

**COLUMBIA GAS OF KENTUCKY, INC.**

**JOINT HOME ENERGY ASSISTANCE**

**ANNUAL REPORT**

**PROGRAM YEAR 2019 – 2020**

**The Kentucky Public Service Commission issued an Order on May 4, 2020 regarding Case No. 2019-00366, the Investigation of Home Energy Assistance Programs Offered by Investor-Owned Utilities.**

**Pursuant to the Commission’s Order, Columbia Gas of Kentucky submits its joint Home Energy Assistance Program annual report for the 2019 – 2020 program year.**

**1. Provided annually and separated by month:**

**a. Total funds collected from ratepayers via a \*meter-charge.**

2019-2020	Total Funds
July	\$5,981.70
August	\$5,401.20
September	\$5,739.84
October	\$7,846.36
November	\$34,550.25
December	\$73,942.14
January	\$74,313.52
February	\$75,975.83
March	\$65,775.63
April	\$34,668.55
May	\$29,669.18
June	\$12,692.41
Total Funds Collected	\$426,556.61

\*Ratepayer funds in HEA program year 2019-2020 were collected by applying a volumetric surcharge per the Commission's Order in Case No. 2002-00145. Based on the Commission's Order in Case 2019-00366 effective July 1, 2020 the HEA residential surcharge will be applied at \$0.30-per-meter.

**b. Donations collected from ratepayers for the HEA program.**

No donations were collected from ratepayers for Columbia's HEA Program.

**c. The total amount of residential customers.**

2019-2020	Total Number of Residential Customers
July	120,156
August	119,837
September	119,686
October	120,090
November	121,581
December	122,648
January	122,951
February	122,987
March	122,975
April	122,924
May	122,881
June	122,775

**d. The amount of shareholder funds allocated for the program.**

\$200,000 of shareholder funds are allocated for Columbia's HEA program based on the Commission's Order in Case No. 2016-00162.

**e. The amount of HEA funds distributed to participants.**

2019-2020	Total Funds Distributed to Participants
July	\$ -
August	\$ -
September	\$ -
October	\$ -
November	\$ 61,425.00
December	\$ 123,940.00
January	\$ 196,475.00
February	\$ 193,935.00
March	\$ 188,455.00
April	\$ -
May	\$ -
June	\$ -

Note: Subsidy credits are applied to the participant's account during the program months of November thru March.

**f. The current balance of the HEA account.**

(\$267,879.74) as of June 30, 2020

**g. The amount, if any, of "rolled-over" and unspent HEA funds.**

(\$267,879.74) as of June 30, 2020

2. The total number of slots, total and by county.

Columbia Gas HEA Slot Allocation by County Program Year November 2019-March 2020		
Agency	County Served	Allocated Slots
Big Sandy Area CA	Floyd	
	Martin	
	Pike	
	Total	75
Bluegrass CAC	Franklin	
	Scott	
	Woodford	
	Total	60
Gateway CAA	Montgomery	
	Total	20
KY River Foothills DC	Clark	
	Estill	
	Madison	
	Total	43
Licking Valley CA	Total	10
LKLP CAC	Knott	
	Total	7
Middle KY CAP		
	Total	0
Northeast KY CAA	Boyd	
	Greenup	
	Lawrence	
	Total	275
Community Action Council for Lexington- Fayette, Bourbon, Harrison and Nicholas Counties, Inc.	Bourbon	79
	Fayette	722
	Harrison	40
	Nicholas	2
	Grand Total *	1333

\* Data provided by the Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc.

**3. The total number of:**

**a. Program participants**

\*1,372

\* Data provided by Community Action Kentucky (CAK)

**b. Program applicants**

\*1,694

\* Data provided by Community Action Kentucky (CAK)

**c. Denied applicants**

\*272

Denial Reason	Total
Exceeds Maximum Allowable Income	8
Exceeds Maximum Number of Applications	71
Insufficient Information	1
Ineligible per Partner	192
Grand Total	272

\* Data provided by Community Action Kentucky (CAK)

CAK Notations:

"Exceeds Maximum Number of Applications" is the result of a household being Enrolled, or on the Wait List, and staff processing another application.

"Ineligible per Partner" is the result of an enrollment request being rejected by the Columbia Gas system (i.e. Account Finaled, Active Payplan, Duplicate Account etc.).

**4. Copies of each Monthly HEA Report.**

See Attachment A.

5. **Agenda of any meeting between the administrator and utility, including any discussed or proposed program changes.**

See Attachment B.

6. **The following information for all residential customers, annually and by month:**

- a. **Average balance amount.**

2019-2020	Average Balance
July	(\$26.69)
August	(\$46.10)
September	(\$61.17)
October	(\$80.39)
November	(\$64.10)
December	(\$27.06)
January	\$1.01
February	\$27.15
March	\$27.02
April	\$22.29
May	\$25.03
June	\$6.11
Annual Average	
Balance Amount	(\$16.41)

**b. Average monthly bill amount.**

2019-2020	Average Monthly Bill
July	\$28.73
August	\$27.89
September	\$28.00
October	\$31.88
November	\$67.97
December	\$117.92
January	\$134.70
February	\$129.14
March	\$98.27
April	\$60.92
May	\$54.20
June	\$35.83
Annual Average	
Monthly Bill Amount	\$67.96

**c. Average monthly payment amount.**

2019-2020	Average Monthly Payment Amount
July	\$39.60
August	\$39.28
September	\$39.19
October	\$39.74
November	\$47.04
December	\$69.52
January	\$85.32
February	\$88.00
March	\$79.78
April	\$57.73
May	\$49.96
June	\$47.10
Annual Average	
Monthly Payment Amount	\$56.86



**d. Average monthly usage**

2019-2020	Gas (MCF)
July	0.9
August	0.8
September	0.9
October	1.3
November	5.7
December	11.2
January	15.4
February	13.5
March	10.1
April	5.1
May	4.1
June	1.7
Annual Average Monthly Usage	5.9

**e. Termination notices issued.**

2019-2020	Number of termination notices issued
July	2775
August	2574
September	2579
October	2279
November	3013
December	8584
January	12,533
February	13,815
March*	4431
April*	0
May*	0
June*	0
Total Termination Notices Issued	52,583

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

**f. Service terminations**

2019-2020	Number of service terminations
July	651
August	490
September	345
October	331
November	274
December	155
January	429
February	480
March*	317
April*	0
May*	0
June*	0
Total Service Terminations	3,472

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

**g. Amount of unique customers receiving a termination notice for non-payment (i.e., if a customer receives one or more termination notices, this customer would only be counted as one).**

2019-2020	Unique Termination Notices for Non-Payment
July	2,848
August	2,354
September	1,982
October	1,394
November	1,273
December	4,280
January	5,407
February	3,744
March*	880
April*	0
May*	0
June*	0
Total Unique Termination Notices	24,162

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

**h. Amount of unique customers with service terminated for non-payment**

2019-2020	Unique Service Terminations for Non-Payment
July	672
August	484
September	353
October	323
November	178
December	136
January	375
February	406
March*	273
April*	0
May*	0
June*	0
Total Unique Service Terminations	3,200

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

**7. The information set forth in Item 6 for HEA program participants, annually and by month.**

**a. Average balance amount.**

2019-2020	Average Balance
July	\$27.71
August	\$21.48
September	\$16.54
October	\$13.99
November	(\$8.06)
December	(\$30.73)
January	(\$67.91)
February	(\$101.16)
March	(\$155.31)
April	(\$5.61)
May	\$30.62
June	\$28.37
Annual Average Balance Amount	(\$19.18)

Note: Monthly average balance includes HEA subsidy credit in the months of November thru March.

**b. Average monthly bill amount.**

2019-2020	Average Monthly Bill
July	\$27.64
August	\$27.38
September	\$27.83
October	\$31.48
November	\$68.55
December	\$117.20
January	\$132.60
February	\$126.96
March	\$95.88
April	\$62.88
May	\$56.13
June	\$35.96
Annual Average	
Monthly Bill Amount	\$67.54

**c. Average monthly payment amount.**

2019-2020	Average Monthly Payment Amount
July	(\$48.39)
August	(\$44.97)
September	(\$46.13)
October	(\$46.31)
November	(\$63.93)
December	(\$82.81)
January	(\$75.58)
February	(\$69.23)
March	(\$62.00)
April	(\$61.94)
May	(\$64.60)
June	(\$60.51)
Annual Average	
Monthly Payment Amount	(\$60.54)

**d. Average monthly usage**

2019-2020	Gas (MCF)
July	0.8
August	0.8
September	0.8
October	1.2
November	5.6
December	10.8
January	10.9
February	11.0
March	9.1
April	4.9
May	4.2
June	1.7
Annual Average Monthly Usage	5.2

**e. Termination notices issued.**

2019-2020	Number of termination notices issued
July	140
August	0
September	0
October	72
November	70
December	39
January	147
February	83
March*	26
April*	0
May*	0
June*	0
Total Termination Notices Issued	577

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

**f. Service terminations**

2019-2020	Number of service terminations
July	9
August	0
September	0
October	2
November	3
December	0
January	2
February	0
March*	0
April*	0
May*	0
June*	0
Total Service Terminations	16

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

**g. Amount of unique customers receiving a termination notice for non-payment (i.e., if a customer receives one or more termination notices, this customer would only be counted as one).**

2019-2020	Unique Termination Notices for Non-Payment
July	136
August	140
September	86
October	58
November	13
December	8
January	19
February	9
March*	2
April*	0
May*	0
June*	0
Total Unique Termination Notices	471

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

- h. Amount of unique customers with service terminated for non-payment (i.e., if a customer has service terminated once, this customer would only be counted as one).**

2019-2020	Unique Service Terminations for Non-Payment
July	16
August	31
September	16
October	9
November	0
December	0
January	2
February	0
March*	2
April*	0
May*	0
June*	0
Total Unique Service Terminations	76

\* Commission issued Order to suspend termination activity in mid-March 2020 due to COVID-19.

- 8. The average monthly benefit provided to participants through the program.**

2019-2020	Average Monthly Benefit
July	-
August	-
September	-
October	-
November	\$65.00
December	\$110.00
January	\$150.00
February	\$140.00
March	\$135.00
April	-
May	-
June	-
Annual Average Monthly Benefit	\$120.00

Note: Fixed Subsidy credits are applied to HEA participant's accounts during the program months of November thru March.

**9. Copies of any outside independent audit conducted during the program year.**

An outside independent audit was not conducted during the program year July 1, 2019 through June 30, 2020.

**10. A brief description of the current shareholder funding levels and any future plans to increase the shareholder contribution amount.**

Based on the Commission's Order in Case No. 2016-00162, Columbia's shareholder funding level is \$200,000. There are no plans at the current time to increase the shareholder contribution amount.



