

290 W. Nationwide Blvd.
Columbus, Ohio 43215
Direct: 614.285.2220
johnryan@nisource.com



June 2, 2023

ELECTRONICALLY FILED

Linda Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40602-0605

RECEIVED

JUN 02 2023

PUBLIC SERVICE
COMMISSION

RE: KY PSC Case Nos. 2023-00094 – READ FIRST

Dear Ms. Bridwell,

Please find attached and accept for filing the Columbia Gas of Kentucky, Inc.'s Response to the Commission's May 15, 2023 Order in the above-referenced matter. In accordance with the Commission's Order on July 22, 2021 in Case No. 2020-00085, I certify that this Response has been transmitted to the Commission on the above-listed date and that there are currently no parties in this proceeding that the Commission has excused from participation by electronic means. Further, pursuant to the Commission's Order, Columbia provided a copy of the Response to Complainant via U.S. Mail on this same date.

Sincerely,

/s/ John R. Ryan

John R. Ryan
Senior Counsel
Enclosure(s)

**COLUMBIA GAS OF KENTUCKY, INC.
RESPONSE TO COMMISSION REQUEST
DATED MAY 15, 2023**

1. Copies of Mr. Mansour's Columbia Kentucky bills from November 2021 through the current bill.

Response:

Please refer to Attachment A to this response.



A NiSource Company

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 05/10/2023 \$77.25
Payments Received by 05/02/2023 Thank you -\$77.25

Balance on 05/25/2023 \$0.00
Charges for Gas Service This Period +\$41.98

Current Charges Due by 06/09/2023 \$41.98

- If paid after 06/09/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$116.00 for your natural gas service, plus any charges for a security deposit, Optional Services, or WinterCare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 06/09/2023: \$41.98

Amount Enclosed: \$ [REDACTED]

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



A NiSource Company

Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 05/26/2023
1353
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

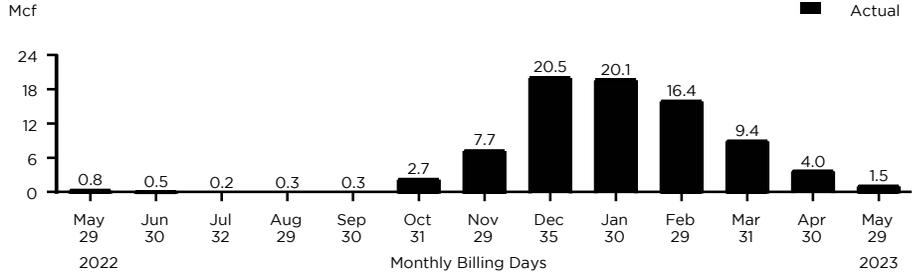
Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

13 Month Usage History



Meter Number:
22201087

Service Address:
[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 5/25 829
Actual Reading on 4/26 - 814

Gas Used (Mcf) 1.5

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
May 22	0.8	66.3°	0.0
Apr 23	4.0	56.6°	0.1
May 23	1.5	63.7°	0.1

Your Average Monthly Usage = 7.0 Mcf.
Your Total Annual Usage = 83.6 Mcf.
Your next meter reading date is 06/26/2023.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$7.88
<hr/>	
Delivery	+\$27.63
Gas Supply Cost 1.5 Mcf at \$7.35960 per Mcf	\$11.04
<hr/>	
Supply	+\$11.04
Safety Modification and Replacement Program Rider	\$0.18
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.02
Lex-Fay, Urban Govt. Franchise Fee	\$1.63
School Tax	\$1.18
<hr/>	
Taxes & Fees	+\$3.31
<hr/>	
Total Current Utility Charges	\$41.98

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

One-Time Contribution



Account Number: [REDACTED]
Statement Date: 04/27/2023
1200
Page 1 of 2

Contact Us

- Phone**
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.
- Web**
Make payments and access your account at ColumbiaGasKY.com
- Payments 24/7**
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Paymentus convenience fee may apply)
- Mail Payments**
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660
- Authorized Payment Locations**
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 04/11/2023	\$157.79
Payments Received by 04/03/2023 Thank you	-\$157.79
<hr/>	
Balance on 04/26/2023	\$0.00
Charges for Gas Service This Period	+\$77.25

Current Charges Due by 05/10/2023 **\$77.25**

- If paid after 05/10/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Budget Payment Plan

The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 05/10/2023: \$77.25

Amount Enclosed: \$.

[REDACTED]

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 04/27/2023
1200
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

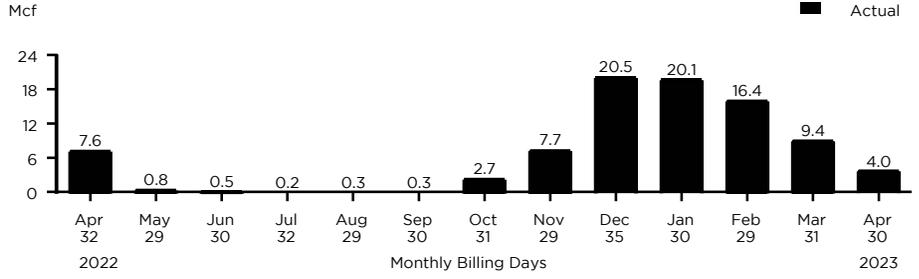
Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

13 Month Usage History



Meter Number:
22201087

Service Address:
[REDACTED]

Meter Readings - 30 Billing Days

Actual Reading on 4/26 814
Actual Reading on 3/27 - 774

Gas Used (Mcf) 4.0

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Apr 22	7.6	52.0°	0.2
Mar 23	9.4	47.2°	0.3
Apr 23	4.0	56.6°	0.1

Your Average Monthly Usage = 6.9 Mcf.
Your Total Annual Usage = 82.9 Mcf.
Your next meter reading date is 05/25/2023.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$22.06
Delivery	+\$41.81
Gas Supply Cost 4.0 Mcf at \$7.35960 per Mcf	\$29.44
Supply	+\$29.44
Safety Modification and Replacement Program Rider	\$0.49
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.05
Lex-Fay, Urban Govt. Franchise Fee	\$3.00
School Tax	\$2.16
Taxes & Fees	+\$6.00
Total Current Utility Charges	\$77.25

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

One-Time Contribution



Account Number: [REDACTED]
Statement Date: 03/28/2023
1236
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/10/2023 \$329.38
Payments Received by 03/07/2023 Thank you -\$329.38

Balance on 03/27/2023 \$0.00
Charges for Gas Service This Period +\$157.79

Current Charges Due by 04/11/2023 \$157.79

- If paid after 04/11/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



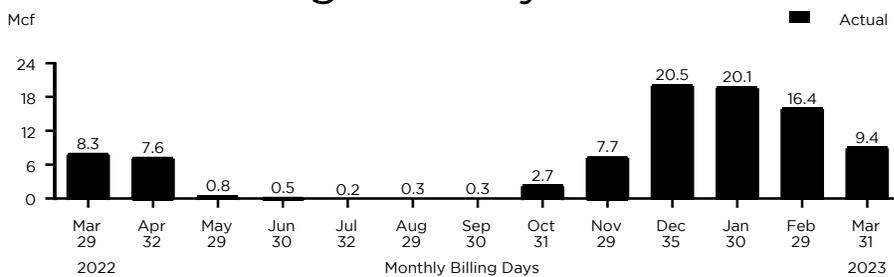
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasKY.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasKY.com/Budget.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com
Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 04/11/2023: \$157.79

Amount Enclosed: \$ [REDACTED]

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 03/28/2023
1236
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number: 22201087		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 31 Billing Days		Mar 22	8.3	47.6°	0.3
Actual Reading on 3/27	774	Feb 23	16.4	45.1°	0.6
Actual Reading on 2/24	- 680	Mar 23	9.4	47.2°	0.3
Gas Used (Mcf)		Your Average Monthly Usage = 7.2 Mcf.			
		Your Total Annual Usage = 86.5 Mcf.			
		Your next meter reading date is 04/26/2023.			

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$56.73
Delivery	+\$76.48
Gas Supply Cost 9.4 Mcf at \$7.35960 per Mcf	\$69.19
Supply	+\$69.19
Safety Modification and Replacement Program Rider	\$1.15
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.12
Lex-Fay, Urban Govt. Franchise Fee	\$6.13
School Tax	\$4.42
Taxes & Fees	+\$12.12
Total Current Utility Charges	\$157.79

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution One-Time Contribution

\$10 \$5 \$1

 \$

\$



Account Number: [REDACTED]
Statement Date: 02/27/2023
1281
Page 1 of 2

Contact Us

-  **Phone**
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.
-  **Web**
Make payments and access your account at ColumbiaGasKY.com
-  **Payments 24/7**
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Payment convenience fee may apply)
-  **Mail Payments**
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660
-  **Authorized Payment Locations**
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential
Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 02/09/2023	\$402.99
Payments Received by 02/06/2023 Thank you	-\$402.99
<hr/>	
Balance on 02/24/2023	\$0.00
Charges for Gas Service This Period	+\$329.38

Current Charges Due by 03/10/2023 **\$329.38**

- If paid after 03/10/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

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Your Safety

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3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



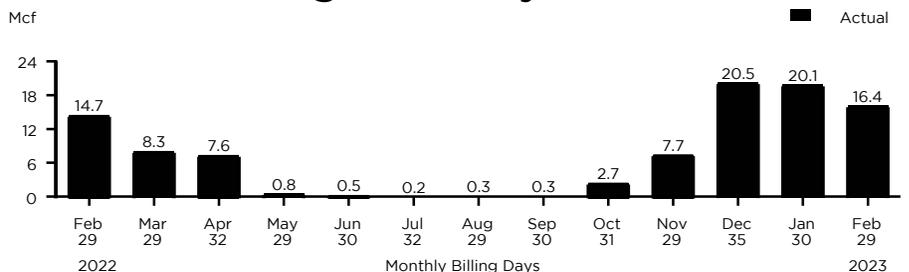
Employee Identification

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
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- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

 **Web**
ColumbiaGasKY.com

 **Phone**
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 03/10/2023: \$329.38

Amount Enclosed: \$.

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 02/27/2023
1281
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

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Bankruptcy Notices

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Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:

22201087

Service Address:

[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 2/24	680
Actual Reading on 1/26	516

Gas Used (Mcf) **16.4**

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Feb 22	14.7	34.9°	0.5
Jan 23	20.1	44.4°	0.7
Feb 23	16.4	45.1°	0.6

Your Average Monthly Usage = 7.1 Mcf.

Your Total Annual Usage = 85.4 Mcf.

Your next meter reading date is 03/27/2023.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$125.02

Delivery **+\$144.77**

Gas Supply Cost 16.4 Mcf at \$9.76140 per Mcf	\$160.08
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Supply **+\$160.08**

Safety Modification and Replacement Program Rider	\$2.01
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.21
Lex-Fay, Urban Govt. Franchise Fee	\$12.79
School Tax	\$9.22

Taxes & Fees **+\$24.53**

Total Current Utility Charges **\$329.38**

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

One-Time Contribution



Account Number: [REDACTED]
Statement Date: 01/27/2023
1309
Page 1 of 2

Contact Us

- Phone**
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.
- Web**
Make payments and access your account at ColumbiaGasKY.com
- Payments 24/7**
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Paymentus convenience fee may apply)
- Mail Payments**
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660
- Authorized Payment Locations**
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 01/11/2023 \$355.03
Payments Received by 01/04/2023 Thank you -\$355.03

Balance on 01/26/2023 \$0.00
Charges for Gas Service This Period +\$402.99

Current Charges Due by 02/09/2023 \$402.99

- If paid after 02/09/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



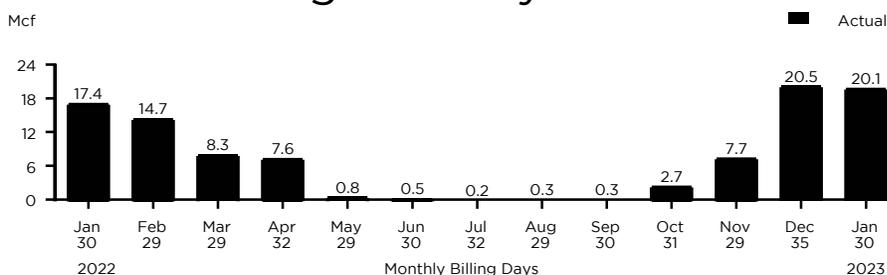
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
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- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasKY.com/Budget.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 02/09/2023: \$402.99

Amount Enclosed: \$.

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 01/27/2023
1309
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:
22201087

Service Address:
[REDACTED]

Meter Readings - 30 Billing Days

Actual Reading on 1/26	516
Actual Reading on 12/27	315
Gas Used (Mcf)	20.1

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jan 22	17.4	32.6°	0.6
Dec 22	20.5	41.5°	0.6
Jan 23	20.1	44.4°	0.7

Your Average Monthly Usage = 7.0 Mcf.
Your Total Annual Usage = 83.7 Mcf.
Your next meter reading date is 02/24/2023.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$157.06
Delivery	+\$176.81
Gas Supply Cost 20.1 Mcf at \$9.76140 per Mcf	\$196.20
Supply	+\$196.20
Safety Modification and Replacement Program Rider	\$2.46
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.25
Lex-Fay, Urban Govt. Franchise Fee	\$15.64
School Tax	\$11.28
Taxes & Fees	+\$29.98
Total Current Utility Charges	\$402.99

Change Contact Information

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Address

City

State Zip Code

Phone Number

Add or Edit Email

WinterCare Contribution

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* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 12/28/2022
1340
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

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Make payments and access your account at ColumbiaGasKY.com

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Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 12/08/2022 \$145.77
Payments Received by 12/02/2022 Thank you -\$145.77

Balance on 12/27/2022 \$0.00
Charges for Gas Service This Period +\$355.03

Current Charges Due by 01/11/2023 \$355.03

- If paid after 01/11/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



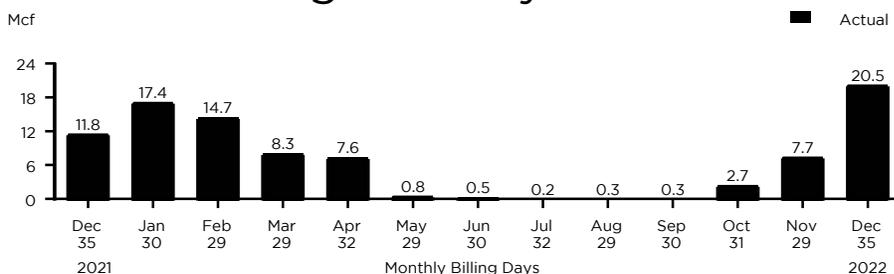
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
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- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
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13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com
Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 01/11/2023: \$355.03

Amount Enclosed: \$

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 12/28/2022
1340
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:
22201087

Service Address:
[REDACTED]

Meter Readings - 35 Billing Days

Actual Reading on 12/27	315
Actual Reading on 11/22	110
Gas Used (Mcf)	20.5

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Dec 21	11.8	43.3°	0.3
Nov 22	7.7	50.8°	0.3
Dec 22	20.5	41.5°	0.6

Your Average Monthly Usage = 6.8 Mcf.
Your Total Annual Usage = 81.0 Mcf.
Your next meter reading date is 01/26/2023.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$110.83
Delivery	+\$130.58
Gas Supply Cost 20.5 Mcf at \$9.76140 per Mcf	\$200.12
Supply	+\$200.12
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.26
Lex-Fay, Urban Govt. Franchise Fee	\$13.78
School Tax	\$9.94
Taxes & Fees	+\$24.33
Total Current Utility Charges	\$355.03

Change Contact Information

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Address

City

State Zip Code

Phone Number

Add or Edit Email

WinterCare Contribution

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* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

One-Time Contribution

\$

\$



Account Number: [REDACTED]
Statement Date: 11/23/2022
1187
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
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Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 11/07/2022 \$65.09
Payments Received by 11/04/2022 Thank you -\$65.09

Balance on 11/22/2022 \$0.00
Charges for Gas Service This Period +\$145.77

Current Charges Due by 12/08/2022 \$145.77

- If paid after 12/08/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



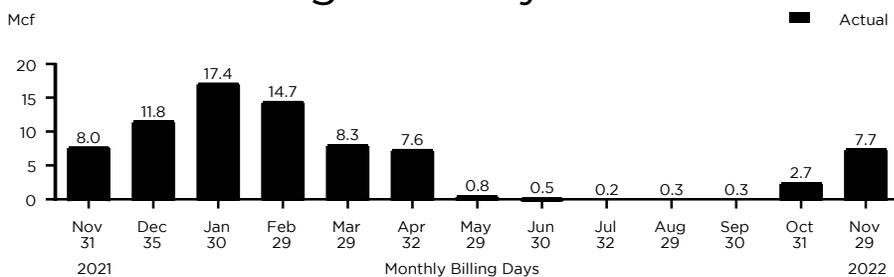
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com
Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 12/08/2022: \$145.77

Amount Enclosed: \$ [REDACTED]

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 11/23/2022
1187
Page 2 of 2

Helpful Definitions

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Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number: 22201087		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 29 Billing Days		Nov 21	8.0	47.4°	0.3
Actual Reading on 11/22	110	Oct 22	2.7	56.6°	0.1
Actual Reading on 10/24	33	Nov 22	7.7	50.8°	0.3
Gas Used (Mcf)	7.7	Your Average Monthly Usage = 6.0 Mcf. Your Total Annual Usage = 72.3 Mcf. Your next meter reading date is 12/27/2022.			

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$40.45
Delivery	+\$60.20
Gas Supply Cost 7.7 Mcf at \$9.78820 per Mcf	\$75.38
Supply	+\$75.38
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.10
Lex-Fay, Urban Govt. Franchise Fee	\$5.66
School Tax	\$4.08
Taxes & Fees	+\$10.19
Total Current Utility Charges	\$145.77

Change Contact Information

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Address

City

State Zip Code

Phone Number

Add or Edit Email

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Monthly Contribution One-Time Contribution

\$10 \$5 \$1

 \$

\$



Account Number: [REDACTED]
Statement Date: 10/25/2022
1158
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

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Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 10/07/2022	\$26.38
Payments Received by 10/04/2022 Thank you	-\$26.38
<hr/>	
Balance on 10/24/2022	\$0.00
Charges for Gas Service This Period	+\$65.09

Current Charges Due by 11/07/2022 \$65.09

- If paid after 11/07/22, a late payment charge of 5% may be applied to your utility balance.
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Financial Support

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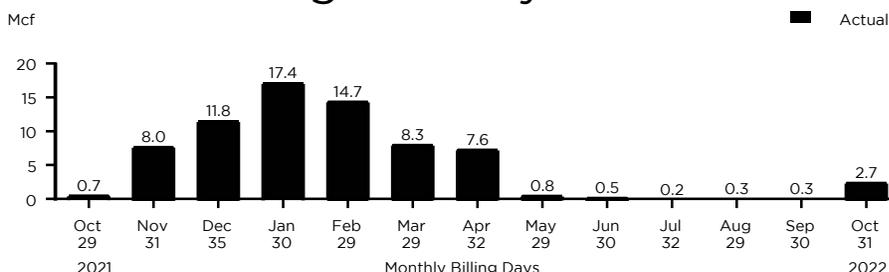
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13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 11/07/2022: \$65.09

Amount Enclosed: \$

[REDACTED]
P.O. Box 14241
Lexington, KY 40512-4241



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 10/25/2022
1158
Page 2 of 2

Helpful Definitions

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Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number: 22201087		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 31 Billing Days		Oct 21	0.7	64.2°	0.0
Actual Reading on 10/24	33	Sep 22	0.3	73.2°	0.0
Actual Reading on 9/23	6	Oct 22	2.7	56.6°	0.1
Gas Used (Mcf)	2.7	Your Average Monthly Usage = 6.1 Mcf.			Your Total Annual Usage = 72.6 Mcf.
		Your next meter reading date is 11/22/2022.			

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$14.18
Delivery	+\$33.93
Gas Supply Cost 2.7 Mcf at \$9.78820 per Mcf	\$26.43
Supply	+\$26.43
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.03
Lex-Fay, Urban Govt. Franchise Fee	\$2.53
School Tax	\$1.82
Taxes & Fees	+\$4.73
Total Current Utility Charges	\$65.09

Change Contact Information

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Address

City

State Zip Code

Phone Number

Add or Edit Email

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Monthly Contribution One-Time Contribution

\$10 \$5 \$1

 \$

\$



Account Number: [REDACTED]
Statement Date: 09/26/2022
1267
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 09/08/2022 \$26.21
Payments Received by 09/07/2022 Thank you -\$26.21

Balance on 09/23/2022 \$0.00
Charges for Gas Service This Period +\$26.38

Current Charges Due by 10/07/2022 \$26.38

- If paid after 10/07/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasKY.com or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Budget Payment Plan

Pay \$156.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 10/07/2022: \$26.38

Amount Enclosed: \$

[REDACTED]

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 09/26/2022
1267
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

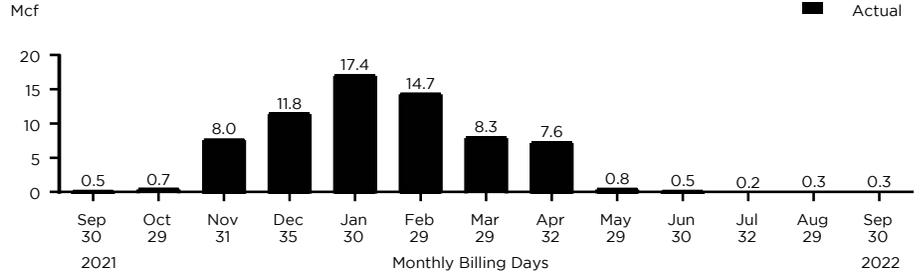
Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

13 Month Usage History



Meter Number:
22201087

Service Address:
[REDACTED]

Meter Readings - 30 Billing Days

Actual Reading on 9/23 6
Actual Reading on 8/24 - 3

Gas Used (Mcf) 0.3

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Sep 21	0.5	71.4°	0.0
Aug 22	0.3	75.1°	0.0
Sep 22	0.3	73.2°	0.0

Your Average Monthly Usage = 5.9 Mcf.

Your Total Annual Usage = 70.6 Mcf.

Your next meter reading date is

10/24/2022.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$1.58
Delivery +\$21.33	
Gas Supply Cost 0.3 Mcf at \$9.78820 per Mcf	\$2.94
Supply +\$2.94	
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.00
Lex-Fay, Urban Govt. Franchise Fee	\$1.02
School Tax	\$0.74
Taxes & Fees +\$2.11	
Total Current Utility Charges \$26.38	

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 08/25/2022
1280
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 08/09/2022 \$24.65
Payments Received by 08/04/2022 Thank you -\$24.65

Balance on 08/24/2022 \$0.00
Charges for Gas Service This Period +\$26.21

Current Charges Due by 09/08/2022 \$26.21

- If paid after 09/08/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Pay \$141.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



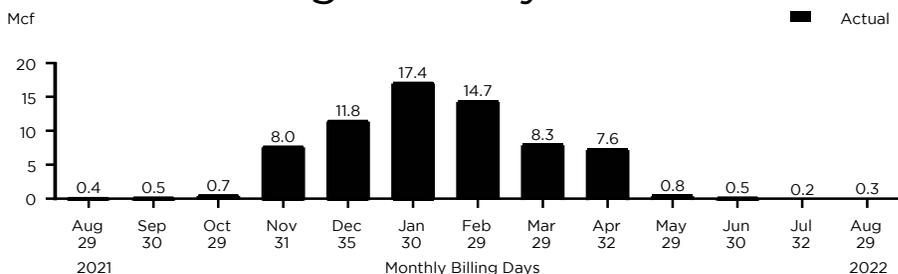
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
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13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com
Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 09/08/2022: \$26.21

Amount Enclosed: \$ [REDACTED]

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 08/25/2022
1280
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

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Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number: 22201087		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 29 Billing Days		Aug 21	0.4	74.7°	0.0
Actual Reading on 8/24	3	Jul 22	0.2	79.0°	0.0
Actual Reading on 7/26	0	Aug 22	0.3	75.1°	0.0
Gas Used (Mcf)	0.3	Your Average Monthly Usage = 5.9 Mcf. Your Total Annual Usage = 70.8 Mcf. Your next meter reading date is 09/23/2022.			

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$1.58
Delivery	+\$21.33
Gas Supply Cost 0.3 Mcf at \$9.22910 per Mcf	\$2.77
Supply	+\$2.77
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.00
Lex-Fay, Urban Govt. Franchise Fee	\$1.02
School Tax	\$0.74
Taxes & Fees	+\$2.11
Total Current Utility Charges	\$26.21

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution	One-Time Contribution
<input type="checkbox"/> \$10 <input type="checkbox"/> \$5 <input type="checkbox"/> \$1	\$ <input style="width: 100px;" type="text"/>
<input style="width: 50px; height: 20px;" type="text"/>	



Account Number: [REDACTED]
Statement Date: 07/27/2022
1304
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Payments 24/7
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Paymentus convenience fee may apply)

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 07/11/2022 \$29.31
Payments Received by 07/05/2022 Thank you -\$29.31

Balance on 07/26/2022 \$0.00
Charges for Gas Service This Period +\$24.65

Current Charges Due by 08/09/2022 \$24.65

- If paid after 08/09/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Pay \$129.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

Your Safety

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1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



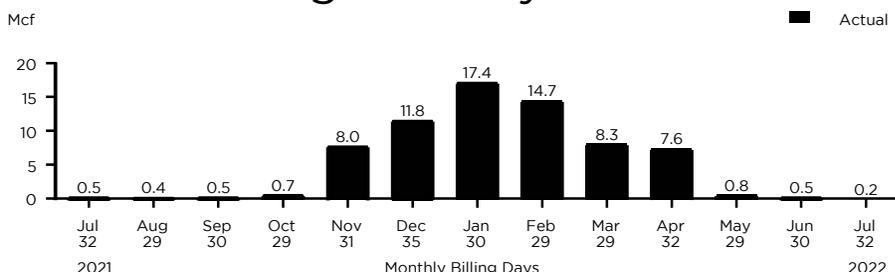
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 08/09/2022: \$24.65

Amount Enclosed: \$.

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 07/27/2022
1304
Page 2 of 2

Helpful Definitions

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Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

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Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number: 3815848 (Old)		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 24 Billing Days		Jul 21	0.5	74.3°	0.0
Removed Reading on 7/18	5114	Jun 22	0.5	74.7°	0.0
Actual Reading on 6/24	5112	Jul 22	0.2	79.0°	0.0
Gas Used (Mcf)		Your Average Monthly Usage = 5.9 Mcf. Your Total Annual Usage = 70.9 Mcf. Your next meter reading date is 08/24/2022.			
0.2					

Meter Number: 22201087 (New)		Meter Readings - 8 Billing Days			
Meter Readings - 8 Billing Days		Actual Reading on 7/26	0		
		New Meter Reading on 7/18	-	0	
Gas Used (Mcf)		0.0			
Total Billing Mcf		0.2			

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$1.05
Delivery	+\$20.80
Gas Supply Cost 0.2 Mcf at \$9.22910 per Mcf	\$1.85
Supply	+\$1.85
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.00
Lex-Fay, Urban Govt. Franchise Fee	\$0.96
School Tax	\$0.69
Taxes & Fees	+\$2.00
Total Current Utility Charges	\$24.65

Change Contact Information

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Address

City

State Zip Code

Phone Number

Add or Edit Email

WinterCare Contribution

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* Your donation is tax-deductible.

Monthly Contribution One-Time Contribution

\$10 \$5 \$1

 \$

\$



Account Number: [REDACTED]
Statement Date: 06/27/2022
1282
Page 1 of 2

Contact Us

-  **Phone**
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

- Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

- For hearing-impaired relay call 711.

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-  **Payments 24/7**
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Call 1-866-694-1828 (Paymentus convenience fee may apply)

-  **Mail Payments**
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

-  **Authorized Payment Locations**
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential
Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 06/09/2022	\$31.72
Payments Received by 06/02/2022 Thank you	-\$31.72
Balance on 06/24/2022	\$0.00
Charges for Gas Service This Period	+\$29.31

Current Charges Due by 07/11/2022 **\$29.31**

- If paid after 07/11/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Pay \$121.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

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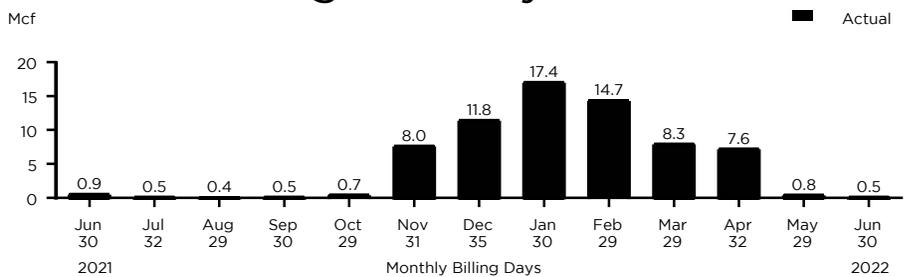
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13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 07/11/2022: \$29.31

Amount Enclosed: \$

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 06/27/2022
1282
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

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Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:
3815848

Service Address:
[REDACTED]

Meter Readings - 30 Billing Days

Actual Reading on 6/24	5112
Actual Reading on 5/25	5107
Gas Used (Mcf)	0.5

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jun 21	0.9	69.6°	0.0
May 22	0.8	66.3°	0.0
Jun 22	0.5	74.7°	0.0

Your Average Monthly Usage = 5.9 Mcf.
Your Total Annual Usage = 71.2 Mcf.
Your next meter reading date is 07/26/2022.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$2.63
Delivery	+\$22.38
Gas Supply Cost 0.5 Mcf at \$9.22910 per Mcf	\$4.61
Supply	+\$4.61
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.01
Lex-Fay, Urban Govt. Franchise Fee	\$1.14
School Tax	\$0.82
Taxes & Fees	+\$2.32
Total Current Utility Charges	\$29.31

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

WinterCare Contribution

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* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 05/26/2022
1190
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 05/10/2022 \$108.76
Payments Received by 05/03/2022 Thank you -\$108.76

Balance on 05/25/2022 \$0.00
Charges for Gas Service This Period +\$31.72

Current Charges Due by 06/09/2022 \$31.72

- If paid after 06/09/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$111.00 for your natural gas service, plus any charges for a security deposit, Optional Services, or WinterCare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



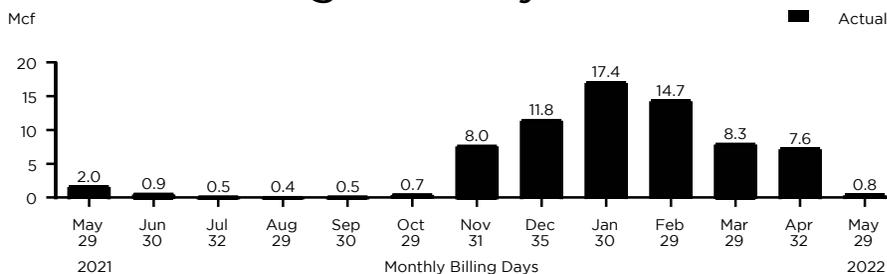
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 06/09/2022: \$31.72

Amount Enclosed: \$

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 05/26/2022
1190
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number: 3815848		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 29 Billing Days		May 21	2.0	61.3°	0.1
Actual Reading on 5/25	5107	Apr 22	7.6	52.0°	0.2
Actual Reading on 4/26	5099	May 22	0.8	66.3°	0.0
Gas Used (Mcf)		Your Average Monthly Usage = 6.0 Mcf.			
		Your Total Annual Usage = 71.6 Mcf.			
		Your next meter reading date is 06/24/2022.			

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$4.20
Delivery	+\$23.95
Gas Supply Cost 0.8 Mcf at \$6.61980 per Mcf	\$5.29
Supply	+\$5.29
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.01
Lex-Fay, Urban Govt. Franchise Fee	\$1.23
School Tax	\$0.89
Taxes & Fees	+\$2.48
Total Current Utility Charges	\$31.72

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution One-Time Contribution

\$10 \$5 \$1

 \$

\$



Account Number: [REDACTED]
Statement Date: 04/27/2022
1330
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

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For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 04/08/2022 \$135.70
Payments Received by 04/04/2022 Thank you -\$135.70

Balance on 04/26/2022 \$0.00
Charges for Gas Service This Period +\$108.76

Current Charges Due by 05/10/2022 \$108.76

- If paid after 05/10/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



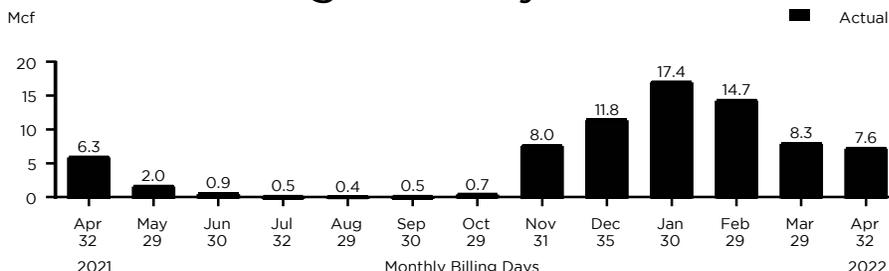
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasKY.com** and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 05/10/2022: \$108.76

Amount Enclosed: \$ [REDACTED]

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 04/27/2022
1330
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:
3815848

Service Address:
[REDACTED]

Meter Readings - 32 Billing Days

Actual Reading on 4/26	5099
Actual Reading on 3/25	5023
Gas Used (Mcf)	7.6

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Apr 21	6.3	51.7°	0.2
Mar 22	8.3	47.6°	0.3
Apr 22	7.6	52.0°	0.2

Your Average Monthly Usage = 6.1 Mcf.
Your Total Annual Usage = 72.8 Mcf.
Your next meter reading date is 05/25/2022.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$30.99
Delivery	+\$50.74
Gas Supply Cost 7.6 Mcf at \$6.61980 per Mcf	\$50.30
Supply	+\$50.30
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.10
Lex-Fay, Urban Govt. Franchise Fee	\$4.22
School Tax	\$3.05
Taxes & Fees	+\$7.72
Total Current Utility Charges	\$108.76

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 03/28/2022
1322
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/10/2022 \$215.19
Payments Received by 03/03/2022 Thank you -\$215.19

Balance on 03/25/2022 \$0.00
Charges for Gas Service This Period +\$135.70

Current Charges Due by 04/08/2022 \$135.70

- If paid after 04/08/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



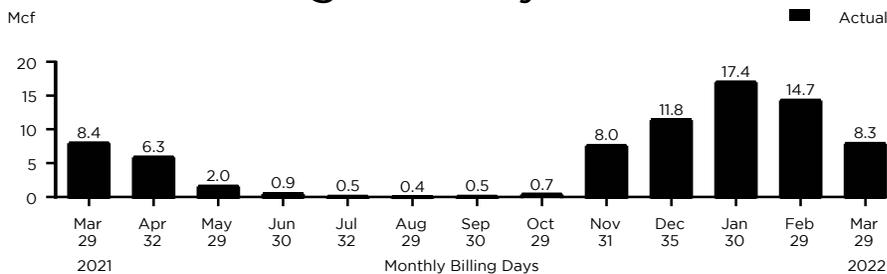
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasKY.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasKY.com/Budget.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 04/08/2022: \$135.70

Amount Enclosed: \$

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 03/28/2022
1322
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:

3815848

Service Address:

[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 3/25		5023
Actual Reading on 2/24	-	4940

Gas Used (Mcf) 8.3

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Mar 21	8.4	47.1°	0.3
Feb 22	14.7	34.9°	0.5
Mar 22	8.3	47.6°	0.3

Your Average Monthly Usage = 6.0 Mcf.

Your Total Annual Usage = 71.5 Mcf.

Your next meter reading date is

04/26/2022.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$51.48

Delivery +\$71.23

Gas Supply Cost 8.3 Mcf at \$6.61980 per Mcf	\$54.94
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Supply +\$54.94

Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.11
Lex-Fay, Urban Govt. Franchise Fee	\$5.27
School Tax	\$3.80

Taxes & Fees +\$9.53

Total Current Utility Charges \$135.70

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 02/25/2022
1327
Page 1 of 2

Contact Us

-  **Phone**
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

- Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

- For hearing-impaired relay call 711.

-  **Web**
Make payments and access your account at ColumbiaGasKY.com

-  **Mail Payments**
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

-  **Authorized Payment Locations**
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential
Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 02/09/2022	\$246.09
Payments Received by 02/02/2022 Thank you	-\$246.09
<hr/>	
Balance on 02/24/2022	\$0.00
Charges for Gas Service This Period	+\$215.19
<hr/>	

Current Charges Due by 03/10/2022 \$215.19

- If paid after 03/10/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



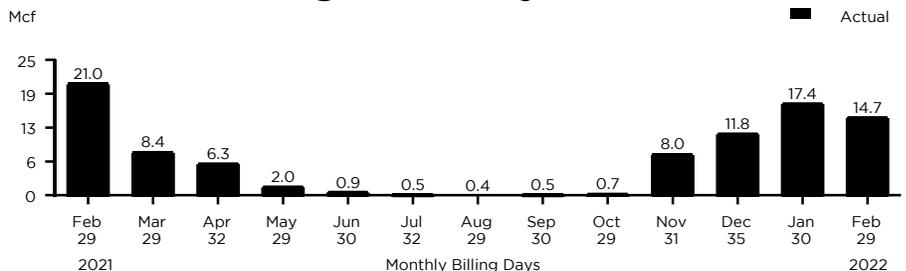
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com**.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget**.
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- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

 **Web**
ColumbiaGasKY.com

 **Phone**
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 03/10/2022: \$215.19

Amount Enclosed: \$

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 02/25/2022
1327
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

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Bankruptcy Notices

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Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:

3815848

Service Address:

[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 2/24	4940
Actual Reading on 1/26	4793

Gas Used (Mcf) **14.7**

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Feb 21	21.0	28.2°	0.7
Jan 22	17.4	32.6°	0.6
Feb 22	14.7	34.9°	0.5

Your Average Monthly Usage = 6.0 Mcf.

Your Total Annual Usage = 71.6 Mcf.

Your next meter reading date is 03/25/2022.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$74.59

Delivery **+\$94.34**

Gas Supply Cost 14.7 Mcf at \$7.20460 per Mcf	\$105.91
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Supply **+\$105.91**

Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.05
Research & Development Factor	\$0.21
Lex-Fay, Urban Govt. Franchise Fee	\$8.35
School Tax	\$6.03

Taxes & Fees **+\$14.94**

Total Current Utility Charges **\$215.19**

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

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\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 01/27/2022
1303
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 01/11/2022 \$166.49
Payments Received by 01/04/2022 Thank you -\$166.49

Balance on 01/26/2022 \$0.00
Charges for Gas Service This Period +\$246.09

Current Charges Due by 02/09/2022 \$246.09

- If paid after 02/09/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



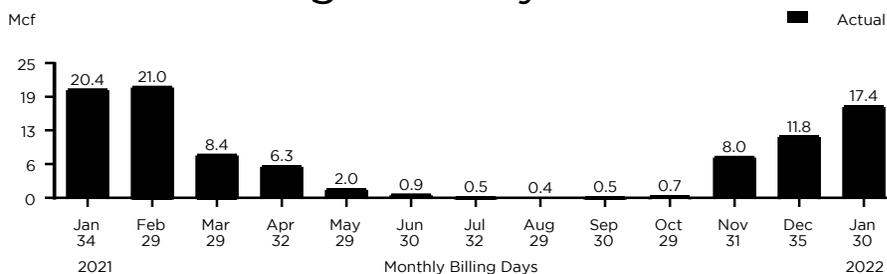
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasKY.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasKY.com/Budget.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 02/09/2022: \$246.09

Amount Enclosed: \$

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



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
 Statement Date: 01/27/2022
 1303
 Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:
3815848

Service Address:
[REDACTED]

Meter Readings - 30 Billing Days

Actual Reading on 1/26	4793
Actual Reading on 12/27	4619
Gas Used (Mcf)	17.4

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jan 21	20.4	33.9°	0.6
Dec 21	11.8	43.3°	0.3
Jan 22	17.4	32.6°	0.6

Your Average Monthly Usage = 6.5 Mcf.
 Your Total Annual Usage = 77.9 Mcf.
 Your next meter reading date is 02/24/2022.

Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$83.65
Delivery	+\$103.40
Gas Supply Cost	\$125.41
Supply	+\$125.41
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.29
Research & Development Factor	\$0.25
Lex-Fay, Urban Govt. Franchise Fee	\$9.55
School Tax	\$6.89
Taxes & Fees	+\$17.28

Total Current Utility Charges

\$246.09

IMPORTANT NOTICE

Effective January 2, 2022, Columbia Gas of Kentucky will implement several changes to its monthly bills resulting from the Company's recent rate case and in compliance with the Order issued by the Public Service Commission on December 28, 2021. The changes include a Monthly Customer Charge of \$19.75 for residential accounts and \$83.71 for commercial accounts. The volumetric delivery charge for residential customers will increase to \$5.2528 per Mcf of natural gas consumed. The Safety Modification and Replacement Program line item will reset to \$0.00.

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 12/28/2021
1338
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

Web
Make payments and access your account at ColumbiaGasKY.com

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 12/08/2021 \$100.59
Payments Received by 11/30/2021 Thank you -\$100.59

Balance on 12/27/2021 \$0.00
Charges for Gas Service This Period +\$166.49

Current Charges Due by 01/11/2022 \$166.49

- If paid after 01/11/22, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



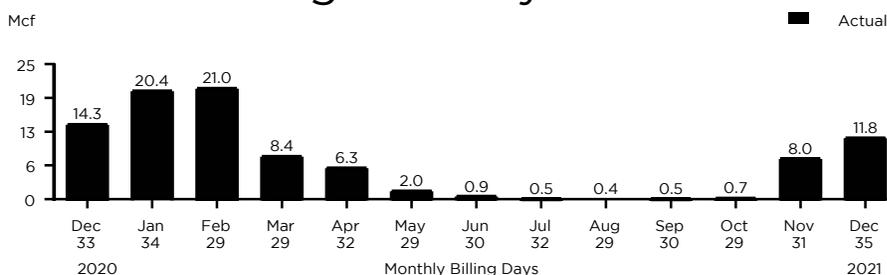
Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasKY.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasKY.com/Budget.
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasKY.com and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasKY.com

Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 01/11/2022: \$166.49

Amount Enclosed: \$.

[REDACTED]
P.O. Box 14241
Lexington, KY 40512-4241



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 12/28/2021
1338
Page 2 of 2

Helpful Definitions

Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

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Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

Mcf is equal to 1,000 cubic feet and is used to measure your gas usage.

Legal Information

Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

Bankruptcy Notices

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Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

13 Month Usage History *continued*

Meter Number:

3815848

Service Address:

[REDACTED]

Meter Readings - 35 Billing Days

Actual Reading on 12/27	4619
Actual Reading on 11/22	4501

Gas Used (Mcf) **11.8**

Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Dec 20	14.3	39.8°	0.4
Nov 21	8.0	47.4°	0.3
Dec 21	11.8	43.3°	0.3

Your Average Monthly Usage = 6.7 Mcf.

Your Total Annual Usage = 80.9 Mcf.

Your next meter reading date is

01/26/2022.

Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$45.64

Delivery **+\$61.64**

Gas Supply Cost 11.8 Mcf at \$7.22980 per Mcf	\$85.30
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Supply **+\$85.30**

Safety Modification and Replacement Program Rider	\$7.67
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.29
Research & Development Factor	\$0.17
Lex-Fay, Urban Govt. Franchise Fee	\$6.46
School Tax	\$4.66

Taxes & Fees **+\$19.55**

Total Current Utility Charges **\$166.49**

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

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* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

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\$

One-Time Contribution

\$



Account Number: [REDACTED]
Statement Date: 11/23/2021
1333
Page 1 of 2

Contact Us

Phone
Emergency Service 24/7
1-800-432-9515
For gas leaks or odors of gas

Customer Call Center Hours
1-800-432-9345
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.

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Make payments and access your account at ColumbiaGasKY.com

Mail Payments
Columbia Gas of Kentucky
PO BOX 4660
Carol Stream IL 60197-4660

Authorized Payment Locations
Find locations online at ColumbiaGasKY.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 11/05/2021 \$32.52
Payments Received by 11/04/2021 Thank you -\$32.52

Balance on 11/22/2021 \$0.00
Charges for Gas Service This Period +\$100.59

Current Charges Due by 12/08/2021 \$100.59

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- For more information regarding these charges, see the Detail Charges section.

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Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
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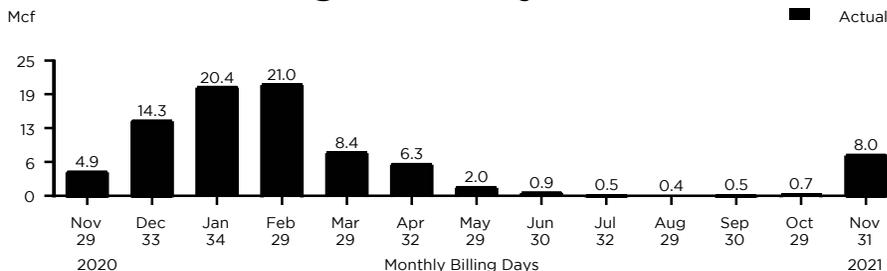
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13 Month Usage History



13 Month Usage History continued on next page

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Web
ColumbiaGasKY.com
Phone
1-800-432-9515

Account Number: [REDACTED]
Amount Due by 12/08/2021: \$100.59

Amount Enclosed: \$ [REDACTED]

[REDACTED]
P.O. Box 14241
Lexington, KY 40512-4241



Make check payable to:
COLUMBIA GAS
PO BOX 4660
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]
Statement Date: 11/23/2021
1333
Page 2 of 2

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13 Month Usage History *continued*

Meter Number: 3815848		Usage Comparison - Mcf			
Service Address: [REDACTED]		Month	Mcf	Avg Temp	Mcf Per Day
Meter Readings - 31 Billing Days		Nov 20	4.9	51.3°	0.2
Actual Reading on 11/22	4501	Oct 21	0.7	64.2°	0.0
Actual Reading on 10/22	4421	Nov 21	8.0	47.4°	0.3
Gas Used (Mcf)		Your Average Monthly Usage = 7.0 Mcf.			
		Your Total Annual Usage = 83.4 Mcf.			
		Your next meter reading date is 12/27/2021.			

Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$26.27
Delivery	+\$42.27
Gas Supply Cost 8.0 Mcf at \$5.40290 per Mcf	\$43.22
Supply	+\$43.22
Safety Modification and Replacement Program Rider	\$7.67
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.29
Research & Development Factor	\$0.12
Lex-Fay, Urban Govt. Franchise Fee	\$3.90
School Tax	\$2.82
Taxes & Fees	+\$15.10
Total Current Utility Charges	\$100.59

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive auto dialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

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* Your donation is tax-deductible.

Monthly Contribution One-Time Contribution

\$10 \$5 \$1

 \$

\$

COLUMBIA GAS OF KENTUCKY, INC.
RESPONSE TO COMMISSION REQUEST
DATED MAY 15, 2023

2. Copies of any written requests to Columbia Kentucky for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.

Response:

Columbia was unable to locate any record of a written request for a meter test from the Complainant. On March 8, 2023, in a telephonic conversation with Columbia personnel, the Complainant requested a meter test and further requested that he be present when Columbia personnel arrived at Complainant's property to perform work necessary to conduct the test. Columbia personnel have called Complainant and sent a letter requesting a return phone call to schedule a mutually agreeable time to conduct the requested meter test. As of the date of this filing, Complainant has not contacted Columbia to schedule this test.

**COLUMBIA GAS OF KENTUCKY, INC.
RESPONSE TO COMMISSION REQUEST
DATED MAY 15, 2023**

3. Copies of the meter test results for the meter at issue.

Response:

Please refer to Columbia's response to the second information request. In July 2022, Complainant's former meter was replaced as part of Columbia's meter sampling program. However, as indicated, the new meter has not been tested.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above response was served upon Complainant, pursuant to Commission Order, by regular U.S. Mail this 2nd day of June 2023.

/s/ John R. Ryan

John R. Ryan

Attorney for
COLUMBIA GAS OF KENTUCKY, INC.

SERVICE LIST

Khalid Mansour
4524 Alverstone Place
Lexington, Kentucky 40515