

Columbia shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations.

1. Refer to the response to Item 1 of the Commission Staff's First Information Request ("Staff's First Request"). Were any of the parties requesting intervention residential customers or their representatives? If not, who were they, and did residential customers have sufficient information at that time to realize that the Customer Choice Program might be terminated?

2. Refer to the response to Item 2 of Staff's First Request. What was the amount of Information Technology and Consumer Education cost?

3. Refer to the response to Item 4 of Staff's First Request. Provide the number of participants, the questions asked and the responses given to the Matrix Group survey as they relate to the Customer Choice Program.

4. Refer to the responses to Items 1.b. and 1.c. of AARP's First Set of Information Requests. For each of the last three years, provide any identifiable savings of individual customers as a result of Customer Choice Program participation.

5. In response to Staff's First Request, Delta Natural Gas Company stated that it has concern that retail choice could cause customers to be disappointed or become discouraged with natural gas as an energy source and permanently switch to

other suppliers. In response to Associated Community Ministries' First Information Request, Question 6, Columbia provided information that indicates that its total number of customers has decreased by approximately 17,300 since 2001. Explain whether Columbia has maintained records on why its total number of customers has decreased and specifically explain whether the reduction is attributable to the concerns Delta expressed.



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cc: Parties of Record

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