



A NiSource Company

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

RECEIVED

JUN 03 2019

**PUBLIC SERVICE
COMMISSION**

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

June 3, 2019

RE: Case No. 2017-00115

Dear Ms. Pinson:

Columbia Gas of Kentucky, Inc. hereby submits its 2019 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,

A handwritten signature in blue ink that reads "Judy M. Cooper".

Judy M. Cooper
Director, Regulatory Affairs

Enclosures



**Columbia Gas of Kentucky, Inc.
Customer ChoiceSM Program
2019 Annual Report**



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

Introduction	2
Customer Concerns.....	2
Certified Marketers.....	3
Marketer Rates.....	4
Number of Residential & Commercial Customers Enrolled.....	8
Number of Customers Enrolled per Marketer.....	9
Methods of Enrollment.....	10
Volumes Purchased by Marketers	11
Customer Participation by Volume	12

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 June 19, 2017, was extended through March 31, 2022. This annual report will summarize the existing program and customer complaints.

The participating marketers are a combination of long and short term participants in Columbia's CHOICE Program. The marketers provide numerous gas supply options. As of May 2019, Choice customers have saved (\$58,772,592). 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 April 30, 2019.

Customer Concerns

The Customer Contact Center received 499 calls from May 2018 through April 2019 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below:

Choice Information	401
Customer Exclusion	18
Marketer Complaint	10
Marketer Savings	18
Price to Compare	45
Send Brochure	7

Certified Marketers

Constellation NewEnergy Gas Division
Darcy Fabrizius
1221 Lamar Street, Ste.750
Houston, Texas 77010
800-785-4373

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

Stand Energy Corporation
John M. Dosker
1077 Celestial Street, Suite 110
Cincinnati, Ohio 45202-1629
800-598-2046

Vista Energy Marketing, L.P.
Harry Kingerski
4306 Yoakum Street, Suite 600
Houston, Texas 77006
888-508-4782

Xoom Energy
Christina Binmore
344 South Poplar Street
Hazleton, PA 18201
888-997-8979

Interstate Gas Supply, Inc.
dba IGS Energy
Matt White
5020 Bradenton Avenue
Dublin, Ohio 43017
877-444-7427

Novec Energy Solutions
Christopher R. Hild
10323 Lomond Drive
Manassas, VA 20109
888-627-7283

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

Volunteer Energy Services, Inc.
John Einstein
790 A Windmill Drive
Pickerington, Ohio 43147
800-977-8374

Rates Charged by Marketers

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

<i>Marketer</i>	<i>Rate per MCF as of May 2019</i>
Marketer A	\$7.4900
	\$8.9900
	\$4.7900
	\$7.1900
	\$7.4900
	\$6.9900
	\$4.9400
	\$7.2400
	\$4.8600
	\$7.4900
	\$5.5000
	\$8.4900
	\$4.9900
	\$5.2500
	\$5.1400
	\$8.5000
	\$6.7400
	\$7.4900
	\$4.6400
	\$7.8900
	\$6.4900
	\$5.1000
	\$5.5900
	\$5.4900
	\$5.7400
	\$6.2400
	\$5.9900
	\$5.5900
	\$5.2400
	\$4.7500
	\$4.7900
	\$4.9500
	\$5.3900

Marketer B

\$6.6900
\$4.6000
\$5.2200
\$3.7900
\$6.9900
\$5.4600
\$4.4000
\$5.1300
\$4.7000
\$4.9900
\$6.4300
\$4.7900
\$7.4900
\$4.8900
\$5.3900
\$4.3000
\$6.4900
\$4.5000
\$5.8500
\$6.9900
\$5.5200
\$5.9900
\$4.9000
\$6.1900
\$5.7200
\$5.6500
\$5.2900
\$6.5900
\$5.0400
\$5.5600
\$6.9900
\$5.6400
\$5.6500
\$5.4000
\$4.2300
\$4.6000
\$4.7900
\$5.7100

Marketer D

Marketer E

Marketer F

\$4.0000

\$4.9900

\$4.6900

\$4.5500

\$5.8000

\$6.0000

\$5.8900

\$5.7500

\$5.8000

\$4.5500

\$0.0500

\$4.5500

Marketer G

\$6.2000

\$9.0000

\$6.9500

\$6.1000

\$5.0500

\$5.4000

\$5.1500

\$6.1500

\$5.5500

\$5.7000

\$5.7500

\$4.3000

\$5.1000

\$6.7500

\$7.2500

\$7.4500

\$6.0000

\$5.3500

\$4.9500

\$5.2500

\$7.6000

\$7.0700

\$4.7000

\$4.9000

\$6.9000

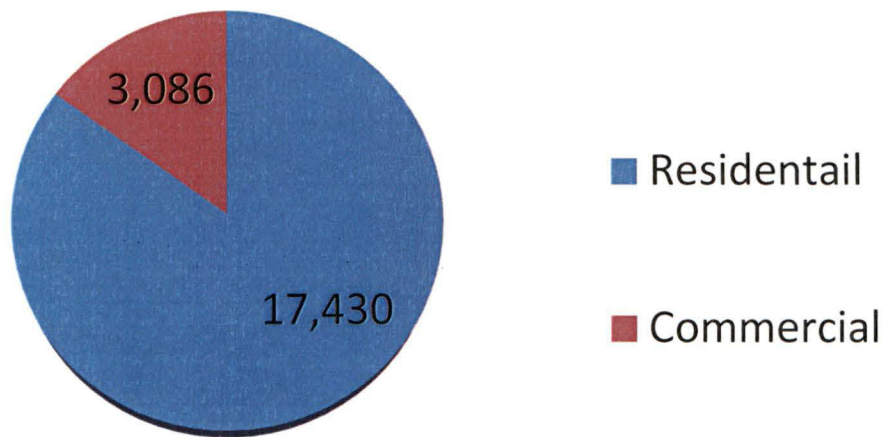
\$5.5000

\$7.3500

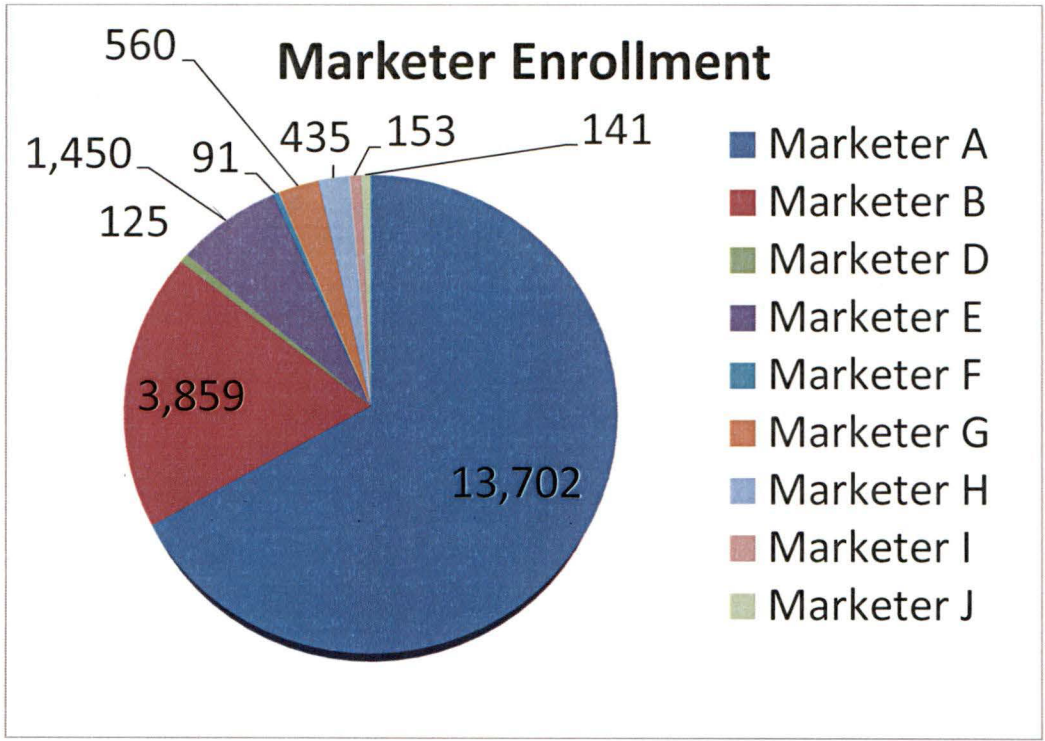
	\$5.6000
	\$5.8500
	\$4.7500
	\$7.5500
	\$6.3100
	\$5.3000
	\$7.8000
	\$6.5000
	\$7.1500
	\$6.1500
	\$7.0500
<i>Marketer H</i>	\$7.0000
	\$7.1500
	\$6.5300
	\$5.9900
	\$4.6500
<i>Marketer I</i>	\$8.9900
	\$8.9900
	\$5.9900
	\$5.2500
	\$4.8900
	\$6.1900
	\$5.5900
	\$6.4900
	\$7.1900
	\$5.3900
<i>Marketer J</i>	\$5.9500
	\$5.9500
	\$5.1000
	\$5.2000
	\$5.5000



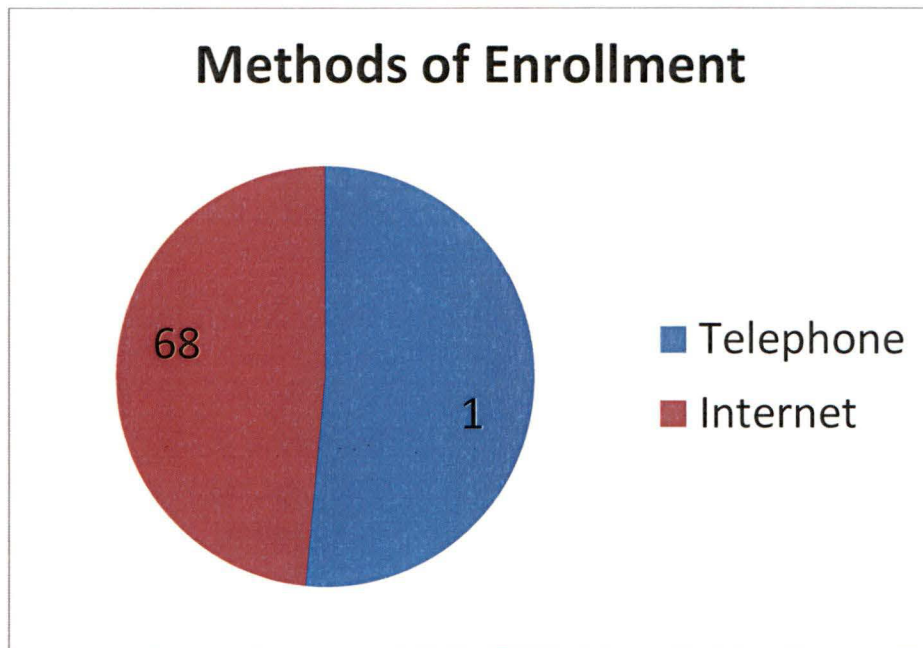
Residential & Commercial Customer Participation



As of April 30, 2019



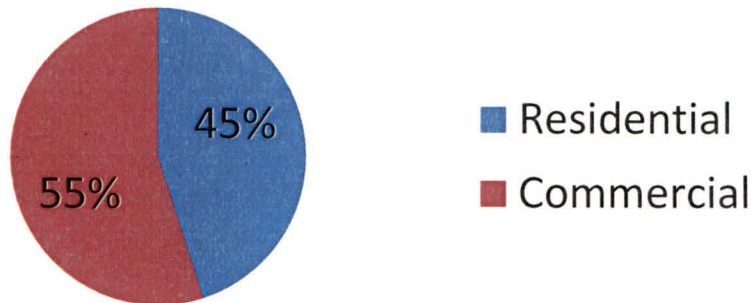
As of April 30, 2019



As of April 30, 2019



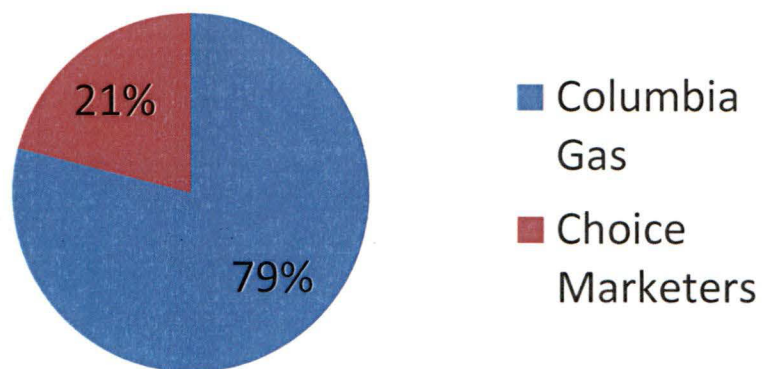
**Total Volumes Purchased from
Marketers by Participating
Customers**



As of April 30, 2019



Percentage of Customer Participation by Volume



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

As of April 30, 2019