05	13.95	13.47	53.01	14.60	14.45	14.52	52.47
Pennsylvania.....	14.56	15.77	14.66	92.01	16.14	17.05	16.22	91.82
Virginia.....	15.33	16.28	15.42	90.29	16.25	15.67	16.20	90.72

State	Commercial							
	2007				2008			
	Local Distribution Company Average Price <sup>a</sup>	Marketer Average Price <sup>b</sup>	Combined Average Price <sup>c</sup>	Percent Sold by Local Distribution Company	Local Distribution Company Average Price <sup>a</sup>	Marketer Average Price <sup>b</sup>	Combined Average Price <sup>c</sup>	Percent Sold by Local Distribution Company
District of Columbia.....	15.08	13.38	<sup>R</sup> 13.69	<sup>R</sup> 18.62	16.11	13.41	13.89	17.93
Florida.....	13.47	12.76	13.07	43.63	14.40	14.59	14.51	42.94
Georgia.....	<sup>R</sup> 12.76	13.32	<sup>R</sup> 13.21	<sup>R</sup> 19.81	14.12	14.34	14.30	19.34
Maryland.....	13.28	11.90	12.30	29.12	14.34	12.63	13.14	29.63
Michigan.....	10.38	9.41	10.02	62.51	11.20	9.71	10.66	63.57
New York.....	<sup>R</sup> 12.55	<sup>R</sup> 11.16	<sup>R</sup> 11.82	<sup>R</sup> 47.12	12.89	12.84	12.86	45.76
Ohio.....	12.31	11.47	11.74	<sup>R</sup> 32.16	13.78	12.33	12.79	31.14
Pennsylvania.....	13.58	11.63	12.77	<sup>R</sup> 58.52	14.90	13.50	14.30	56.70
Virginia.....	12.35	11.48	11.99	58.84	13.61	12.05	12.98	59.14

<sup>a</sup> Price derived from Form EIA-176, "Annual Report of Natural and Supplemental Gas Supply and Disposition."

<sup>b</sup> Price derived from Form EIA-910, "Monthly Natural Gas Marketer Survey."

<sup>c</sup> Prices combined by weighting percent sold by local distribution companies versus percent sold by marketers according to volumes reported on Form EIA-176.

<sup>R</sup> Revised data.

Note: Prices represent the annual-average retail price for volumes delivered to residential and commercial customers by marketers who report on Form EIA-910, "Monthly Natural Gas Marketer Survey," and local distribution companies who report on Form EIA-176, "Annual Report of Natural and Supplemental Gas Supply and Disposition." Both sets of prices include the cost of the gas commodity/supply

and all transportation and delivery charges. Since the prices reflect each State's aggregate of multiple local distribution companies and marketers, a comparison of the aggregate prices may not represent the realized price savings that an individual customer might have obtained. Localized tariff rates, distinct contract/pricing options, and contract timing may affect the price differential between marketers and licensed distribution companies. Additionally, the 2005 hurricane season may have affected future contract offerings beginning in 2006 as prices rose sharply during that period.

Sources: Energy Information Administration (EIA), Form EIA-176, "Annual Report of Natural and Supplemental Gas Supply and Disposition"; and Form EIA-910, "Monthly Natural Gas Marketer Survey."

**Table 23. Average Price of Natural Gas Delivered to Consumers by State and Sector, 2007**  
(Nominal Dollars per Thousand Cubic Feet)

State	Residential		Commercial		Industrial		Vehicle Fuel	Electric Power
	Average Price	Percent of Total Volume Delivered	Average Price	Percent of Total Volume Delivered	Average Price	Percent of Total Volume Delivered	Average Price	Average Price
Alabama .....	18.13	100.00	15.07	79.82	8.70	24.02	—	7.19
Alaska .....	8.68	100.00	7.57	76.01	4.67	69.96	—	3.58
Arizona .....	17.21	100.00	12.84	93.36	10.49	31.33	9.40	6.84
Arkansas .....	13.08	100.00	10.07	70.38	9.51	4.15	8.39	7.04
California .....	11.57	99.50	10.20	60.63	9.07	5.31	7.71	6.72
Colorado .....	8.84	100.00	8.10	95.70	7.21	0.45	8.72	4.35
Connecticut .....	16.39	98.20	12.61	71.49	10.54	50.04	20.57	7.81
Delaware .....	16.21	100.00	14.48	74.75	8.93	9.90	21.90	W
District of Columbia .....	15.67	76.23	13.70	100.00	—	—	9.49	—
Florida .....	20.61	100.00	13.07	100.00	10.56	3.10	12.82	9.35
Georgia .....	17.53	100.00	13.18	100.00	8.87	17.05	12.93	7.54
Hawaii .....	34.05	100.00	28.31	100.00	18.66	100.00	—	—
Idaho .....	11.47	100.00	10.67	84.81	9.39	1.96	11.42	W
Illinois .....	10.76	88.66	10.40	42.19	9.00	9.47	9.59	7.26
Indiana .....	11.29	96.23	10.20	78.08	8.45	7.43	6.09	7.48
Iowa .....	11.76	100.00	9.97	77.47	8.56	8.62	11.68	7.73
Kansas .....	12.97	100.00	12.03	64.81	7.17	5.95	—	6.31
Kentucky .....	12.05	96.17	11.30	81.71	8.37	16.62	—	W
Louisiana .....	14.19	100.00	11.21	98.06	7.07	25.91	12.00	7.53
Maine .....	16.90	100.00	14.82	46.21	13.40	5.72	—	W
Maryland .....	15.17	100.00	12.30	100.00	11.59	7.80	11.40	7.89
Massachusetts .....	16.99	99.91	15.08	65.30	14.83	29.89	12.84	8.11
Michigan .....	11.06	94.51	10.02	100.00	9.47	10.43	—	6.63
Minnesota .....	11.14	100.00	10.14	94.88	7.65	34.18	12.78	W
Mississippi .....	13.02	100.00	11.11	88.77	8.29	15.11	—	7.43
Missouri .....	13.42	100.00	11.82	76.97	11.02	12.61	8.44	W
Montana .....	9.91	99.86	9.76	78.50	9.75	0.76	7.64	W
Nebraska .....	11.15	85.66	9.16	63.91	7.97	10.90	—	8.97
Nevada .....	14.17	100.00	12.03	67.01	11.77	17.12	9.99	6.31
New Hampshire .....	16.71	100.00	15.42	71.24	13.45	15.31	—	W
New Jersey .....	14.48	100.00	12.10	44.17	9.63	20.64	—	8.17
New Mexico .....	11.99	100.00	10.00	64.03	8.54	10.61	5.77	W
New York .....	15.49	100.00	11.72	100.00	11.33	11.97	12.85	8.09
North Carolina .....	15.70	100.00	12.77	83.03	9.98	21.24	10.64	W
North Dakota .....	9.13	100.00	8.37	93.27	6.86	47.88	8.24	6.41
Ohio .....	13.47	100.00	11.74	100.00	10.63	2.68	—	7.88
Oklahoma .....	12.06	100.00	10.93	48.06	9.18	0.94	12.83	6.69
Oregon .....	14.65	100.00	12.36	98.46	9.30	21.78	6.59	6.10
Pennsylvania .....	14.66	100.00	12.77	100.00	10.64	5.44	10.83	8.01
Rhode Island .....	16.66	100.00	14.91	66.53	12.58	11.59	10.96	8.06
South Carolina .....	17.24	100.00	13.55	94.85	8.83	46.66	10.84	8.16
South Dakota .....	10.49	100.00	8.81	81.21	8.32	17.83	—	—
Tennessee .....	13.42	100.00	11.99	91.94	9.32	38.21	13.91	W
Texas .....	12.00	100.00	9.77	81.86	6.76	54.73	9.76	6.77
Utah .....	9.44	100.00	8.03	86.89	6.35	14.05	8.33	W
Vermont .....	15.99	100.00	12.79	100.00	9.08	77.97	—	7.72
Virginia .....	15.42	100.00	11.99	100.00	9.33	14.11	7.45	8.42
Washington .....	13.86	100.00	12.38	89.20	9.79	17.44	6.66	6.15
West Virginia .....	14.59	100.00	13.37	58.64	8.51	17.06	—	W
Wisconsin .....	12.02	100.00	10.36	75.48	9.62	18.53	9.21	7.56
Wyoming .....	8.84	54.02	7.89	49.29	6.61	2.96	5.79	W
<b>Total .....</b>	<b>13.06</b>	<b>98.04</b>	<b>11.32</b>	<b>80.46</b>	<b>7.68</b>	<b>22.26</b>	<b>8.45</b>	<b>7.31</b>

<sup>W</sup> Withheld.

— Not applicable.

Note: Totals may not equal sum of components due to independent rounding.

Sources: Energy Information Administration (EIA), Form EIA-176, "Annual Report of Natural and Supplemental Gas Supply and Disposition"; Federal Energy

Regulatory Commission (FERC) Form 423, "Monthly Report of Cost and Quality of Fuels for Electric Plants"; Form EIA-423, "Monthly Report of Cost and Quality of Fuels for Electric Plants"; and Form EIA-910, "Monthly Natural Gas Marketer Survey".

Table 23. Average Price of Natural Gas Delivered to Consumers by State and Sector, 2008  
(Nominal Dollars per Thousand Cubic Feet)

State	Residential		Commercial		Industrial		Vehicle Fuel	Electric Power
	Average Price	Percent of Total Volume Delivered	Average Price	Percent of Total Volume Delivered	Average Price	Percent of Total Volume Delivered	Average Price	Average Price
Alabama .....	18.30	100.00	15.58	80.17	10.57	27.20	17.32	10.03
Alaska .....	8.72	100.00	8.66	74.90	5.49	78.23	-	W
Arizona .....	17.60	100.00	13.01	93.06	10.47	29.65	11.00	8.60
Arkansas .....	14.09	100.00	11.32	64.49	10.56	3.87	-	9.23
California .....	12.75	99.31	11.75	56.69	10.80	4.85	11.32	8.23
Colorado .....	9.77	100.00	9.01	95.24	8.76	0.56	13.57	7.02
Connecticut .....	17.85	97.75	13.81	70.71	12.63	47.28	24.04	10.48
Delaware .....	16.07	100.00	14.24	70.55	12.54	5.81	26.48	W
District of Columbia .....	16.49	76.31	13.89	100.00	-	-	15.57	-
Florida .....	21.19	100.00	14.51	100.00	11.72	2.96	15.56	10.41
Georgia .....	18.26	100.00	14.30	100.00	11.02	16.10	12.91	10.40
Hawaii .....	44.57	100.00	39.01	100.00	26.74	100.00	-	-
Idaho .....	11.07	100.00	10.28	86.01	9.18	1.92	12.45	W
Illinois .....	12.07	87.82	11.70	43.26	10.58	9.36	12.75	10.10
Indiana .....	12.65	94.99	11.14	77.88	10.48	6.71	7.94	9.61
Iowa .....	11.91	100.00	10.25	75.75	9.33	6.91	11.97	W
Kansas .....	13.00	100.00	12.24	64.92	9.42	7.84	-	8.11
Kentucky .....	13.84	96.04	13.25	82.03	10.41	17.53	-	W
Louisiana .....	15.49	100.00	13.52	98.42	9.32	21.41	13.02	10.01
Maine .....	17.47	100.00	15.87	44.97	14.89	1.28	-	W
Maryland .....	16.08	100.00	13.14	100.00	13.46	6.32	14.66	11.16
Massachusetts .....	17.14	99.91	15.49	64.17	15.42	28.29	13.80	10.43
Michigan .....	11.93	93.95	10.66	100.00	10.26	12.90	-	8.75
Minnesota .....	11.29	100.00	10.52	95.73	9.05	33.23	19.51	9.23
Mississippi .....	13.96	100.00	12.48	90.38	10.37	12.24	-	9.62
Missouri .....	13.36	100.00	12.02	77.49	11.32	13.89	8.66	W
Montana .....	11.45	99.86	11.32	79.56	11.04	0.95	11.50	W
Nebraska .....	11.11	87.09	9.62	57.51	9.12	10.64	-	W
Nevada .....	13.33	100.00	11.21	67.01	11.10	17.84	9.24	8.26
New Hampshire .....	16.74	100.00	15.53	70.07	14.50	7.94	-	W
New Jersey .....	15.21	100.00	13.38	42.08	12.76	11.00	-	10.78
New Mexico .....	12.23	100.00	10.39	62.57	10.27	9.97	-	8.18
New York .....	16.75	100.00	12.86	100.00	12.30	11.44	18.55	10.85
North Carolina .....	16.58	100.00	14.19	84.52	12.10	19.07	-	11.13
North Dakota .....	10.34	100.00	9.58	93.41	8.30	46.22	11.32	NA
Ohio .....	14.52	100.00	12.79	100.00	12.71	2.68	-	10.79
Oklahoma .....	12.32	100.00	11.54	51.20	13.03	0.63	11.01	8.18
Oregon .....	13.89	100.00	11.57	98.54	9.07	20.14	8.03	7.08
Pennsylvania .....	16.22	100.00	14.30	100.00	12.09	5.70	8.30	10.46
Rhode Island .....	16.89	100.00	15.53	66.22	13.26	11.66	12.62	10.50
South Carolina .....	16.84	100.00	14.26	94.90	11.03	47.31	13.38	10.48
South Dakota .....	11.32	100.00	9.76	83.00	9.00	17.39	-	7.32
Tennessee .....	14.20	100.00	13.01	91.69	10.81	39.91	11.79	W
Texas .....	13.75	100.00	11.25	82.51	8.96	50.44	11.53	8.91
Utah .....	9.00	100.00	7.74	86.43	7.21	12.67	8.08	W
Vermont .....	18.31	100.00	14.31	100.00	9.60	79.62	-	9.14
Virginia .....	16.20	100.00	12.98	100.00	11.49	17.30	10.66	10.87
Washington .....	13.06	100.00	11.49	89.04	10.55	12.89	15.43	8.56
West Virginia .....	14.51	100.00	13.54	53.52	10.94	19.01	-	10.08
Wisconsin .....	12.81	100.00	11.18	76.82	10.57	18.32	11.01	9.24
Wyoming .....	10.16	77.32	8.87	65.61	7.55	3.15	6.51	W
Total .....	13.89	97.88	12.23	79.93	9.67	20.54	11.75	9.26

<sup>W</sup> Withheld.

- Not applicable.

<sup>NA</sup> Not available.

Note: Totals may not equal sum of components due to independent rounding.

Sources: Energy Information Administration (EIA), Form EIA-176, "Annual Report of Natural and Supplemental Gas Supply and Disposition"; Federal Energy

Regulatory Commission (FERC) Form 423, "Monthly Report of Cost and Quality of Fuels for Electric Plants"; Form EIA-423, "Monthly Report of Cost and Quality of Fuels for Electric Plants"; and Form EIA-910, "Monthly Natural Gas Marketer Survey".

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION OF NATURAL GAS RETAIL )  
COMPETITION PROGRAMS ) CASE NO. 2010-00146  
)

CERTIFICATE

I, Kathy Gillum, hereby certify that:

1. The attached DVD contains a digital recording of the hearing conducted in the above-styled proceeding on October 20, 2010;
2. I am responsible for the preparation of the digital recording;
3. The digital recording accurately and correctly depicts the hearing;
4. All Exhibits introduced at the hearings of October 19, 2010 and October 20, 2010 are attached to the Certificate for October 19, 2010, as well as the "Exhibit List", which correctly lists all exhibits introduced at the hearing of October 19, 2010 and October 20, 2010. The hearing was recorded in 2 segments, October 19, 2010 and October 20, 2010 separately.
5. The "Hearing Log" attached to this Certificate accurately and correctly states the events that occurred at the hearing of October 20, 2010 and the time at which each occurred.

Given this 27<sup>th</sup> day of October, 2010.

  
Kathy Gillum, Notary Public  
State at Large

My commission expires: Sept 3, 2013



# Case History Log Report

Case Number: 2010-00146\_200ct10

Case Title: Natural Gas Retail Competition Programs

Case Type: Investigation - Service

Department:

Plaintiff:

Prosecution:

Defendant:

Defense:

**Date: 10/20/2010**

Location: Default Location

Judge: David Armstrong, Jim Gardner, Charles Borders

Clerk: Kathy Gillum

Bailiff:

Event Time	Log Event
10:07:34 AM	Case Started
10:07:43 AM	Preliminary Remarks
10:08:28 AM	Statement by Eileen Ordover (ACM) Note: Kathy Gillum Requesting that witness testify first due to travel plans
10:10:53 AM	Witness, Marlin Cummins Note: Kathy Gillum Witness called to testify by Eileen Ordover (ACM). Witness adopts pre-filed testimony. Moves for admission of pre-filed testimony.
10:12:44 AM	Cross Examination of witness by Matthew Malone (ISV) Note: Kathy Gillum Questions regarding Columbia Choice Program.
10:15:29 AM	No further questions by Matthew Malone
10:15:42 AM	Cross Examination of witness by Katherine Yunker (Proliance) Note: Kathy Gillum Questions regarding regulation of alternative suppliers for low-income customers.
10:17:48 AM	No further questions by Katherine Yunker
10:18:24 AM	Examination of witness by Anita Mitchell (PSC) Note: Kathy Gillum Questions regarding opinion as to testimony filed by another party that stated that customers want the right to choose. Questions regarding Matrix Study.
10:19:57 AM	No further questions by Anita Mitchell (PSC)
10:20:11 AM	Witness Excused
10:20:43 AM	Witness, Howard Petrocoff Note: Kathy Gillum Witness called to testify by Matthew Malone (ISV) Adopts testimony and data requests responses by Gregory Collins
10:23:00 AM	Cross Examination of witness by Robert Watt III (Delta) Note: Kathy Gillum Questions regarding page 8 of pre-filed testimony, lines 7 and 8. Certification process discussed. Questions regarding Page 8, Lines 8 thru 10 of pre-filed testimony. Code of Conduct for Utilities discussed. Management audits of gas companies discussed. Questions regarding Page 8, Lines 13-16 of pre-filed testimony. Questions regarding Page 8, lines 19-21 of pre-filed testimony.
10:31:28 AM	No further questions by Robert Watt III (Delta)

10:31:43 AM Cross Examination of witness by Tom Fitzgerald (AARP)  
Note: Kathy Gillum Questions regarding Columbia Choice Pilot Program.

10:33:39 AM No further questions by Tom Fitzgerald (AARP)

10:33:56 AM Cross Examination of witness by Katherine Yunker (Proliance)  
Note: Kathy Gillum Questions regarding reliability issues in Ohio. Questions regarding Mr. Collins testimony (adopted by witness) regarding double recovery of costs. Retail vendors discussed. Brokers and marketers discussed. Ohio's governmental aggregation discussed.

10:49:00 AM No further questions by Katherine Yunker (Proliance)

10:49:12 AM Examination of witness by Anita Mitchell (PSC)  
Note: Kathy Gillum Questions regarding testimony regarding PSC regulation of marketers; certification of marketers; taking of customer complaints; penalties; and annual reports. Questions regarding Customer Right to Choose.

10:52:57 AM No further questions by Anita Mitchell (PSC)

10:53:06 AM Questions of witness by Commissioner Gardner  
Note: Kathy Gillum Questions regarding merchant function. Witness defines the term "exiting the merchant function". Questions regarding Stand's position regarding residential customers. School taxes for marketers discussed.

11:03:52 AM Questions of witness by Commissioner Borders  
Note: Kathy Gillum Questions regarding reliability factor. Costs components discussed. Witness refers to Exhibit 2 of his pre-filed testimony. Columbia Choice price rates discussed.

11:20:25 AM Re-direct examination of witness by Matthew Malone (ISV)  
Note: Kathy Gillum Document given to witness to examine for testimony. Document introduced as Exhibit 3

11:22:50 AM Exhibit introduced by Matthew Malone (ISV)  
Note: Kathy Gillum 2 page chart titled "Columbia Gas of Ky Customer Choice Annual Report", and "NYMEX Monthly Settle Price" marked as ISV Exhibit 3

11:23:10 AM Re-direct examination by Matthew Malone continues  
Note: Kathy Gillum Fixed price products discussed.

11:30:09 AM No further questions by Matthew Malone

11:30:20 AM Examination of witness by Robert Watt III  
Note: Kathy Gillum Questions regarding ISV Exhibit 3.

11:34:41 AM No further questions by Robert Watt III

11:34:46 AM Examination of witness by Tom Fitzgerald  
Note: Kathy Gillum Questions regarding lost opportunity costs. Columbia Choice Program discussed as to lack of comparisons. Questions regarding LDC and marketers and the gas supply charge. Level of complexity for when to buy gas was discussed. Questions regarding regulation of market.

11:47:35 AM No further questions by Tom Fitzgerald

11:47:41 AM Cross Examination of witness by Brooke Leslie  
Note: Kathy Gillum Questions regarding ISV Exhibit 3 calculations.

11:49:12 AM No further questions by Brooke Leslie

11:49:21 AM Examination of witness by Anita Mitchell (PSC)  
Note: Kathy Gillum Questions regarding customer loss

11:50:57 AM No further questions by Anita Mitchell

11:51:07 AM Witness Excused

11:51:15 AM	Witness, Ellen Williams Note: Kathy Gillum	Witness called to testify by Matthew Malone. Witness adopts pre-filed testimony.
11:52:28 AM	Cross Examination of witness by Robert Watt III Note: Kathy Gillum	Questions regarding page 1, lines 22 and 23 of pre-filed testimony. Questions regarding Pages 2 and 3 of pre-filed testimony.
11:54:56 AM	No further questions by Robert Watt III	
11:55:03 AM	Cross Examination by Mark David Goss Note: Kathy Gillum	Questions regarding percentage of residential v. business customers. Questions regarding mailings that were sent by company.
11:59:54 AM	No further questions by Mark David Goss	
12:00:17 PM	Cross Examination of the witness by Gregg Cornett Note: Kathy Gillum	Questions regarding website of KCEC. Questions regarding Page 2, line 13 of pre-filed testimony. Questions regarding mailings.
12:03:26 PM	No further questions by Gregg Cornett	
12:03:36 PM	Examination of the witness by Tom Fitzgerald Note: Kathy Gillum	Questions regarding organizational lineup of organization.
12:05:55 PM	Data Request by Tom Fitzgerald Note: Kathy Gillum	Listing of people surveyed
12:06:21 PM	No further questions by Tom Fitzgerald	
12:06:27 PM	Examination of witness by Iris Skidmore Note: Kathy Gillum	Questions regarding spokespersons for KCEC. Choice program discussed.
12:08:27 PM	No further questions by Iris Skidmore	
12:08:40 PM	Examination by Anita Mitchell (PSC) and Data Request Note: Kathy Gillum	Questions regarding witness' participation as a lobbyist. In addition to data request, let PSC know if anyone other than consumer choice customers were included in the mailing. Also provide a copy of the letter that was sent.
12:12:43 PM	No further questions by Anita Mitchell	
12:12:54 PM	Re-Cross Examination by Robert Watt III Note: Kathy Gillum	Questions regarding mailed survey on who paid for survey.
12:13:34 PM	No further questions by Robert Watt III	
12:13:43 PM	Questions by Commissioner Gardner Note: Kathy Gillum	Data Request: Copy of tax return for 2008 and 2009 and what type
12:14:20 PM	Witness Excused	
12:15:03 PM	Witness, Teresa Reedinbock Note: Kathy Gillum	Called to testify by Katherine Yunker. Witness adopts pre-filed testimony and data requests.
12:16:55 PM	Cross Examination of the witness by Robert Watt III Note: Kathy Gillum	Questions regarding page 7 line 15 of pre-filed testimony. Role of PSC discussed. Utility affiliate misconduct discussed. Questions regarding Page 8 of pre-filed testimony. Page 8, lines 1 and 2
12:22:26 PM	No further questions by Robert Watt III	
12:22:37 PM	Examination of witness by Gregg Cornett Note: Kathy Gillum	Questions regarding Page 5 of pre-filed testimony. Questions regarding page 6, lines 3 and 4 of pre-filed testimony.
12:26:23 PM	No further questions by Gregg Cornett	

12:26:42 PM Examination of the witness by Matthew Malone  
Note: Kathy Gillum Questions regarding the CUB study. Questions regarding Direct Energy customer numbers and costs.

12:30:18 PM No further questions by Matthew Malone

12:30:35 PM Examination of witness by Tom Fitzgerald  
Note: Kathy Gillum Questions regarding CUB Report and posting of offers to the web.

12:31:57 PM No further questions by Tom Fitzgerald

12:32:06 PM Questions of witness by Commissioner Gardner  
Note: Kathy Gillum Questions regarding merchant functions of LDCs. Questions regarding expansion of choice program.

12:35:20 PM Statement by Katherine Yunker

12:36:01 PM Questions by Commissioner Gardner continues  
Note: Kathy Gillum Questions regarding school taxes and the choice program.

12:37:35 PM Re-direct by Katherine Yunker  
Note: Kathy Gillum Clarification of retail affiliate question from Robert Watt III.

12:40:32 PM No further questions by Katherine Yunker

12:40:40 PM Cross Examination by Robert Watt III  
Note: Kathy Gillum Clarification. Delta Resources and Delta Gas differences.

12:43:25 PM No further questions by Robert Watt III

12:43:34 PM Questions by Commissioner Gardner  
Note: Kathy Gillum Questions regarding Retail Energy Supply Association.

12:44:49 PM Lunch Break

12:44:59 PM Case Recessed

1:49:35 PM Case Resumed

1:50:06 PM Statement by Katherine Yunker

1:50:33 PM Witness, John Dosker  
Note: Kathy Gillum Witness adopts pre-filed testimony, and moves for admittance in record.

1:52:59 PM Camera Lock Mode Deactivated

1:52:59 PM Normal Mode Activated

1:52:59 PM Camera Lock Deactivated

1:51:57 PM Cross Examination of witness by Robert Watt III (Delta)  
Note: Kathy Gillum Questions regarding Page 5, lines 18-19 of pre-filed testimony. Questions regarding Page 7, lines 19 and 20 of pre-filed testimony. Questions regarding Stand's response to PSC 1st data request, No. 10.

1:56:11 PM No further questions by Robert Watt III (Delta)

1:56:20 PM Examination of witness by Mark Goss (Duke)  
Note: Kathy Gillum Questions regarding Tolbine's affiliation with Stand Energy. Questions regarding Page 10 of pre-filed testimony regarding Commission staff. Questions regarding Page 11, line 13 of pre-filed testimony. Questions regarding Page 11, line 20 of pre-filed testimony. Questions regarding Page 12 of pre-filed testimony. Questions regarding Page 12, line 12 of pre-filed testimony. Questions regarding Page 12 of pre-filed testimony, Questions regarding Page 13, line 15 of pre-filed testimony. Regulations discussed regarding intervention. Questions regarding Page 14, line 22 of pre-filed testimony. Questions regarding Line 6, page 15 of pre-filed testimony. Retail residential choice program discussed. Questions regarding Exhibit 2 of pre-filed testimony. Questions regarding page 4, question 8 regarding Duke Energy of pre-filed testimony.

2:20:11 PM No further questions by Mark Goss

2:20:25 PM Examination of witness by Tom Fitzgerald (AARP)  
 Note: Kathy Gillum Questions regarding Columbia Choice Program. Questions regarding uncollectible cost in program. Questions regarding purpose of pilot program.

2:32:15 PM No further questions by Tom Fitzgerald (AARP)

2:32:54 PM Examination of witness by Anita Mitchell (PSC)  
 Note: Kathy Gillum Questions regarding Page 14 of pre-filed testimony. Affiliate Transactions Statutes discussed. Questions regarding Page 10, line 9 of pre-filed testimony.

2:41:21 PM No further questions by Anita Mitchell

2:41:28 PM Questions of witness by Commissioner Gardner  
 Note: Kathy Gillum Questions regarding payment of school taxes. Cross Class Subsidation discussed. Codes of Conduct discussed.

2:48:22 PM Examination of witness by Robert Watt III  
 Note: Kathy Gillum Questions regarding Mr. Tolbine being 1/2 owner of Stand. Questions regarding Mr. Conrad.

2:50:01 PM Data Request by Robert Watt III  
 Note: Kathy Gillum Request for a copy of document held by persons making public comments and list of whom letter was sent

2:50:12 PM Robert Watt continues examination  
 Note: Kathy Gillum Questions regarding witnesses to hearing as to ownership in Stand Energy.

2:54:39 PM No further questions by Robert Watt III (Delta)

2:55:05 PM Examination by Brooke Leslie  
 Note: Kathy Gillum Questions regarding school taxes.

2:55:37 PM No further questions by Brooke Leslie

2:55:46 PM Questions by Commissioner Gardner  
 Note: Kathy Gillum Questions regarding school taxes.

3:00:47 PM Witness Excused

3:00:56 PM Witness, Mark Ward (Stand)  
 Note: Kathy Gillum Called to testify by John Dosker. Witness adopts pre-filed testimony and responses to data requests.

3:03:08 PM Cross Examination of witness by Robert Watt III  
 Note: Kathy Gillum Questions regarding page 7, middle of page of pre-filed testimony. Questions regarding page 9 of pre-filed testimony. Reliability problems with Gulf region gas discussed. Questions regarding Revised Response to LG&E data request, Q. No. 2.

3:15:08 PM Data Request by Robert Watt III

3:15:22 PM Statement by John Dosker

3:15:42 PM No further questions by Robert Watt III (Delta)

3:15:49 PM Examination of witness by Mark Goss  
 Note: Kathy Gillum Questions regarding if Stand Energy an intervenor in Duke's most recent rate case and black box settlement.

3:18:13 PM Objection by John Dosker

3:18:33 PM Statement by Mark Goss

3:18:42 PM Statement by John Dosker

3:18:55 PM	Examination by Mark Goss continues Note: Kathy Gillum	Questions regarding earlier statement by witness. Questions regarding Page 7 of pre-filed testimony. Questions regarding Page 12 bullitt points of pre-filed testimony. Question regarding Provider of last resort. Questions regarding Duke Tariffs. Questions regarding Page 7 of pre-filed testimony.
3:39:29 PM	No further questions by Mark Goss	
3:39:46 PM	Examination of witness by Gregg Cornett Note: Kathy Gillum	Questions regarding page 4 of pre-filed testimony. Questions regarding Page 5 of pre-filed testimony.
3:43:10 PM	No further questions by Gregg Cornett	
3:43:19 PM	Examination of witness by Tom Fitzgerald (AARP) Note: Kathy Gillum	Questions regarding recent Duke rate case.
3:45:22 PM	No further questions by Tom Fitzgerald	
3:45:48 PM	Examination of witness by Anita Mitchell (PSC) Note: Kathy Gillum	Questions regarding reasons for referencing only a few entities for savings.
3:51:29 PM	Data Request Note: Kathy Gillum	Same information that he provided for LaGrange Reformatory, for a period of 5 years, lowest usage customer and the highest.
3:53:31 PM	Statement by Anita Mitchell Note: Kathy Gillum	Information earlier will be held confidential.
3:54:25 PM	Examination by Anita Mitchell continues Note: Kathy Gillum	Regarding LaGrange Reformatory data listed in pre-filed testimony.
4:06:11 PM	No further questions by Anita Mitchell	
4:06:20 PM	Questions by Commissioner Gardner Note: Kathy Gillum	Questions regarding public comments.
4:08:14 PM	Re-Direct examination by John Dosker Note: Kathy Gillum	Clarification of previous testimony.
4:16:34 PM	No further questions by John Dosker	
4:16:45 PM	Data Request Note: Kathy Gillum	Provide Organization Chart
4:17:22 PM	Examination of witness by Tom Fitzgerald (AARP) Note: Kathy Gillum	Questions as to why Stand Energy did not intervene in the Duke rate case.
4:21:18 PM	No further questions by Tom Fitzgerald	
4:21:28 PM	Witness Excused	
4:21:50 PM	Witness, Donald Mason Note: Kathy Gillum	Witness called to testify by John Dosker. Witness adopts pre-filed testimony.
4:23:27 PM	Cross Examination of witness by Brooke Leslie Note: Kathy Gillum	Questions regarding page 8, line 15 thru 23 and 1 thru 9 on page 9 of pre-filed testimony.
4:25:57 PM	No further questions by Brooke Leslie	
4:26:11 PM	Cross Examination of the witness by Jean Kenery Note: Kathy Gillum	Questions regarding page 4, line 17 of pre-filed testimony. Questions regarding Page 7, line 22 of pre-filed testimony. Questions regarding Page 8, line 8 of pre-filed testimony. Questions regarding Page 8, line 11 of pre-filed testimony. Questions regarding page 10, line 8 of pre-filed testimony.
4:45:30 PM	No further questions by Jean Kenery	

4:45:43 PM Cross Examination by Gregg Cornett  
Note: Kathy Gillum Questions regarding Choice in Ohio being used as a model.

4:46:55 PM No further questions by Gregg Cornett

4:47:18 PM Cross Examination by Matthew Malone  
Note: Kathy Gillum Questions regarding description of the Choice market in Ohio.

4:53:34 PM No further questions by Matthew Malone

4:53:47 PM Cross Examination by Katherine Yunker

4:55:50 PM No further questions by Katherine Yunker

4:56:02 PM Examination by Anita Mitchell  
Note: Kathy Gillum Questions regarding hedging.

4:57:31 PM No further questions by Anita Mitchell

4:57:41 PM Examination of witness by Tom Fitzgerald  
Note: Kathy Gillum Purchased Gas Adjustment discussed. Columbia's Pilot Program discussed.

5:06:35 PM No further questions by Tom Fitzgerald

5:06:43 PM Questions by Commissioner Gardner  
Note: Kathy Gillum Asked if witness disagreed with Mr. Dosker's and Mr. Ward's testimony.

5:08:07 PM Re-Direct by John Dosker  
Note: Kathy Gillum Suggestions to Commission

5:10:43 PM No further questions by John Dosker

5:11:05 PM Case Recessed

5:24:51 PM Case Started

5:24:57 PM Witness, Nancy Brockway  
Note: Kathy Gillum Witness called to testify by Tom Fitzgerald. Witness adopts pre-filed testimony and responses to data requests with correction to Rebuttal testimony, page 7, lines 16 and 17. Strike the last sentence.

5:26:56 PM Statement by Katherine Yunker to repeat strike in correction

5:27:45 PM Examination by Gregg Cornett  
Note: Kathy Gillum Questions regarding witness' previous experience. Questions regarding preventing abusive practices by marketers. Questions regarding Jane's Rebuttal Testimony attachments. Questions regarding reliability issues. Questions regarding Page 5 of 7 (Taking Heat Article)

5:38:54 PM No further questions by Gregg Cornett

5:39:13 PM Examination of witness by Matthew Malone  
Note: Kathy Gillum Questions regarding AARP. Questions regarding what evidence witness is using to support statement that her opinion is that choice program is not a success.

5:42:03 PM Data Request by Matthew Malone

5:42:24 PM Matthew Malone continues examination

5:43:47 PM Data Request by Matthew Malone

5:44:15 PM No further questions by Matthew Malone

5:44:25 PM Cross Examination by Katherine Yunker  
Note: Kathy Gillum Questions regarding Columbus Dispatch article, page 3, heading, Lack of Oversight. Questions regarding consumer protection regulation.

5:49:33 PM Discussion: Tom Fitzgerald and Katherine Yunker

5:50:08 PM Katherine Yunker continues  
Note: Kathy Gillum Questions witness about Illinois PUC website. Questions regarding suppliers of last resort. Questions regarding educating residential customers.

6:12:41 PM Tom Fitzgerald clarifies data request

6:13:24 PM Katherine Yunker continues  
Note: Kathy Gillum Questions regarding Page 8, lines 3,4 and 6 of pre-filed testimony. Stranded costs discussed.

6:21:43 PM Katherine Yunker hands document to witness  
Note: Kathy Gillum Ms. Yunker asked witness questions regarding handout.

6:26:41 PM No further questions by Katherine Yunker

6:27:03 PM Examination of witness by Anita Mitchell  
Note: Kathy Gillum Questions regarding testimony of Ellen Williams. Questions regarding income level of AARP. Questions regarding Columbia Matrix Study. Question regarding Why LDC could not provide a fixed cost..

6:33:41 PM No further questions by Anita Mitchell

6:33:51 PM Questions of witness by Commissioner Gardner  
Note: Kathy Gillum Questions regarding Choice Program.

6:38:23 PM Witness Excused

6:38:44 PM Witness, Jack Burch  
Note: Kathy Gillum Witness called to testify by Iris Skidmore. Witness adopts pre-filed testimony and responses to data requests. Moves for admission of pre-filed testimony and responses to data requests.

6:40:46 PM Cross Examination of Witness by Tom Fitzgerald  
Note: Kathy Gillum Questions regarding Columbia's Choice Program; methods of solicitations.

6:49:56 PM No further questions by Tom Fitzgerald

6:50:14 PM Examination of witness by Matthew Malone  
Note: Kathy Gillum Malone hands witness document to examine. Moves to admit document as ISV Exhibit 4

6:53:02 PM Examination of witness by Katherine Yunker  
Note: Kathy Gillum Questions regarding LIHEAP.

6:55:24 PM No further questions by Katherine Yunker

6:55:43 PM Questions by Commissioner Gardner

6:55:58 PM Examination of witness by Brooke Leslie  
Note: Kathy Gillum Questions regarding Columbia's Tariff

6:58:19 PM No further questions by Brooke Leslie

6:58:34 PM Witness Excused

6:58:53 PM Procedural Schedule

7:00:28 PM Camera Lock Activated (Camera: 8)

7:00:44 PM Camera Lock Mode Deactivated

7:00:44 PM Normal Mode Activated

7:00:44 PM Camera Lock Deactivated

7:00:57 PM Camera Lock Activated (Camera: 8)

7:01:11 PM Camera Lock Mode Deactivated

7:01:11 PM Normal Mode Activated

7:01:11 PM Camera Lock Deactivated

7:01:17 PM Camera Lock Activated (Camera: 8)

7:01:33 PM Camera Lock Mode Deactivated  
7:01:33 PM Normal Mode Activated  
7:01:33 PM Camera Lock Deactivated  
7:01:53 PM Camera Lock Activated (Camera: 8)  
7:02:16 PM Camera Lock Mode Deactivated  
7:02:16 PM Normal Mode Activated  
7:02:16 PM Camera Lock Deactivated  
7:02:22 PM Hearing Adjourned  
7:02:35 PM Case Recessed  
7:03:19 PM Case Stopped