

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

## RECEIVED

JUN 05 2015

**PUBLIC SERVICE** 

COMMISSION

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

August 5, 2014

RE: Case No. 2013-00167

Dear Mr. Derouen

Columbia Gas of Kentucky, Inc. hereby files its 2015 Annual Report on the Customer CHOICE<sup>SM</sup> program. If you have any questions, please call me at (859) 288-0242 or email jmcoop@nisource.com. Thank you.

Sincerely,

Judy M. Cooper

Director, Regulatory Affairs

Enclosures



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

2015



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

Introduction	2
Customer Concerns	
Certified Marketers	3
Marketer Rates	
Number of Residential & Commercial Customers Enrolled	
Number of Customers Enrolled per Marketer	
Methods of Enrollment	
Volumes Purchased by Marketers	
Customer Participation by Volume	
1 .	

#### **Introduction**

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

The participating marketers are a combination of long term participants and new entrants during the past year in Columbia's CHOICE Program. The marketers provide numerous gas supply options. As of March 2015, Choice customers have saved (\$42,114,965). This savings is calculated as the amount paid by customers compared to the amount the customers would have paid if they had not opted to be supplied by a marketer in the first place. This is the grand total from the initial Choice program through March 31, 2015.

#### **Customer Concerns**

The Customer Contact Center received 1,399 calls from May 2014 through April 2015 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below:

Choice Information	1,228
Customer Exclusion	12
Marketer Complaint	15
Marketer Savings	57
Price to Compare	83
Send Brochure	4

#### **Certified Marketers**

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

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

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

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

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

U. S. Gas and Electric, Inc. d/b/a/ Kentucky Gas & Electric Michelle Mann 1303 U. S. Highway 127 South, Suite 402 Frankfort, KY 40601 888-919-5943

Xoom Energy
Michelle Harding
11208 Statesville Road, Suite 200
Huntersville, NC 28078

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

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

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

### Rates Charged by Marketers

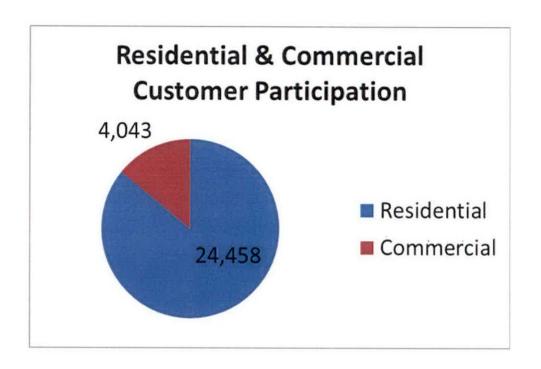
The following marketer rates are not identified by marketer name in order to avoid undue influence in a competitive market.

Marketer	Rates as of May 2015
A	\$ 4.74 per Mcf
	\$ 8.99 per Mcf
	\$ 4.79 per Mcf
	\$ 7.29 per Mcf
	\$ 6.49 per Mcf
	\$ 6.99 per Mcf
	\$ 4.94 per Mcf
	\$ 7.24 per Mcf
	\$ 5.38 per Mcf
	\$ 8.49 per Mcf
	\$ 4.99 per Mcf
	\$ 5.13 per Mcf
	\$ 5.34 per Mcf
	\$ 8.50 per Mcf
	\$ 6.74 per Mcf
	\$ 6.99 per Mcf
	\$ 5.44 per Mcf
	\$ 7.89 per Mcf
	\$ 4.98 per Mcf
	\$ 5.59 per Mcf
	\$ 5.49 per Mcf
	\$ 5.74 per Mcf
	\$ 6.24 per Mcf
	\$ 5.99 per Mcf
	\$ 5.59 per Mcf
	\$ 5.24 per Mcf
	\$ 4.63 per Mcf
	\$ 5.35 per Mcf
	\$ 4.83 per Mcf
,	\$ 5.85 per Mcf
	\$ 6.79 per Mcf
В	\$ 4.60 per Mcf
	\$ 5.2195 per Mcf
	\$ 5.1310 per Mcf
	\$ 8.49 per Mcf
	\$ 5.46 per Mcf
	\$ 6.79 per Mcf
	\$ 5.13 per Mcf
	\$ 5.5256 per Mcf
	\$ 4.99 per Mcf

	\$ 6.43 per Mcf
	\$ 4.49 per Mcf
	\$ 7.49 per Mcf
·	\$ 5.90 per Mcf
	\$ 5.39 per Mcf
	\$ 5.09 per Mcf
	\$ 6.49 per Mcf
	\$ 5.59 per Mcf ,
	\$ 5.85 per Mcf
	\$ 6.99 per Mcf
	\$ 5.52 per Mcf
	\$ 5.99 per Mcf
	\$ 4.90 per Mcf
	\$ 6.19 per Mcf
	\$ 5.72 per Mcf
	-
	\$ 5.6450 per Mcf
	\$ 5.29 per Mcf
	\$ 6.59 per Mcf
	\$ 7.99 per Mcf
	\$ 5.56 per Mcf
C	\$ 6.1058 per Mcf
	\$ 6.5501 per Mcf
	\$ 5.95 per Mcf
	\$ 5.90 per Mcf
	\$ 6.28 per Mcf
D	\$ 5.4460 per Mcf
	\$ 5.18 per Mcf
	\$ 5.71 per Mcf
E	\$ 5.99 per Mcf
	\$ 5.3680 per Mcf
	\$ 5.50 per Mcf
	\$ 4.99 per Mcf
F	\$ 5.40 per Mcf
	\$ 6.47 per Mcf
	\$ 6.00 per Mcf
	\$ 5.89 per Mcf
	\$ 5.75 per Mcf
	\$ 5.40 per Mcf
	\$ 5.25 per Mcf
	\$ 0.05 per Mcf
	\$ 6.45 per Mcf
G	\$ 6.8899 per Mcf
	\$ 5.9999 per Mcf
	\$ 6.0310 per Mcf
	\$ 6.1090 per Mcf
	\$ 6.0380 per Mcf
<u> </u>	T. T. TOO POLITICE

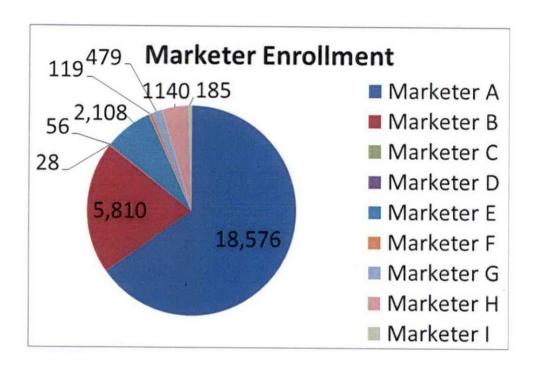
	\$ 6.0490per Mcf
	\$ 4.9330 per Mcf
	\$ 6.1600 per Mcf
	\$ 5.5940 per Mcf
	\$ 5.7010 per Mcf
	\$ 5.7340 per Mcf
	\$ 5.6820 per Mcf
	\$ 5.10 per Mcf
	\$ 5.7070 per Mcf
	\$ 5.7140 per Mcf
	\$ 5.9140 per Mcf
	\$ 5.9130 per Mcf
	\$ 5.39 per Mcf
	\$ 4.95 per Mcf
	\$ 4.9360 per Mcf
	\$ 4.25 per Mcf
Н	\$ 7.00 per Mcf
	\$ 7.15 per Mcf
	\$ 6.53 per Mcf
	\$ 7.25 per Mcf
	\$ 6.49 per Mcf
Ī	\$ 6.49 per Mcf
	\$ 6.75 per Mcf
	\$ 3.99 per Mcf
	\$ 4.89 per Mcf
	\$ 6.59 per Mcf
	\$ 5.59 per Mcf
	\$ 7.25 per Mcf
	\$ 7.99 per Mcf
	I a see has tree.



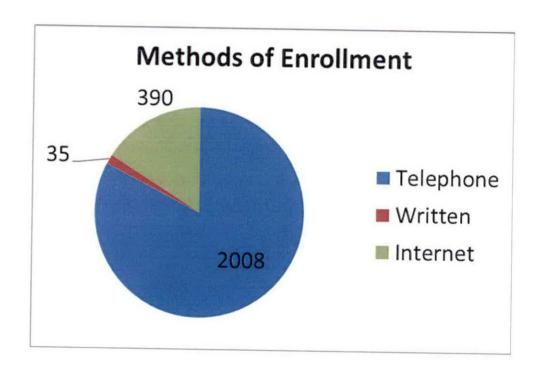


As of March 15, 2015

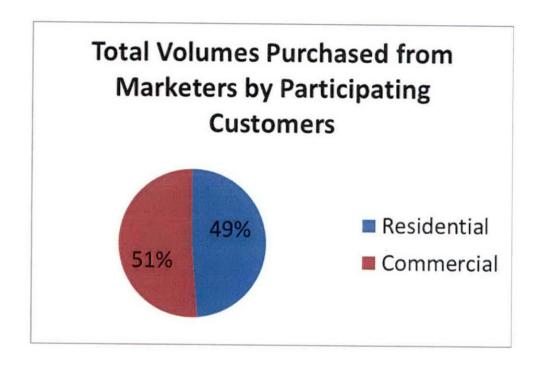




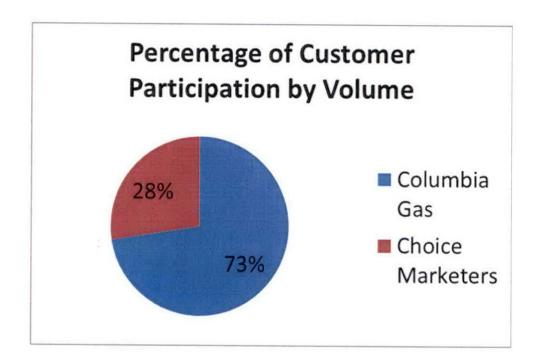












27.5 percent of total eligible throughput is being supplied by a Choice marketer.