

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMUNITY ACTION COUNCIL'S  
INITIAL REQUESTS FOR INFORMATION  
DATED MAY 18, 2018**

1. Please provide a list of Kentucky counties in which Columbia Gas of Kentucky, Inc. (hereinafter "the Company") provides service and the number of residential customers in each of those counties.

**Response:**

As of April 2018, Columbia provides residential natural gas service to the following:

<u>County Name</u>	<u>Active Customers</u>		
BATH	3	KNOTT	166
BOURBON	2,719	LAWRENCE	910
BOYD	9,364	LEE	3
BRACKEN	118	LETCHER	1
CARTER	3	LEWIS	74
CLARK	5,661	MADISON	509
CLAY	11	MARTIN	670
ESTILL	1,423	MASON	2,327
FAYETTE	65,177	MONTGOMERY	2,461
FLOYD	712	NICHOLAS	18
FRANKLIN	10,295	OWSLEY	18
GREENUP	6,598	PIKE	501
HARRISON	1,606	ROBERTSON	9
JESSAMINE	930	SCOTT	5,168
JOHNSON	31	WOODFORD	4,472

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2. What is the total amount of funding shareholders have contributed to the Low-Income Furnace Replacement program in each year 2015, 2016, 2017, and thus far in 2018?

**Response:** Shareholder funds are not contributed to the Low-Income Furnace Replacement program. Pursuant to KRS 278.285, the cost of the program is assigned to the residential customer class.

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3. Since its inception in 2010, based on customer response to the Company, what impact has the Low-Income Furnace Replacement program had on customers with low income?

**Response:** The Low-Income Furnace Replacement program is administered in partnership with the Community Action Council who provides the service to the customer. As such, there is no direct channel for customer response to the Company.

Since its inception in 2010, over 1,000 low-income residential customers and their families have been impacted by the installation of a new, high-efficiency natural gas furnace. The replacement of old, non-working, unsafe, or inefficient furnaces has assuredly provided increased affordability and reliability, as well as improved home safety to those customers least able financially to make energy efficiency improvements.

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4. If the Low-Income Furnace Replacement program ended, how would the Company ensure its customers with low income, particularly seniors living on a fixed income, have a working furnace?

**Response:** Columbia is not proposing to terminate any of its Programs. Further, while the Low-Income Furnace Replacement program is not designed to ensure that *every* low-income customer has a working furnace, if the Commission were to terminate the Program, there would certainly be a negative impact on access to furnaces for low income customers.

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5. If the Low-Income Furnace Replacement program ended, would the Company redirect its allocation of funds to other programs that impact and benefit customers with low income?

**Response:** Columbia is not proposing to end the program. The source and use of funds for Columbia's Energy Efficiency and Conservation Program including the Low-Income Furnace Replacement measure is proscribed by Order dated October 11, 2016 in Case No. 2016-00107. Columbia cannot deviate from the Commission's Order or its filed tariff.

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6. Please describe the Company's interest in retaining the Low-Income Furnace Replacement program.

**Response:** Columbia believes the measures of its Energy Efficiency/Conservation Program including the Modified Low-Income Furnace Replacement program and other residential service offerings provide cost effective and justified customer value and customer satisfaction. Columbia's interest in retaining the Program for its customers use is unwavering.

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7. Will the Company consider increasing its investment in the Low-Income Furnace Replacement Program, to include funding for associated costs of furnace replacements, such as replacing ductwork?

**Response:** Columbia's current Program was approved in Case No. 2016-00107 and is authorized through June 30, 2021. Columbia has no plans to modify the Program prior to its expiration. Additionally, please see response to the Attorney General's Initial Data Request, Question No. 5.