

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

June 11, 2018

RE: Case No. 2017-00115

RECEIVED

JUN 11 2018

PUBLIC SERVICE
COMMISSION

Dear Ms. Pinson:

Columbia Gas of Kentucky, Inc. hereby submits its 2018 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
Director, Regulatory Affairs

Enclosures

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PUBLIC SERVICE
COMMISSION



**Columbia Gas of Kentucky, Inc.
Customer ChoiceSM Program
2018 Annual Report**



**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 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 March 2018, Choice customers have saved (\$58,006,145). 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, 2018.

Customer Concerns

The Customer Contact Center received 531 calls from May 2017 through April 2018 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below:

Choice Information	432
Customer Exclusion	15
Marketer Complaint	19
Marketer Savings	20
Price to Compare	41
Send Brochure	4

Certified Marketers

CenterPoint Energy Services, Inc.
Deborah Churches
1111 Louisiana, 20th Floor
Houston, Texas 77002
800-495-9880

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

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

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

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

Constellation Energy Gas Choice, Inc.
Darcy Fabrizius
1221 Lamar St., Ste.750
Houston, Texas 77010
800-785-4373

Kentucky United Energy LLC
Kenny Graham
730 East Main Street
Frankfort, KY 40601
877-735-7304

Stand Energy Corporation
John M. Dosker
1071 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
11208 Statesville Road, Suite 200
Huntersville, NC 28078
888-997-8979

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 2018</i>
<i>Marketer A</i>	\$ 4.7400
	\$ 8.9900
	\$ 4.7900
	\$ 7.2900
	\$ 7.4900
	\$ 6.9900
	\$ 4.9400
	\$ 7.2400
	\$ 4.8410
	\$ 7.4900
	\$ 5.4810
	\$ 8.4900
	\$ 4.9900
	\$ 5.2310
	\$ 5.1400
	\$ 8.5000
	\$ 6.7400
	\$ 7.4900
	\$ 4.6400
	\$ 7.8900
	\$ 6.4900
	\$ 5.0810
	\$ 5.5900
	\$ 5.4900
	\$ 5.7400
	\$ 6.2400
	\$ 5.9900
\$ 5.5900	
\$ 5.2400	
\$ 4.7310	
\$ 5.0900	
\$ 4.9310	
\$ 5.3900	
\$ 6.7900	
<i>Marketer B</i>	\$ 4.6000

	\$ 5.2195
	\$ 3.7900
	\$ 6.3900
	\$ 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
	\$ 5.6450
	\$ 5.2900
	\$ 6.5900
	\$ 5.0400
	\$ 5.5600
	\$ 6.7900
	\$ 5.6400
	\$ 5.6500
	\$ 6.2105
	\$ 6.6439
	\$ 5.2650
	\$ 6.0000
	\$ 5.3500
	\$ 4.9900
	\$ 5.4460
	\$ 4.9690

Marketer C

Marketer D

	\$ 4.4500
<i>Marketer E</i>	\$ 4.7900
	\$ 5.8900
	\$ 4.6496
	\$ 4.9900
	\$ 4.6900
<i>Marketer F</i>	\$ 4.5500
	\$ 5.8000
	\$ 6.0000
	\$ 5.8900
	\$ 5.7500
	\$ 5.8000
	\$ 4.5500
	\$ 0.0500
	\$ 4.5500
<i>Marketer G</i>	\$ 6.0199
	\$ 8.8599
	\$ 4.4000
	\$ 6.7500
	\$ 5.0500
	\$ 5.4000
	\$ 5.1500
	\$ 6.1500
	\$ 5.5500
	\$ 5.7000
	\$ 5.7500
	\$ 4.3000
	\$ 5.1000
	\$ 6.7500
	\$ 4.4500
	\$ 5.4500
	\$ 6.7500
	\$ 5.3500
	\$ 4.9500
	\$ 5.2500
	\$ 4.2500
	\$ 3.9000
	\$ 4.7000
	\$ 4.9000

\$ 4.5000
\$ 5.5000
\$ 6.7500
\$ 5.6000
\$ 5.8500
\$ 4.7500
\$ 6.7500
\$ 4.6000
\$ 5.3000
\$ 5.9500
\$ 6.5000
\$ 7.0000
\$ 7.5000
\$ 7.7500

Marketer H

\$ 7.0000
\$ 7.1500
\$ 6.5300
\$ 5.9900
\$ 4.6500

Marketer I

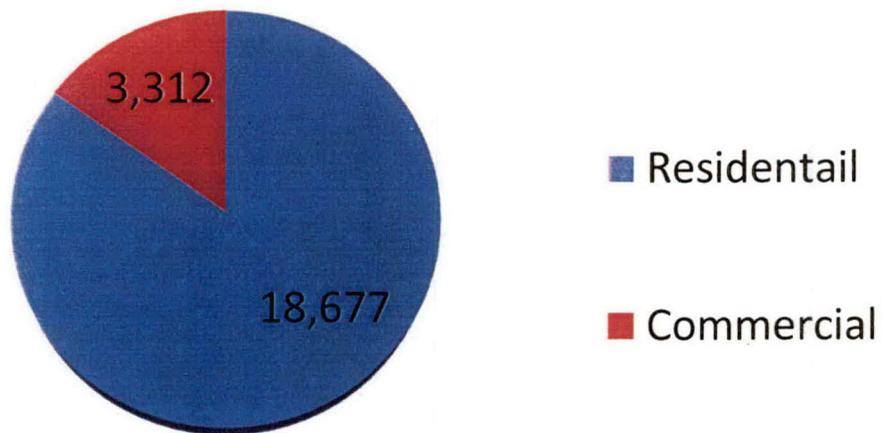
\$ 8.9900
\$ 8.9900
\$ 5.9900
\$ 5.2500
\$ 4.8900
\$ 6.1900
\$ 5.5900
\$ 6.4900
\$ 7.1900
\$ 5.3900

Marketer J

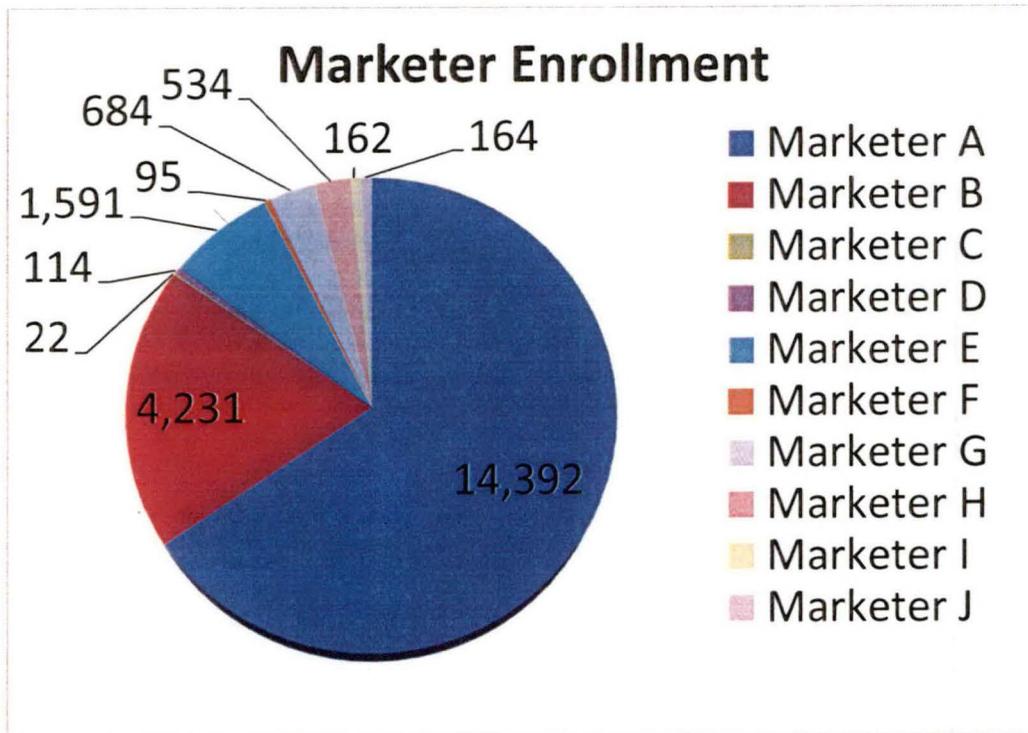
\$ 4.9000
\$ 4.9900
\$ 5.1000
\$ 5.2000
\$ 5.5000



Residential & Commercial Customer Participation



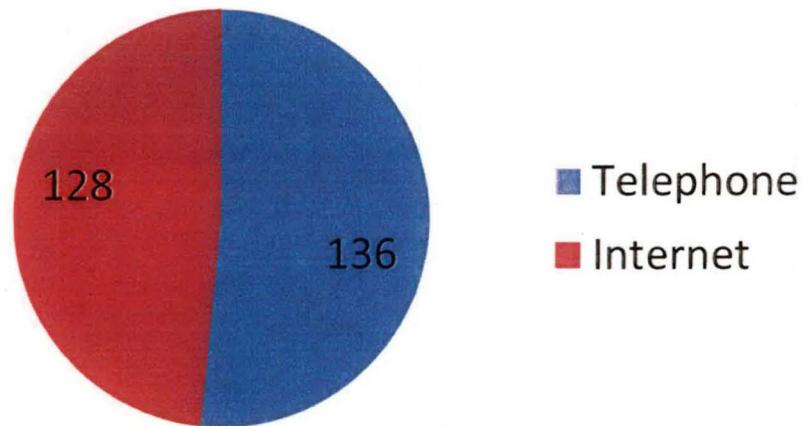
As of April 30, 2018



As of April 30, 2018



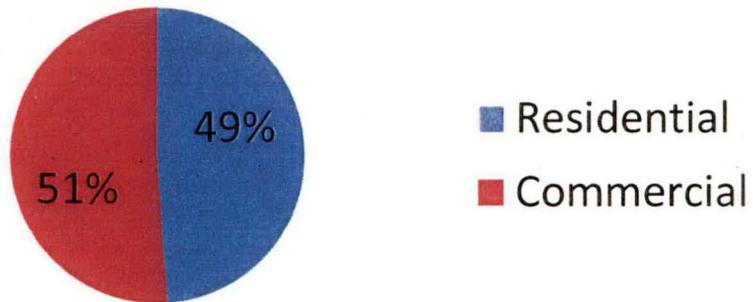
Methods of Enrollment



As of April 30, 2018



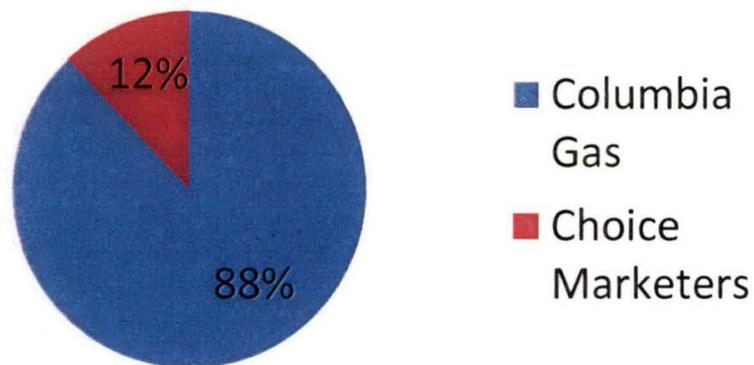
**Total Volumes Purchased from
Marketers by Participating
Customers**



As of April 30, 2018



Percentage of Customer Participation by Volume



12 percent of total throughput is supplied by a Choice marketer

As of April 30, 2018