

Ms. Talina R. Mathews
Executive Director
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

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AUG 10 2016

PUBLIC SERVICE
COMMISSION

August 10, 2016

RE: Case No. 2013-00167

Dear Ms. Mathews:

Columbia Gas of Kentucky, Inc. hereby submits its 2016 Annual Report on the Customer CHOICESM program for filing in the above referenced docket. If you have any questions, please email jmcoop@nisource.com. Thank you.

Sincerely,


Judy M. Cooper SD
Director, Regulatory Affairs

Enclosures



**Columbia Gas of Kentucky, Inc.
Customer ChoiceSM Program
Annual Report**

2016



**Columbia Gas of Kentucky, Inc.
Customer ChoiceSM Program Annual Report
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Introduction

Columbia Gas of Kentucky's ("Columbia's") application requesting approval of its initial 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 2016, Choice customers have saved (\$49,922,447). 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, 2016.

Customer Concerns

The Customer Contact Center received 810 calls from May 2015 through April 2016 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below:

Choice Information	653
Customer Exclusion	22
Marketer Complaint	12
Marketer Savings	39
Price to Compare	81
Send Brochure	0

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 Windmill 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, 20th 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

Novec Energy Solutions
Christopher R. Hild
10323 Lomond Drive
Manassas, VA 20109
855-447-4204

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 2016
A	\$ 4.74 per Mcf \$ 8.99 per Mcf \$ 4.79 per Mcf \$ 7.29 per Mcf \$ 5.99 per Mcf \$ 6.99 per Mcf \$ 4.94 per Mcf \$ 7.24 per Mcf \$ 4.0530 per Mcf \$ 4.6930 per Mcf \$ 8.49 per Mcf \$ 4.99 per Mcf \$ 4.4430 per Mcf \$ 5.14 per Mcf \$ 8.50 per Mcf \$ 6.74 per Mcf \$ 6.99 per Mcf \$ 4.64 per Mcf \$ 7.89 per Mcf \$ 6.49 per Mcf \$ 4.2930 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 \$ 3.9430 per Mcf \$ 5.09 per Mcf \$ 4.1430 per Mcf \$ 5.39 per Mcf \$ 6.79 per Mcf
B	\$ 4.60 per Mcf \$ 5.2195 per Mcf \$ 3.79 per Mcf \$ 6.49 per Mcf \$ 5.46 per Mcf \$ 4.40 per Mcf \$ 5.13 per Mcf

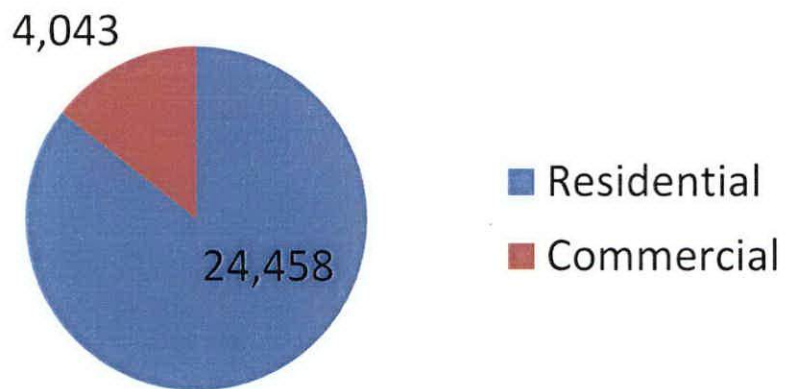
	\$ 4.70 per Mcf
	\$ 4.99 per Mcf
	\$ 6.43 per Mcf
	\$ 4.79 per Mcf
	\$ 7.49 per Mcf
	\$ 4.89 per Mcf
	\$ 5.39 per Mcf
	\$ 4.30 per Mcf
	\$ 4.50 per Mcf
	\$ 5.85 per Mcf
	\$ 6.99 per Mcf
	\$ 5.52 per Mcf
	\$ 5.99 per Mcf
	\$ 4.90 per Mcf
	\$ 6.19 per Mcf
	\$ 5.72 per Mcf
	\$ 5.6450 per Mcf
	\$ 5.29 per Mcf
	\$ 6.59 per Mcf
	\$ 5.04 per Mcf
	\$ 5.56 per Mcf

C	\$ 6.2105 per Mcf \$ 6.6439 per Mcf \$ 5.2650 per Mcf \$ 6.00 per Mcf \$ 5.35 per Mcf \$ 4.99 per Mcf
D	\$ 5.4460 per Mcf \$ 3.6880 per Mcf \$ 4.45 per Mcf
E	\$ 5.69 per Mcf \$ 4.0910 per Mcf \$ 5.50 per Mcf \$ 4.99 per Mcf
F	\$ 4.55 per Mcf \$ 4.42 per Mcf \$ 6.00 per Mcf \$ 5.89 per Mcf \$ 5.75 per Mcf \$ 0.05 per Mcf
G	\$ 2.4999 per Mcf \$ 5.9999 per Mcf \$ 3.20 per Mcf \$ 3.25 per Mcf \$ 3.70 per Mcf \$ 3.30 per Mcf \$ 6.1600 per Mcf \$ 5.5940 per Mcf \$ 5.7010 per Mcf \$ 5.7340 per Mcf \$ 4.30 per Mcf \$ 5.10 per Mcf \$ 4.10 per Mcf \$ 4.45 per Mcf \$ 3.75 per Mcf \$ 6.0230 per Mcf \$ 5.39 per Mcf \$ 4.95 per Mcf \$ 3.35 per Mcf \$ 4.25 per Mcf \$ 3.90 per Mcf \$ 4.70 per Mcf \$ 4.90 per Mcf \$ 4.50 per Mcf \$ 3.80 per Mcf \$ 4.15 per Mcf \$ 3.95 per Mcf

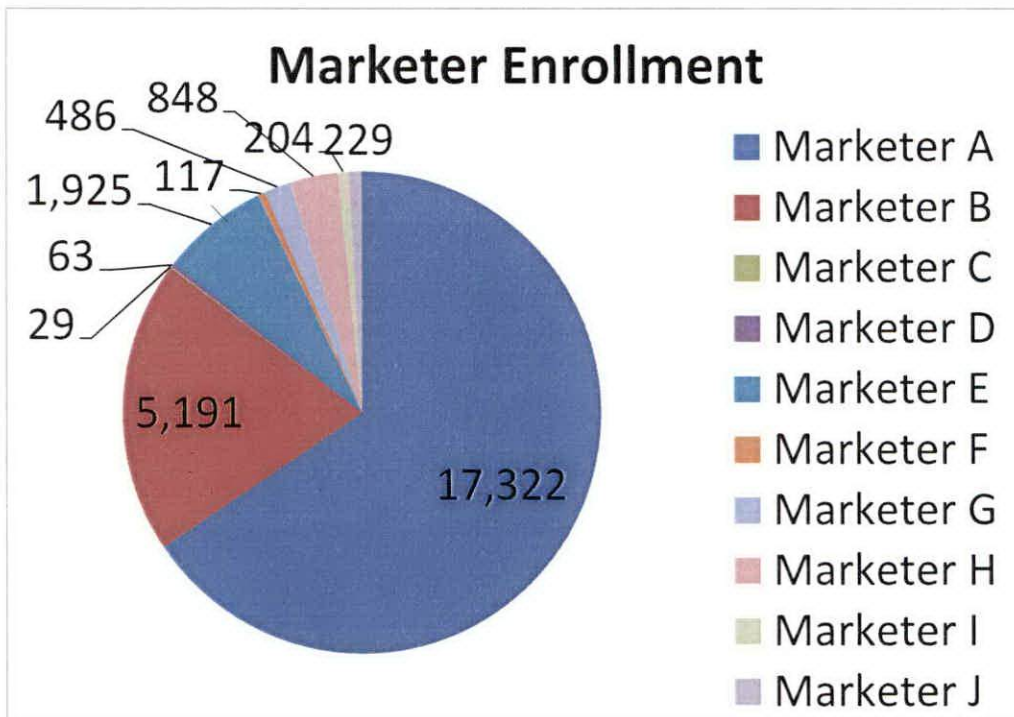
H	\$ 7.00 per Mcf \$ 7.15 per Mcf \$ 6.53 per Mcf \$ 5.99 per Mcf \$ 6.49 per Mcf
I	\$ 5.99 per Mcf \$ 6.75 per Mcf \$ 5.25 per Mcf \$ 4.89 per Mcf \$ 6.59 per Mcf \$ 5.59 per Mcf \$ 6.49 per Mcf \$ 7.25 per Mcf \$ 4.49 per Mcf
J	\$ 4.90 per Mcf \$ 5.00 per Mcf \$ 5.10 per Mcf \$ 5.20 per Mcf \$ 5.30 per Mcf



Residential & Commercial Customer Participation

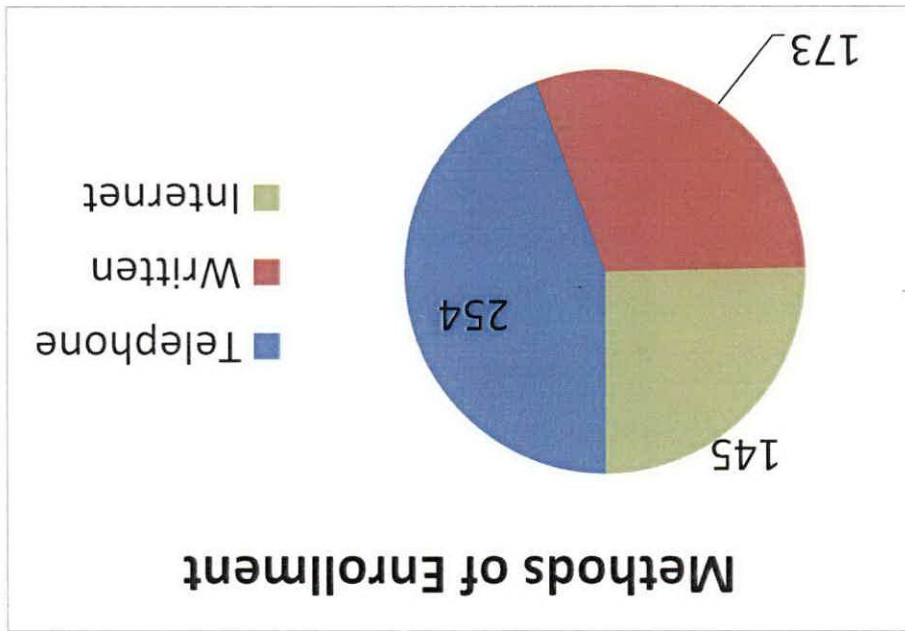


As of March 15, 2016



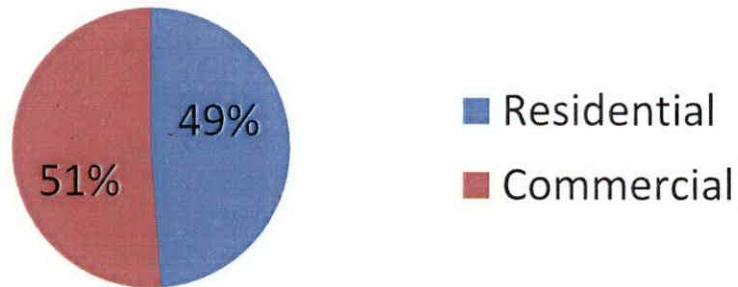
As of March 15, 2016

As of March 15, 2016

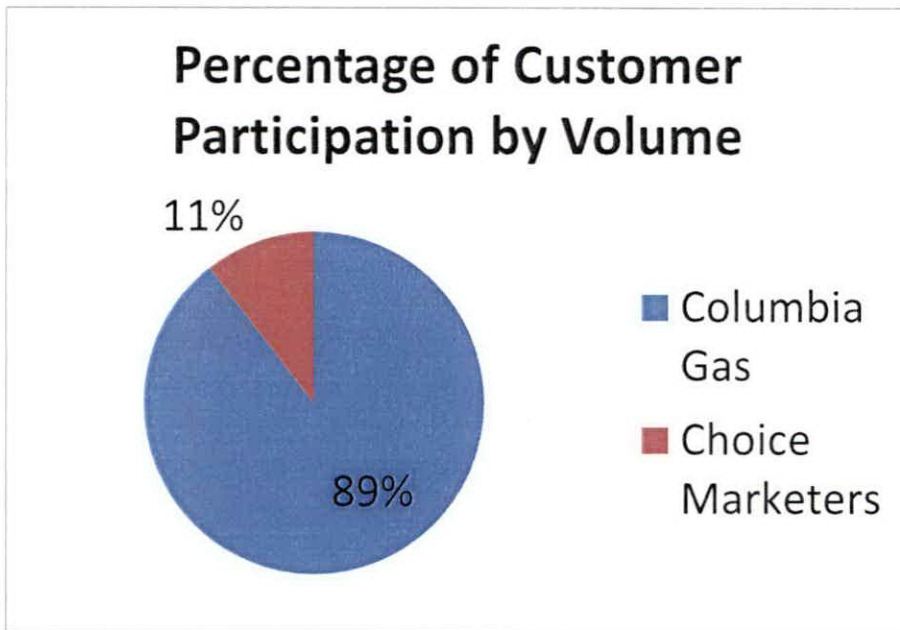




**Total Volumes Purchased
from Marketers by
Participating Customers**



As of March 15, 2016



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

As of March 15, 2016