

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE APPLICATION OF COLUMBIA GAS OF )  
KENTUCKY, INC. TO EXTEND ITS SMALL ) CASE NO. 2008-00195  
VOLUME GAS TRANSPORTATION SERVICE )

SECOND DATA REQUEST OF COMMISSION STAFF TO  
COLUMBIA GAS OF KENTUCKY, INC.

Columbia Gas of Kentucky, Inc. ("Columbia"), pursuant to 807 KAR 5:001 is to file with the Commission the original and 6 copies of the following information, with a copy to all parties of record. The information requested herein is due 10 days after the date of this Order. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Columbia shall make timely amendment to any prior responses if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Columbia fails or refuses to furnish all or part of the requested information, Columbia

shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations.

1. Refer to Columbia's response to the questions posed in the August 8, 2008 memorandum on the August 6, 2008 telephonic informal conference in this case. The response to Item 5 indicates that MxEnergy, Inc. ("MxE") is participating in Columbia's Customer Choice Program ("Choice Program") as a marketer along with Interstate Gas Supply, Inc. ("IGS"). It is generally understood that IGS serves a substantial majority of the 29,000-plus customers enrolled in the Choice Program. Of the 48 instances of complaints identified in the response to Item 4, how many involved MxE and how many involved IGS?

2. Refer to the 2006 complaints identified in Item 4 of Columbia's response to the questions posed in the August 8, 2008 memorandum.

a. "Unauthorized Enrollment" is noted as having occurred 14 times. How and in what period of time were these complaints resolved by Columbia and/or the marketer in question? Identify the marketer in each instance.

b. "Rate Question" is noted as having occurred 6 times. How and in what time period were these complaints resolved by Columbia and/or the marketer in question? Identify the marketer in each instance.

c. "Unsatisfactory Resolution" is noted as occurring 9 times. Explain whether this heading means there was no resolution. If there was resolution of any of these complaints, how and in what time period were they resolved by Columbia and/or the marketer in question? Identify the marketer in each instance.

3. Refer to the 2007 complaints identified in Item 4 of Columbia's response to the questions posed in the August 8, 2008 memorandum.

a. One item under "Rate Question" concerns a customer wishing to have both the customer's and customer's father's accounts cancelled. The response indicates that the cancellations occurred a "couple of months" apart based on when each customer's contract was scheduled to expire. Explain whether this means that, for at least one marketer, customers are unable to revert to being Columbia sales customers prior to the scheduled termination dates of their contracts with the marketer. If yes, is this condition clearly set in the marketer/customer contract? If yes, provide a sample of the contract(s) which include this condition. If no, explain how a marketer has the authority to refuse to cancel a customer's account until the scheduled termination of the customer's contract.

b. "Unsatisfactory Resolution" is noted as occurring 4 times. Explain whether this heading means there was no resolution. If there was resolution of any of these complaints, how and in what time period were they resolved by Columbia and/or the marketer in question? Identify the marketer in each instance.

c. "Other Concerns" indicates that a marketer representative told a customer that the customer's contract would not be cancelled without assessing a fee. Was there a resolution of this complaint? Identify which marketers' contracts with

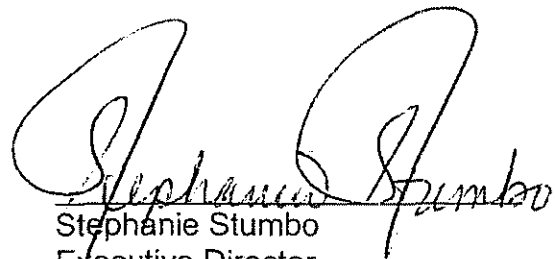
customers contain a provision under which a customer's contract may be cancelled but only by payment of a "cancellation" fee. If this is the case, explain whether the fee pertains to instances where the cancellation occurs at a time other than when the contract is scheduled to terminate (the situation referenced in part a. of this request).

4. The response to Item 7 indicates that Columbia is not actively soliciting participation in the Choice Program by new marketers. For how long has this been the case? Explain why Columbia is not actively soliciting new marketers to participate in the Choice Program.

5. Refer to Item 4 of Columbia's response to the questions posed in the August 8, 2008 memorandum that states that as of the beginning of August 2008 there were 29,132 customers participating in the program. In Columbia's June 2005 Customer Choice Program Annual Report filed with the Commission on June 2, 2005, Columbia reported that enrollment in the program peaked in January 2002 at "52,639 customers or nearly 38% of eligible customers."

- a. Explain why there has been a decline in participation.
- b. State how many customers are currently eligible to participate in

the program.



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DATED: September 8, 2008

cc: All Parties