

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE  
REQUEST FOR INFORMATION  
DATED F, 2020**

1. Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, shall provide the following information for January 1, 2015, until December 31, 2019. If a utility has both electric and gas residential customers, provide the information requested for electric residential customers, gas residential customers, and the total number of residential customers.
  - a. Total number of residential customers for each year.
  - b. Monthly and annual totals of service termination notices issued to residential customers only for non-payment of bills.
  - c. Monthly and annual totals of service termination for residential customers only for non-payment of bills.
  - d. Monthly and annual total amount of unique residential customers issued service termination notices for non-payment of bills.

e. Monthly and annual total amount of unique residential customers with service terminated for non-payment of bills.

**Response:**

a.

2015 - 120,780  
 2016 - 121,364  
 2017 - 121,630  
 2018 - 122,148  
 2019 - 122,648

b.

Year	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Annual total
2015	10854	11834	12183	9556	5767	844	4347	3118	1915	2055	2262	3701	68436
2016	5867	7710	7138	4580	4029	2694	2263	2334	2052	2072	2443	4955	48137
2017	11304	13403	12063	9409	5356	4393	2908	2425	2469	2281	3050	8228	77289
2018	13957	17409	13990	10728	7702	4676	3133	2695	2704	2351	3576	8605	91526
2019	12411	14667	13641	9018	5311	4049	2775	2574	2579	2279	3013	8584	80901

c.

Year	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Annual total
2015	279	7	873	1097	906	209	193	906	645	314	234	267	5930
2016	56	353	590	661	650	619	560	453	419	312	255	152	5080
2017	383	498	575	791	926	930	649	472	424	337	270	83	6338
2018	205	454	538	623	1268	1180	660	512	237	395	203	246	6521
2019	231	621	523	784	798	870	651	490	345	331	274	155	6073

d. The data requested is not readily available; however, Columbia is working to access the information and will submit it as soon as it becomes available.

e. The data requested is not readily available; however, Columbia is working to access the information and will submit it as soon as it becomes available.

**COLUMBIA GAS OF KENTUCKY, INC.  
 RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE  
 REQUEST FOR INFORMATION  
 DATED FEBRUARY 26, 2020**

2. For each month from January 1, 2015, to December 31, 2019, Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should provide the total number of LIHEAP recipients, HEA recipients and customers who received both LIHEAP and HEA benefits.

**Response:** Information for this response was provided to Columbia by Community Action of Kentucky ("CAK") and Community Action Council of Fayette, Bourbon, Harrison and Nicholas Counties ("CAC"). The participant is counted in the month that the customer was approved for the benefit, not the month the benefit was applied on the customer account.

Total Number of Customers Who Received LIHEAP Benefits

Year	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Annual total
2015	567	429	326	0	0	0	0	0	0	147	1454	212	3135
2016	199	272	222	97	1	0	0	0	0	176	917	330	2214
2017	343	354	311	2	0	0	0	0	0	187	587	298	2082
2018	392	373	77	0	0	0	0	0	0	180	805	498	2325
2019	362	372	308	187	5	0	0	0	0	207	570	309	2320

Total Number of Customers Who Received HEA Benefits

Year	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Annual total
2015	77	54	0	0	0	0	0	0	0	1414	189	115	1849
2016	71	76	0	0	0	0	0	0	0	1405	147	98	1797
2017	133	125	0	0	0	0	0	0	0	1246	282	136	1922
2018	156	172	0	0	0	0	0	0	0	1051	192	152	1723
2019	74	53	0	0	0	0	0	0	0	948	188	19	1282

Total Number of Customers Who Received both LIHEAP and HEA Benefits

Year	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Annual total
2015	237	177	124	0	0	0	0	0	0	110	1209	105	1962
2016	95	109	74	43	0	0	0	0	0	132	704	242	1399
2017	176	180	128	2	0	0	0	0	0	164	419	184	1253
2018	219	202	46	0	0	0	0	0	0	139	570	366	1542
2019	169	160	107	63	2	0	0	0	0	169	398	159	1227

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE  
REQUEST FOR INFORMATION  
DATED FEBRUARY 26, 2020**

3. For each month from January 1, 2015, to December 31, 2019, Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should provide the monthly total average residential bill that includes the cost of current service and arrearages. For utilities that provide gas and electric service, break out the amounts by gas-only, electric-only, and combined gas and electric customers.

**Response:**

The information requested is not readily available; however, Columbia is working to retrieve the data and will submit it as soon as it becomes available.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE  
REQUEST FOR INFORMATION  
DATED FEBRUARY 26, 2020**

4. Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should explain how its process currently in place for disconnection of residential service for non-payment complies with the applicable sections of 807 KAR 5:006, Sections 14 and 15. Provide sample bills or inserts that evidence compliance with those applicable sections.

**Response:**

Columbia complies with 807 KAR 5:006 Sections 14 and 15 in regard to termination for non-payment of billed services. An annual education review of the administrative regulations and policies concerning winter hardship disconnects is conducted with utility personnel. Attachment A is the cover letter from the most recent certification to the Commission. A 10 day written notice of intent to terminate for non-payment, separate from the bill, is mailed to the customer as per the regulation. Columbia refers to this 10 day written notice of intent as the "termination notice". Attachment B is a sample termination notice. A bill insert

that provides details regarding various local, state, and federal assistance programs as well as local agency contact information is included in the mailing of each residential termination notice. Attachment C is a copy of this insert.

Customers who contact Columbia and express that they are experiencing difficulties in paying their bill are offered payment options, including the Budget Payment Plan. Service is subject to termination if the customer fails to obtain assistance or satisfy the agreed upon payment plan.



October 14, 2019

Ms. Gwen Pinson  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
P. O. Box 615  
Frankfort, Kentucky 40602

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

Dear Ms. Pinson:

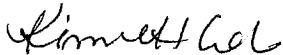
RE: Notice of Regulation 807 KAR 5:006, Section 14, Utility Customer Relations

In accordance with (Winter Hardship Reconnection of Residential Electric and Gas Service) Regulation 807 KAR 5:006, Section 14, (2) (d). (Utility Personnel Training), this is to certify that on the dates indicated, the personnel on the attached listing attended training sessions related to the following subjects:

1. The Commission regulations regarding winter hardship and disconnect regulations.
2. Cabinet for Human resources policy and program for issuing certificates of need.
3. Company policies regarding:
  - a. Collection
  - b. Arrears repayment plans
  - c. Budget billing procedures
  - d. Weather/health disconnection policies

The training meets the requirements of Regulation 807 KAR 5:006, Section 14.

Very truly yours,



Kimra H. Cole  
President & COO  
Columbia Gas of Kentucky, Inc.

cc. Rosemary Tutt

Evelyn Long # 600778  
Notary *Expires 5/15/2022*

October 14, 2019  
Date

# Notice of Termination

## Disconnect Scheduled for 2/25/2020

**Name:** [REDACTED] **Amount Past-Due** **\$245.93**  
**Service at:** [REDACTED]

**PAYMENT PLAN IN DEFAULT**

This notice is to advise you that your gas service at [REDACTED] is scheduled for termination on or after February 25, 2020 for nonpayment of your past-due bill(s) in the amount of \$245.93.

**TO AVOID TERMINATION OF SERVICE, THE PAST-DUE AMOUNT MUST BE RECEIVED NO LATER THAN 12:00 NOON THE DAY BEFORE YOUR TERMINATION DATE.**

A partial payment will not insure continuation of service unless arrangements have been made with us on the balance.

**Avoid shut-off**

We do not accept payment by cash or personal check at your premises. However, you can pay your overdue balance by credit/debit card or electronic check by calling Paymentus, one of the industry's most secure electronic transaction environments, at **1-866-694-1828** or online by visiting **ColumbiaGasKY.com**. Paymentus charges a convenience fee for each transaction.

If you pay the total amount due, you can report your payment receipt number by calling **1-800-432-9345** prior to your scheduled shut-off date. All payments must be reported by 10:00 p.m. on the business day prior to the scheduled shut-off date.

If you dispute the bill in question or the reason for termination, please contact us immediately at the address and/or telephone number shown below. A Customer Service Representative will be happy to answer questions regarding your bill and resolve disputes concerning the bill amount or reason for termination of service. Even if you have an unresolved dispute pending, it is your responsibility to pay all bills not in dispute, by the due date.

**IF SERVICE IS TERMINATED FOR NONPAYMENT, YOU WILL BE REQUIRED TO PAY THE FULL BILL, A RECONNECTION FEE OF \$25.00, AND A SECURITY DEPOSIT, IF WE DO NOT ALREADY HAVE ONE FOR YOUR ACCOUNT.**

RECEIVING A NEW BILL WILL NOT AFFECT THE TERMINATION DATE OF THIS NOTICE.

For any questions or inquiries, call **1-800-432-9345**. Our hours of operation are Monday - Friday, 7:00 A.M. - 7:00 P.M. and Saturday, 8:00 A.M. - 12:00 P.M. Or visit our walk-in service center Monday - Friday, 8:30 A.M. - 4:30 P.M.  
 Columbia Gas of Kentucky, P.O. BOX 14241 LEXINGTON KY 40512

**Columbia Gas of Kentucky, Inc.**

IF PAYING BY MAIL REMOVE THE PAYMENT COUPON AND RETURN TO **COLUMBIA GAS** WITH YOUR PAYMENT  
 IF PAYING IN PERSON PLEASE PRESENT ENTIRE NOTICE

**Payment Coupon**

C2725-32

[REDACTED]  
 PO Box 16581  
 Columbus OH 43216-6581

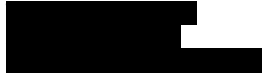


<b>Notice of Termination</b>	
<b>Amount Due by 2/24/2020</b>	<b>\$245.93</b>
<b>Disconnect Date: 2/25/2020</b>	
<b>Payment Enclosed</b>	\$ [REDACTED]

**Account Number**  
[REDACTED]  
**Statement Date**  
2/10/2020

Make check payable to:

PRESORTED FIRST CLASS



COLUMBIA GAS  
 PO BOX 4660  
 CAROL STREAM IL 60197-4660





Dear Customer,

If you are unable to pay this bill, you might be eligible for assistance through various programs that could prevent a loss of service during the winter heating season (November 1st through March 31st).

**Low-Income Home Energy Assistance Program (LIHEAP)** -- If your household income is at or below 130% of the federal poverty guidelines and you are responsible for paying your heating costs, you might be eligible for a one-time benefit during November and December.

**LIHEAP Crisis** -- Available between early January and the end of March, customers must be in imminent loss of heat for non-payment and meet criteria for regular LIHEAP. Households at or above 75% of poverty must pay a portion or co-payment of the minimum amount due to avoid the crisis.

**Certificate of Financial Need** -- A certificate of financial need might be available for customers who are at or below 130% of federal poverty guidelines, which could provide a 30-day extension on their bill during the winter heating season, provided they make payment arrangements with their utility.

For more information about the programs listed above, please contact your local Community Action Agency at the numbers provided in this brochure.

**Medical Certification** -- Medical certification may be obtained when the loss of service would be especially dangerous to a permanent resident of your home. This certification, which keeps your service on for 30 days while other payment arrangements are established, must be signed by a physician, registered nurse or public health officer.

Columbia Gas of Kentucky will work with you to answer any questions you might have about the amount of your bill and to establish a mutually agreeable payment plan. Please contact our office immediately to avoid termination of service.

(See other side for an agency in your area for possible assistance in paying fuel bills.)

**Contact the Office Serving Your County to Apply for Help with Heating Bills**

Attachment C

State and federal funds are available to help qualified low-income, elderly and disabled customers pay their gas bills. To determine qualifications, contact your local Community Action Agency in the counties listed below, or call 1-800-456-3452. Applications for LIHEAP are taken in alphabetical order based on the first letter of the head of household's last name. Call to learn what day you should apply.

<b>Bath, Owingsville</b> 23 Cedar Creek Dr. (606) 674-2502	<b>Clay, Manchester</b> 1535 Shamrock Rd. (606) 598-5127	<b>Harrison, Cynthiana</b> 216 Old Lair Rd. (859) 234-2121	<b>Letcher, Whitesburg</b> 2 Main St. (606) 633-4458	<b>Nicholas, Carlisle</b> 2323 Concrete Rd., Ste. A (859) 289-7172
<b>Bourbon, Paris</b> 1414 S. Main St. (859) 987-5277	<b>Estill, Irvine</b> 120 Tyler Lane (606) 723-4492	<b>Jessamine, Nicholasville</b> 213 S. Main St., Suite 103 (859) 885-3512	<b>Lewis, Vanceburg</b> 210 Front St. (606) 796-3893	<b>Owsley, Booneville</b> County Courthouse, Rm. 104, Main St. (606) 593-5103
<b>Boyd, Ashland</b> 2800 Louisa St, Ste. 201 Catlettsburg (606) 739-2150	<b>Fayette, Lexington</b> 1902 Cambridge Dr. (859) 246-1192  913 Georgetown St. (859) 244-2215  520 Toner St. (859) 554-4350  1169 Winburn Dr. (859) 294-5249	<b>Johnson, Paintsville</b> 230 Court St. Third Fl., Rm. 333 (606) 789-6515	<b>Madison, Richmond</b> 309 Spangler Dr. (859) 623-6514	<b>Pike, Pikeville</b> 478 Town Mtn. Rd. (606) 432-2775
<b>Bracken, Brooksville</b> 110 Grandview Dr. (606) 735-2948	<b>Floyd, Allen</b> 60 Court St. (606) 874-3595	<b>Knott, Hindman</b> 1622 S. Highway 160 (606) 785-3322	<b>Martin, Inez</b> 387 E. Main St. Suite 203 (606) 298-3217	<b>Robertson, Mt. Olivet</b> 69 McDowell St. (606) 724-5513
<b>Carter, Grayson</b> 1758 Midland Trail (606) 474-8118  <b>Olive Hill</b> 539 Hitchins Ave. (606) 286-4443	<b>Franklin, Frankfort</b> 73 C Michael Davenport Blvd. Suite 1 (502) 695-5615	<b>Lawrence, Louisa</b> 180 Bulldog Ln. Suite 203 (606) 638-4067	<b>Mason, Maysville</b> 1679 Forest Ave. (606) 564-8389	<b>Scott, Georgetown</b> 340 E. Washington St. (502) 863-9403
<b>Clark, Winchester</b> 32 Meadow St. (859) 744-3235	<b>Greenup, Flatwoods</b> 1309 Lexington Ave. (606) 834-8346	<b>Lee, Beattyville</b> 205 Main St. (606) 464-2259	<b>Montgomery, Mt. Sterling</b> 103 Bruce Professional Pk. Suite A (859) 498-5345	<b>Woodford, Versailles</b> 200 Park St. (859) 873-8182

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE REQUEST**  
**FOR INFORMATION**  
**DATED FEBRUARY 26, 2020**

7. Refer to Columbia Kentucky's Response to Staff's Third Request for Information, No. 1 Amendment.

a. For all residential customers, provide the following information for each of the last five years:

(1) The average monthly bill for all residential customers for each month from November to March.

(2) The average monthly bill for residential customers receiving HEA benefits for each month from November to March.

(3) The average monthly bill for residential customers receiving LIHEAP benefits for each month from November to March.

b. For all HEA customers, provide the following prior to the HEA credit is applied:

(1) The average monthly bill for all residential customers for each month from November to March.

(2) The average monthly bill for residential customers receiving HEA benefits for each month from November to March.

(3) The average monthly bill for residential customers receiving LIHEAP benefits for each month from November to March.

**Response:**

a. This information was provided on February 14, 2020 in response to Staff's Third Request for Information, No. 1 Amendment and is copied below.

(1) Average monthly bill for all residential customers

Year	Nov	Dec	Jan	Feb	March
2015	\$ 83.10	\$ 145.04	\$ 178.20	\$ 183.18	\$ 165.44
2016	\$ 44.02	\$ 67.86	\$ 96.63	\$ 110.27	\$ 76.06
2017	\$ 45.84	\$ 99.22	\$ 137.30	\$ 115.57	\$ 105.14
2018	\$ 72.68	\$ 123.88	\$ 198.09	\$ 149.93	\$ 109.10
2019	\$ 75.62	\$ 126.95	\$ 137.51	\$ 143.92	\$ 116.78

(2) Average monthly bill for residential customers receiving HEA benefits

Year	Nov	Dec	Jan	Feb	March
2015	\$ 83.54	\$ 134.72	\$ 160.29	\$ 167.61	\$ 157.79
2016	\$ 46.35	\$ 73.96	\$ 105.81	\$ 105.84	\$ 77.16
2017	\$ 48.95	\$ 98.92	\$ 131.59	\$ 110.34	\$ 108.22
2018	\$ 80.76	\$ 118.63	\$ 184.43	\$ 141.42	\$ 107.41
2019	\$ 76.72	\$ 121.80	\$ 133.30	\$ 134.89	\$ 113.72

(3) Average monthly bill for residential customers receiving LIHEAP benefits

Year	Nov	Dec	Jan	Feb	March
2015	\$ 78.69	\$ 136.02	\$ 197.90	\$ 169.73	\$ 163.97
2016	\$ 44.81	\$ 70.94	\$ 106.11	\$ 110.44	\$ 75.79
2017	\$ 46.47	\$ 98.66	\$ 133.44	\$ 111.60	\$ 112.16
2018	\$ 75.29	\$ 121.93	\$ 190.39	\$ 145.32	\$ 111.08
2019	\$ 73.18	\$ 120.16	\$ 132.90	\$ 135.50	\$ 112.80

b. (1) , (2), and (3) Please see responses to 7. a. (1), (2) and (3) above. The customer bill reflects the customer’s consumption and is not changed by the application of any type of energy assistance benefits. Any type of energy assistance, a payment arrangement or agreement with the customer, or participation in budget billing would be reflected in the amount due for the billing period, but the customer bill for the period would be the same. Receipt of LIHEAP or HEA benefits does not impact the calculation of the average monthly bill. Therefore, the average monthly bills are the same amounts are shown in response to part a., above.

To further explain the customer bill, please see Attachment A which contains sample bills showing the application of HEA and LIHEAP benefits. Sample bills are included for the months November through March.

HEA subsidy credits appear as a line item, under the heading of “Energy Assistance Pgm Credit”, on the bills of program participants during the months of November through March. On the sample bills in Attachment A, the HEA subsidy bill

credit is highlighted in yellow and is shown in the Account Summary as the line item, "Energy Assistance Pgm Credit". The HEA credit reduces the account balance, however it does not impact billed consumption.

LIHEAP benefits, both Subsidy and Crisis are disbursed by local agencies. Columbia receives transmittals from these agencies in the form of a "pledge" for future payment. The pledge references a specified amount of benefit that the customer is eligible to receive. The customer's account is notated and collection activity is delayed. The agency forwards payment for the pledged LIHEAP benefit during a proceeding month. The LIHEAP benefit appears as a line item credit, under the heading "Energy Assistance", on the customer's bill. The LIHEAP benefit reduces the account balance, however it does not impact billed consumption. The January bill, in Attachment A, reflects the receipt of pledged funds from LIHEAP in the Account Summary on the line, "Energy Assistance".



REDACTED

Account Number: [REDACTED]

Statement Date: 10/30/2019

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A NiSource Company

### Contact Us



**Phone**  
**Emergency Service 24/7**  
 1-800-432-9515  
 For gas leaks or odors of gas

Customer Call Center Hours  
 1-800-432-9345  
 7 a.m. - 7 p.m. Mon. - Fri.  
 8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.



**Web**  
 Make payments and access your account at ColumbiaGasKY.com



**Mail Payments**  
 Columbia Gas of Kentucky  
 P.O. Box 742523  
 Cincinnati, OH 45274-2523



**Authorized Payment Locations**  
 Find locations online at ColumbiaGasKY.com

### Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential

**Account Number:** [REDACTED]

Is your contact information correct? Make all changes on the reverse side.

### Account Summary

Previous Amount Due on 10/14/2019 \$142.21  
 Payments Received by 10/02/2019 Thank you -\$104.64

Balance on 10/29/2019 \$37.57  
 Charges for Gas Service This Period + \$58.38  
**Energy Assistance Pgm Credit - \$65.00**

**Current Charges Due by 11/12/2019 \$30.95**

If paid after 11/12/19, a late payment charge of 5% may be applied to your utility balance.  
 For more information regarding these charges, see the Detail Charges section.

**Notice**

Due date does not apply to unpaid balance at billing.

**Notice**

Your account is past due. To avoid possible interruption of service, we must receive your payment of at least \$37.57 or you must provide a payment receipt number by calling **1-800-432-9345** immediately.

We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

### Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

**Always Call 8-1-1 Before You Dig**

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

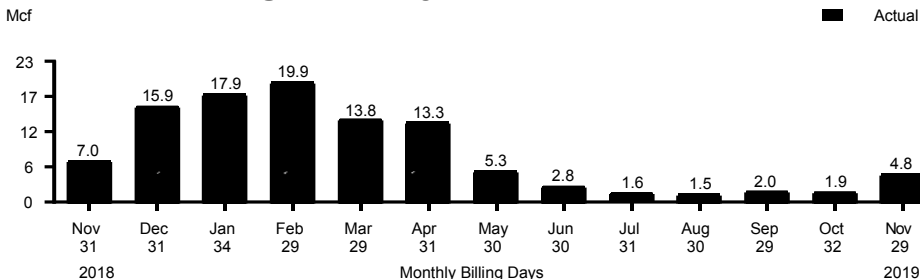


Know what's below.  
 Call before you dig.

**Employee Identification**

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

### 13 Month Usage History



**Meter Number:** 562256

**Service Address:** [REDACTED]

**Meter Readings - 29 Billing Days**

Actual Reading on 10/29	4334
Actual Reading on 9/30	4286
<b>Gas Used (Mcf)</b>	<b>4.8</b>

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf Per Day
Nov 18	7.0	59.5 °	0.2
Oct 19	1.9	76.8 °	0.1
<b>Nov 19</b>	<b>4.8</b>	<b>62.5 °</b>	<b>0.2</b>

Your Average Monthly Usage = 8.4 Mcf.  
 Your Total Annual Usage = 100.7 Mcf.  
 Your next meter reading date is 11/27/ 2019.

Please fold on the perforation below, detach and return with your payment.



**Web**  
 ColumbiaGasKY.com



**Phone**  
 1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 11/12/2019: \$30.95**

**Amount Enclosed:** \$  .



P.O. Box 14241  
 Lexington, KY 40512-4241

00002451 1 AV 0.383  
 \*\*\*\*AUTO\*\*5-DIGIT 40507

**Make check payable to:**  
 COLUMBIA GAS  
 P O BOX 742523  
 CINCINNATI OH 45274-2523

REDACTED

Account Number: [REDACTED]

Statement Date: 10/30/2019

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## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$15.76
<b>Delivery</b>	<b>+\$31.76</b>
Gas Supply Cost 4.8 Mcf at \$3.92990 per Mcf	\$18.86
<b>Supply</b>	<b>+\$18.86</b>
Accelerated Main Replacement Program Rider	\$3.32
Energy Assistance Program Surcharge	\$0.26
Energy Efficiency and Conservation Rider	\$0.21
Research & Development Factor	\$0.06
Lex-Fay, Urban Govt. Franchise Fee	\$2.27
School Tax	\$1.64
<b>Taxes &amp; Fees</b>	<b>+\$7.76</b>
<b>Total Current Utility Charges</b>	<b>\$58.38</b>

## Message Board

Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at [ColumbiaGasKY.com/PaperlessBilling](http://ColumbiaGasKY.com/PaperlessBilling). Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at [ColumbiaGasKY.com](http://ColumbiaGasKY.com). Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at [ColumbiaGasKY.com/Budget](http://ColumbiaGasKY.com/Budget). Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information. Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>. Our mailing address for bill payments will change in the coming weeks. The new address will show on the payment coupon and under the Contact Us portion of your next bill.

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10      \$5      \$1

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\$

One-Time Contribution

\$

REDACTED



A NiSource Company

Account Number: [REDACTED]

Statement Date: 12/02/2019

689

Page 1 of 2

### Contact Us

**Phone**  
**Emergency Service 24/7**  
 1-800-432-9515  
 For gas leaks or odors of gas

Customer Call Center Hours  
 1-800-432-9345  
 7 a.m. - 7 p.m. Mon. - Fri.  
 8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**  
 Make payments and access your account at ColumbiaGasKY.com

**Mail Payments**  
 Columbia Gas of Kentucky  
 PO BOX 4660  
 Carol Stream IL 60197-4660

**Authorized Payment Locations**  
 Find locations online at ColumbiaGasKY.com

### Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential

**Account Number:** [REDACTED]

Is your contact information correct? Make all changes on the reverse side.

### Account Summary

Previous Amount Due on 11/12/2019 \$30.95  
 Payments Received by 11/27/2019 Thank you \$0.00

Balance on 11/27/2019 \$30.95  
 Charges for Gas Service This Period + \$121.61  
**Energy Assistance Pgm Credit - \$110.00**

**Current Charges Due by 12/13/2019 \$42.56**

If paid after 12/13/19, a late payment charge of 5% may be applied to your utility balance.  
 For more information regarding these charges, see the Detail Charges section.

**Notice**  
 Due date does not apply to unpaid balance at billing.

**Notice**  
 Your account is past due. To avoid possible interruption of service, we must receive your payment of at least \$30.95 or you must provide a payment receipt number by calling **1-800-432-9345** immediately.

We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

### Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

#### Always Call 8-1-1 Before You Dig

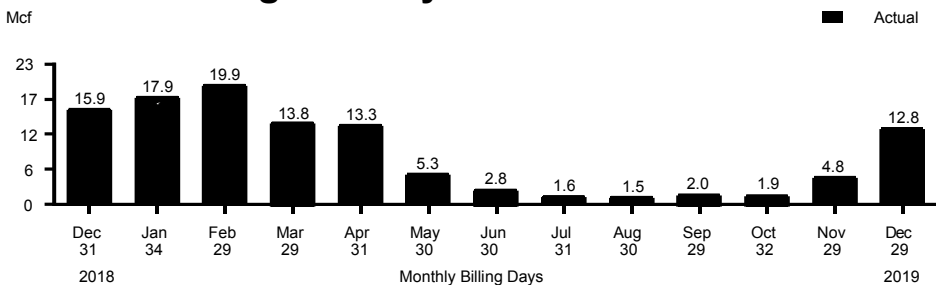
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



#### Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

### 13 Month Usage History



**Meter Number:** 562256

**Service Address:** [REDACTED]

**Meter Readings - 29 Billing Days**

Actual Reading on 11/27 4462  
 Actual Reading on 10/29 4334

**Gas Used (Mcf) 12.8**

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf Per Day
Dec 18	15.9	43.1°	0.5
Nov 19	4.8	62.5°	0.2
<b>Dec 19</b>	<b>12.8</b>	<b>43.5°</b>	<b>0.4</b>

Your Average Monthly Usage = 8.1 Mcf.  
 Your Total Annual Usage = 97.6 Mcf.  
 Your next meter reading date is 01/02/2020.

Please fold on the perforation below, detach and return with your payment.

**Web**  
 ColumbiaGasKY.com

**Phone**  
 1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 12/13/2019: \$42.56**

**Amount Enclosed:** \$ [REDACTED]



P.O. Box 14241  
 Lexington, KY 40512-4241

00002546 1 AV 0.383  
 \*\*\*\*AUTO\*\*5-DIGIT 40507

**Make check payable to:**  
 COLUMBIA GAS  
 PO BOX 4660  
 CAROL STREAM IL 60197-4660

REDACTED

Account Number: [REDACTED]

Statement Date: 12/02/2019

689

Page 2 of 2

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$35.78
<b>Delivery</b>	<b>+\$51.78</b>
Gas Supply Cost 12.8 Mcf at \$4.47800 per Mcf	\$57.32
<b>Supply</b>	<b>+\$57.32</b>
Accelerated Main Replacement Program Rider	\$3.32
Energy Assistance Program Surcharge	\$0.69
Energy Efficiency and Conservation Rider	\$0.21
Research & Development Factor	\$0.16
Lex-Fay, Urban Govt. Franchise Fee	\$4.72
School Tax	\$3.41
<b>Taxes &amp; Fees</b>	<b>+\$12.51</b>
<b>Total Current Utility Charges</b>	<b>\$ 121.61</b>

## Message Board

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Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at [ColumbiaGasKY.com/Budget](http://ColumbiaGasKY.com/Budget).

Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information.

Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>

**Our mailing address for bill payments has changed. Please see the new address shown on the payment coupon and under the Contact Us portion of this bill.**

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10      \$5      \$1

--	--	--

\$

One-Time Contribution

\$

REDACTED



Account Number: [REDACTED]  
 Statement Date: 01/03/2020  
 1588  
 Page 1 of 2

### Contact Us

**Phone**  
**Emergency Service 24/7**  
 1-800-432-9515  
 For gas leaks or odors of gas

Customer Call Center Hours  
 1-800-432-9345  
 7 a.m. - 7 p.m. Mon. - Fri.  
 8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**  
 Make payments and access your account at ColumbiaGasKY.com

**Mail Payments**  
 Columbia Gas of Kentucky  
 PO BOX 4660  
 Carol Stream IL 60197-4660

**Authorized Payment Locations**  
 Find locations online at ColumbiaGasKY.com

### Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential

**Account Number:** [REDACTED]

Is your contact information correct? Make all changes on the reverse side.

### Account Summary

Previous Amount Due on 12/13/2019	\$42.56
Payments Received by 01/02/2020 Thank you	\$0.00
<b>Energy Assistance</b>	<b>-\$64.00</b>
Security Deposit Interest Applied 01/02/2020	-\$4.75
<hr/>	
Balance on 01/02/2020	\$26.19 CR
Charges for Gas Service This Period	+ \$185.68
<b>Energy Assistance Pgm Credit</b>	<b>-\$150.00</b>

**Current Charges Due by 01/16/2020** **\$ 9.49**

If paid after 01/16/20, a late payment charge of 5% may be applied to your utility balance.

For more information regarding these charges, see the Detail Charges section.

We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

### Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

**Always Call 8-1-1 Before You Dig**

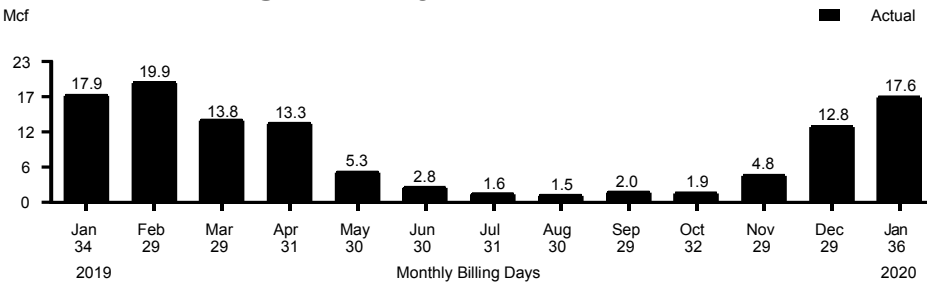
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



**Employee Identification**

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

### 13 Month Usage History



**Meter Number:** 562256

**Service Address:** [REDACTED]

**Meter Readings - 36 Billing Days**

Actual Reading on 1/2	4638
Actual Reading on 11/27	4462

**Gas Used (Mcf)** **17.6**

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf Per Day
Jan 19	17.9	41.3 °	0.5
Dec 19	12.8	43.5 °	0.4
<b>Jan 20</b>	<b>17.6</b>	<b>43.8 °</b>	<b>0.5</b>

Your Average Monthly Usage = 8.1 Mcf.  
 Your Total Annual Usage = 97.3 Mcf.  
 Your next meter reading date is 01/31/2020.

Please fold on the perforation below, detach and return with your payment.

**Web**  
 ColumbiaGasKY.com

**Phone**  
 1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 01/16/2020: \$9.49**

**Amount Enclosed:** \$

Columbia Gas of Kentucky  
 A NiSource Company

P.O. Box 14241  
 Lexington, KY 40512-4241

00003468 1 AV 0.383  
 \*\*\*\*AUTO\*\*5-DIGIT 40507

**Make check payable to:**  
 COLUMBIA GAS  
 PO BOX 4660  
 CAROL STREAM IL 60197-4660

REDACTED

Account Number: [REDACTED]

Statement Date: 01/03/2020

1588

Page 2 of 2

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

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Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$71.92
<b>Delivery</b>	<b>+\$87.92</b>
Gas Supply Cost 17.6 Mcf at \$4.47800 per Mcf	\$78.81
<b>Supply</b>	<b>+\$78.81</b>
Safety Modification and Replacement Program Rider	\$5.16
Energy Assistance Program Surcharge	\$0.95
Energy Efficiency and Conservation Rider	\$0.21
Research & Development Factor	\$0.22
Lex-Fay, Urban Govt. Franchise Fee	\$7.21
School Tax	\$5.20
<b>Taxes &amp; Fees</b>	<b>+\$18.95</b>
<b>Total Current Utility Charges</b>	<b>\$ 185.68</b>

## Message Board

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By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10      \$5      \$1

\$	\$	\$
----	----	----

One-Time Contribution

\$
----

\$
----

REDACTED



A NiSource Company

Account Number: [REDACTED]  
Statement Date: 02/03/2020  
1592  
Page 1 of 2

### Contact Us

**Phone**  
**Emergency Service 24/7**  
1-800-432-9515  
For gas leaks or odors of gas

Customer Call Center Hours  
1-800-432-9345  
7 a.m. - 7 p.m. Mon. - Fri.  
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**  
Make payments and access your account at ColumbiaGasKY.com

**Mail Payments**  
Columbia Gas of Kentucky  
PO BOX 4660  
Carol Stream IL 60197-4660

**Authorized Payment Locations**  
Find locations online at ColumbiaGasKY.com

### Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential

**Account Number:** [REDACTED]

Is your contact information correct? Make all changes on the reverse side.

### Account Summary

Previous Amount Due on 01/16/2020 \$9.49  
Payments Received by 01/31/2020 Thank you \$0.00

Balance on 01/31/2020 \$9.49  
Charges for Gas Service This Period + \$157.15  
**Energy Assistance Pgm Credit - \$140.00**

**Current Charges Due by 02/14/2020 \$26.64**

If paid after 02/14/20, a late payment charge of 5% may be applied to your utility balance.  
For more information regarding these charges, see the Detail Charges section.

**Notice**  
Due date does not apply to unpaid balance at billing.  
We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

### Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

#### Always Call 8-1-1 Before You Dig

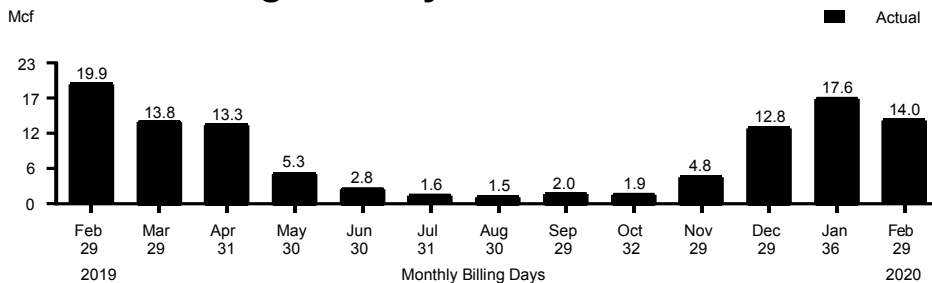
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



#### Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

### 13 Month Usage History



**Meter Number:** 562256

**Service Address:** [REDACTED]

**Meter Readings - 29 Billing Days**

Actual Reading on 1/31 4778  
Actual Reading on 1/2 - 4638

**Gas Used (Mcf) 14.0**

#### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Feb 19	19.9	34.2 °	0.7
Jan 20	17.6	43.8 °	0.5
<b>Feb 20</b>	<b>14.0</b>	<b>41.8 °</b>	<b>0.5</b>

Your Average Monthly Usage = 7.6 Mcf.  
Your Total Annual Usage = 91.4 Mcf.  
Your next meter reading date is 03 / 02 / 2020.

**Your meter reading date is changing.** We're updating our meter reading operation to better serve you. This may change the date your meter is read and the date your payment is due on future bills.

Please fold on the perforation below, detach and return with your payment.

**Web**  
ColumbiaGasKY.com

**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 02/14/2020: \$26.64**

**Amount Enclosed:** \$ [REDACTED]

[REDACTED]

Columbia Gas of Kentucky  
A NiSource Company

P.O. Box 14241  
Lexington, KY 40512-4241

00003467 1 AV 0.389  
\*\*\*\*AUTO\*\*5-DIGIT 40507

**Make check payable to:**  
COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660

REDACTED

Account Number: [REDACTED]

Statement Date: 02/03/2020

1592

Page 2 of 2

## Helpful Definitions

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## Legal Information

### Rate Schedule

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Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$61.41
<b>Delivery</b>	<b>+\$77.41</b>
Gas Supply Cost 14.0 Mcf at \$4.47800 per Mcf	\$62.69
<b>Supply</b>	<b>+\$62.69</b>
Safety Modification and Replacement Program Rider	\$5.16
Energy Assistance Program Surcharge	\$0.76
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.17
Lex-Fay, Urban Govt. Franchise Fee	\$6.10
School Tax	\$4.40
<b>Taxes &amp; Fees</b>	<b>+\$17.05</b>
<b>Total Current Utility Charges</b>	<b>\$ 157.15</b>

## Message Board

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By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10      \$5      \$1

--	--	--

\$

One-Time Contribution

\$



REDACTED



Account Number: [REDACTED]  
 Statement Date: 03/04/2020  
 5897  
 Page 1 of 2

### Contact Us

**Phone**  
**Emergency Service 24/7**  
 1-800-432-9515  
 For gas leaks or odors of gas

Customer Call Center Hours  
 1-800-432-9345  
 7 a.m. - 7 p.m. Mon. - Fri.  
 8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**  
 Make payments and access your account at ColumbiaGasKY.com

**Mail Payments**  
 Columbia Gas of Kentucky  
 PO BOX 4660  
 Carol Stream IL 60197-4660

**Authorized Payment Locations**  
 Find locations online at ColumbiaGasKY.com

### Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential  
**Account Number:** [REDACTED]

Is your contact information correct? Make all changes on the reverse side.

### Account Summary

Previous Amount Due on 02/14/2020 \$26.64  
 Payments Received by 03/03/2020 Thank you \$0.00

Balance on 03/03/2020 \$26.64  
 Charges for Gas Service This Period + \$144.16  
**Energy Assistance Pgm Credit** **- \$135.00**

**Current Charges Due by 03/17/2020 \$35.80**

If paid after 03/17/20, a late payment charge of 5% may be applied to your utility balance.  
 For more information regarding these charges, see the Detail Charges section.

**Notice**  
 Due date does not apply to unpaid balance at billing.  
 We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

### Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

**Always Call 8-1-1 Before You Dig**

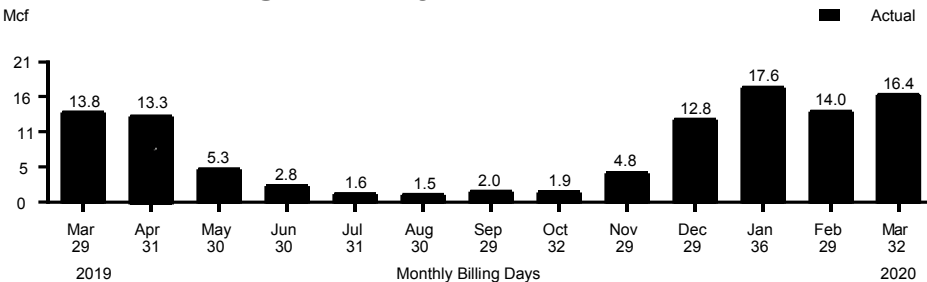
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



**Employee Identification**

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

### 13 Month Usage History



**Meter Number:** 562256

**Service Address:** [REDACTED]

**Meter Readings - 32 Billing Days**

Actual Reading on 3/3 4942  
 Actual Reading on 1/31 4778  
**Gas Used (Mcf) 16.4**

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf Per Day
Mar 19	13.8	41.9 °	0.5
Feb 20	14.0	41.5 °	0.5
<b>Mar 20</b>	<b>16.4</b>	<b>37.8 °</b>	<b>0.5</b>

Your Average Monthly Usage = 7.8 Mcf.  
 Your Total Annual Usage = 94.0 Mcf.  
 Your next meter reading date is 04 / 01 / 2020 .

**Your meter reading date has changed.** We may have changed your meter reading date. This is the approximate time of the month you can expect to receive your bill each month.

Please fold on the perforation below, detach and return with your payment.

**Web**  
 ColumbiaGasKY.com

**Phone**  
 1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 03/17/2020: \$35.80**

**Amount Enclosed:** \$  .

P.O. Box 14241  
 Lexington, KY 40512-4241



00008289 1 AV 0.389  
 \*\*\*\*AUTO\*\*5-DIGIT 40507

**Make check payable to:**  
 COLUMBIA GAS  
 PO BOX 4660  
 CAROL STREAM IL 60197-4660

REDACTED

Account Number: [REDACTED]  
 Statement Date: 03/04/2020  
 5897  
 Page 2 of 2

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).

## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$55.50
<b>Delivery</b>	<b>+\$71.50</b>
Gas Supply Cost 16.4 Mcf at \$3.43390 per Mcf	\$56.31
<b>Supply</b>	<b>+\$56.31</b>
Safety Modification and Replacement Program Rider	\$5.16
Energy Assistance Program Surcharge	\$0.88
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.21
Lex-Fay, Urban Govt. Franchise Fee	\$5.60
School Tax	\$4.04
<b>Taxes &amp; Fees</b>	<b>+\$16.35</b>
<b>Total Current Utility Charges</b>	<b>\$ 144 .16</b>

## Message Board

Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at [ColumbiaGasKY.com/PaperlessBilling](http://ColumbiaGasKY.com/PaperlessBilling). Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at [ColumbiaGasKY.com](http://ColumbiaGasKY.com). Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at [ColumbiaGasKY.com/Budget](http://ColumbiaGasKY.com/Budget). Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information. Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10      \$5      \$1

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\$

One-Time Contribution

\$

KY PSC Case No. 2019-00366  
Commission Staff's Post Formal Conference Request for Information No. 8  
Respondent: Susie Durr

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE  
REQUEST FOR INFORMATION  
DATED FEBRUARY 26, 2020**

8. Provide the bill insert for the HEA program provided to customers when a termination notice is mailed.

**Response:**

All Residential class of customers receive the same Termination Bill Insert. Refer to the sample Termination Insert provided as Attachment C in response 4.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S POST-FORMAL CONFERENCE  
REQUEST FOR INFORMATION  
DATED FEBRUARY 26, 2020**

9. For the last five years, provide the administration fees paid for the HEA program as a percentage of actual funds distrusted.

**Response:**

Year	Admin Costs	Customer Benefit	% of Funds Distrusted
2015	\$ 90,823.00	\$ 553,849.00	16.4%
2016	\$ 79,564.00	\$ 752,680.00	10.6%
2017	\$ 76,986.00	\$ 852,189.00	9.0%
2018	\$ 85,742.00	\$ 633,169.00	13.5%
2019*	\$ 21,375.00	\$ 380,976.00	5.6%

\* 2019 through January 2020 business