

**COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION**

In the matter of: )  
 )  
ELECTRONIC EMERGENCY DOCKET ) Case No. 2020-00085  
RELATED TO THE NOVEL CORONA )  
VIRUS COVID-19 )

VERIFICATION

I, Judy Cooper, being duly sworn, deposes and states that the attached responses to the Staff's First Set of Information Requests were either prepared by me or at my direction and are true and accurate to the best of my knowledge and belief.

\_\_\_\_\_/s/ Judy Cooper \_\_\_\_\_  
Judy Cooper

STATE of KENTUCKY  
COUNTY OF FRANKLIN

SUBSCRIBED AND SWORN to before me by Judy Cooper on this the 20<sup>th</sup> day of July, 2020.

/s/ Stefan Fink \_\_\_\_\_  
Notary Public

My Commission expires: 03/26/2022

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

1. Provide the utility's current number of customers and the date used for that determination.

**Response:**

Please see the table below.

<b>Class</b>	<b>Number of Customers as of May 2020</b>
Residential	122,881
Commercial	13,895
Industrial	116
Wholesale	<u>2</u>
Total	136,894

KY PSC Case No. 2020-00085  
Commission Staff's Information Request Set 1 No. 2  
Respondent: Chun-Yi Lai

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR  
INFORMATION  
DATED JUNE 23, 2020**

2. If applicable, provide the utility's current number of customers per class.

**Response:**

Please refer to the response to Commission Staff's Information Request Set 1 No.

- 1.

KY PSC Case No. 2020-00085  
Commission Staff's Information Request Set 1 No. 3  
Respondents: Michele Caddell, Patricia Chang, Chun-Yi Lai

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

3. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

**Response:**

Please refer to Tab 1-3 of the attached Excel spreadsheet for the requested information in Commission Staff's Information Request Set 1 No. 3 through No. 6.

The information presented in Tab 1-3 reflects the data that is currently available in



Columbia's billing systems. Columbia bills its customers through three billing systems based primarily on customer meter size and type of service, Distributive Information System ("DIS"), Gas Measurement Billing ("GMB") and Gas Transportation System ("GTS"). The DIS billing system provides monthly billings over 21 units for residential and small commercial and industrial customers with monthly usage. The majority of accounts are billed via DIS. The GMB billing system is used to bill large commercial and industrial customers on a monthly basis with daily usage readings. The GTS billing system is used to bill large commercial and industrial transportation customers on a monthly basis.

For the purpose of this response, information from the DIS and GMB billing systems are combined together due to the similarity in their reporting requirements and 24-month retention schedule. Information from the GTS billing system is separately identified due to its unique reporting requirements and longer retention schedule.

Columbia has defined total bill as the customer's account balance which includes charges for current service, unpaid past service and accumulation of fees at the time of billing. Customers' account balances may include debit or credit billing adjustments for prior months.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

4. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

**Response:**

Please refer to the response to Commission Staff's Information Request Set 1 No.

3.

KY PSC Case No. 2020-00085  
Commission Staff's Information Request Set1 No. 5  
Respondents: Chun-Yi Lai, Patricia Chang, Michele Caddell

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

5. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

**Response:**

Please refer to the response to Commission Staff's Information Request Set 1 No.

3.

KY PSC Case No. 2020-00085  
Commission Staff's Information Request Set1 No. 6  
Respondents: Chun-Yi Lai, Patricia Chang, Michele Caddell

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

6. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

The differences between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

**Response:**

Please refer to the response to Commission Staff's Information Request Set 1 No.

3.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

7. Explain how the utility calculates bad debt.
  - a. Explain the decision criteria governing when the utility writes off bad debt.
  - b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
  - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

**Response:**

Columbia would like to take this opportunity to clarify the definition of bad debt expense (accrual) and the actual bad debt write-offs. The bad debt expense (accrual) is an estimation of the amounts deemed uncollectible in a calendar year. The actual bad debt write-offs, or charge-offs, occur when an account is written off per the Company's policy as described in part A below.

- a. Please refer to Attachment A.

- b. Please see the table below for the monthly net charge-offs which reflect gross charge-offs net of any recoveries for each month in 2018, 2019 and 2020. Columbia has suspended service disconnections for non-payment since March 16, 2020. The net charge-offs for Columbia are expected to decrease initially due to the suspended activities, and then to increase at a later date as the suspended activities resume and customers continue to experience the prolonged impact of COVID-19.

	<b>2018</b>	<b>2019</b>	<b>2020</b>
	\$	\$	\$
January	(3,730)	(4,489)	2,445
February	18,390	13,043	8,953
March	51,640	41,472	35,593
April	100,997	83,136	71,634
May	95,987	100,355	72,699
June	133,645	133,174	Not available
July	227,132	94,567	Not available
August	179,738	113,526	Not available
September	75,483	44,935	Not available
October	(37,697)	(20,169)	Not available
November	(82,645)	(75,830)	Not available
<u>December</u>	<u>(3,470)</u>	<u>(16,504)</u>	<u>Not available</u>
<b>Total</b>	<b>755,468</b>	<b>507,216</b>	<b>191,325</b>

- c. Columbia follows the Generally Accepted Accounting Principles (“GAAP”) allowance method to estimate the bad debt expense (accrual) for a given year. The bad debt expense (accrual) recorded during the year

reflects the difference between the prior year provision balance and the expected current year provision balance, plus the current year's net charge-offs. Due to the Commission's moratorium on service disconnections for non-payment, historical experience during recessionary times is being utilized to project net charge-offs for 2020 as it provides a more accurate estimate of future bad debt experience. Please refer to Attachment B.

**Collections Methodology for Columbia Gas of Kentucky, Inc.**

- A termination notice is issued to Columbia Gas of Kentucky customers approximately 12 days subsequent to issuance of a bill, depending on the customer's credit profile.
- Within the following week, Columbia sends a file to a third party company, listing customers that have been sent a termination notice. On the first day of receipt of the file, the third party company calls customers and if the customer picks up the phone, the third party company provides an automated message informing them of impending termination. On the second day of receipt, the third party company will make another attempt to call customers that have not already received the message, and they may leave a voicemail or answering machine message, if necessary.
- In Kentucky, for both residential and non-residential customers, a shut-off order is generated to send an employee to the customer's home for shut-off on the 23<sup>rd</sup> day after bill issuance.
- Subsequent to shut-off, a final bill is generated for the customer that is due based on standard payment terms.
- Approximately 26 business days after the final bill due date, accounts are sent to an Early Out vendor for outbound collection calls and letters are sent to the customer in an attempt to collect the amount due prior to the account going to a third-party collection agency.
- For Kentucky accounts, Columbia submits the unpaid balance to one of two third-party collection agencies, an outside attorney or the internal legal department, after the final bill has aged for approximately 53 days.
- Balances are written off in batches each month, approximately 42 to 62 business days subsequent to non-payment of the final bill for Kentucky accounts.



*Accumulated Provision for Uncollectible Accounts*

- Columbia records the allowance for doubtful accounts each month based on a “revenue curve” based on billed volumes.
- *Accrual Methodology* - Distribution companies charge off accounts receivable in excess of 120 days outstanding from the initial billing date (calendar days). Therefore, the December Provision for Uncollectible Accounts needs to reflect the portion of receivables recorded for September through December that will not be collected. The net charge-offs for the twelve month ended period (TME) December, divided by the TME August revenues, provides the most recent experience factor. This experience factor is multiplied by the September through December revenues to provide the needed balance of the provision for uncollectible accounts. Only the residential customer class accounts receivable information in the above calculation. A study of historical data concluded that using only residential information provided a consistent experience factor. Using commercial and industrial information in the calculation caused aberrations among the years and was determined not to be a good indicator of the future.

The accrual (expense) recorded during the year reflects the difference between the prior period provision balance and the expected current year provision balance calculated as described above (accrual = current year estimated provision - prior year provision balance + current year net charge-offs). The accrual is allocated among the months based on a “revenue” curve. Net charge-offs are recorded as incurred. Budget information<sup>1</sup> (updated for actual when available) is used in the calculations when recording the January through November accruals. Actual information is used to calculate and record the December entry. As budget changes occur throughout the year, the accrual is adjusted accordingly in the remaining months.

- Management noted an additional allowance for receivables for commercial customers managed within the GTS and GMB systems is calculated based on customer accounts with delinquent balances aged greater than ninety days deemed uncollectible.

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<sup>1</sup> Due to the Commission's moratorium on service disconnections for non-payment, historical experience during recessionary times is being utilized and provides a more accurate estimate of future bad debt expense.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

8. Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

**Response:**

Please see Table 1-8(A) below for the number of DIS billed customers that would be subject to disconnection.

Table 1-8(A)			
Determination Date	Number of DIS Billed Customers (Residential)	Number of DIS Billed Customers (Commercial)	Number of DIS Billed Customers (Industrial)
06/08/2020	5,864	654	2

Please see Table 1-8(B) below for the number of GMB billed customers that would be subject to disconnection.

Table 1-8(B)			
Month	Determination Date	Number of GMB Billed Customers (Commercial)	Number of GMB Billed Customers (Industrial)
April 2020	03/31/2020	0	1
May 2020	04/29/2020	0	2
June 2020	05/29/2020	0	3

Please see Table 1-8(C) below for the number of GTS billed customers that would be subject to disconnection.

Table 1-8(C)			
Month	Determination Date	Number of GTS Billed Customers (Commercial)	Number of GTS Billed Customers (Industrial)
April 2020	04/07/2020	4	3
May 2020	05/06/2020	1	4
June 2020	06/05/2020	1	2

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

9. Provide the percent of customers, by class, that pay on time for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

**Response:**

Please refer to Table 1-9 below for the requested information and note that since mid-March, all accounts in the DIS and GMB billing systems reflect as on time because late payment fees are not being assessed. The GTS billing system is able to identify accounts not paid by the due date.

<b>Date</b>	<b>Percent of Residential Invoices Paid on Time (DIS)</b>	<b>Percent of Commercial Invoices Paid on Time (DIS &amp; GMB)</b>	<b>Percent of Industrial Invoices Paid on Time (DIS &amp; GMB)</b>	<b>Percent of Commercial and Industrial Invoices Paid on Time (GTS*)</b>
<b>2017</b>	72%	72%	79%	96%
<b>2018</b>	71%	73%	79%	96%
<b>2019</b>	72%	72%	70%	96%
<b>2020 January</b>	91%	94%	92%	86%
<b>2020 February</b>	91%	94%	96%	85%
<b>2020 March</b>	97%	98%	98%	81%
<b>2020 April</b>	100%	100%	100%	78%
<b>2020 May</b>	100%	100%	100%	84%

\* GTS Invoices are consolidated; multiple (both Commercial and Industrial) customers can be billed on one invoice

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

10. Provide the following information for January 1, 2015, until December 31, 2019.

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.

- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
- b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
- c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the

residential-only information provided in Case No. 2019-00366.<sup>2</sup> For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

**Response:**

Please refer to Tab 1-10 of the attached Excel spreadsheet for the requested information.

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<sup>2</sup> Case No. 2019-00366, *Electronic Investigation Into Home Energy Assistance Programs Offered by Investor-Owned Utilities Pursuant to KRS 278.285(4)* (Ky. PSC May 4, 2020).

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR  
INFORMATION  
DATED JUNE 23, 2020**

11. Provide the total income received from late payment fees for:

- a. Each month in 2017;
- b. Each month in 2018;
- c. Each month in 2019; and
- d. Each month in 2020.

**Response:**

Please refer to Tab 1-11 of the attached Excel spreadsheet for the late payment fees by month from January 2017 through May 2020.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR  
INFORMATION  
DATED JUNE 23, 2020**

12. Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

**Response:**

The requested information is not available. The late payment fees are waived in the billing system; therefore, it is not being calculated. Columbia is currently working with its billing team to have coding done to calculate the late payment fees. Columbia will provide an updated response once this information becomes available.



KY PSC Case No. 2020-00085  
Commission Staff's Information Request Set1 No. 13  
Respondent: Lisa Smith

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR  
INFORMATION  
DATED JUNE 23, 2020**

13. Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

Response:

Please refer to Attachments A-G.



### 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 03/18/2020	\$1,186.00
Payments Received by 04/02/2020 Thank you	\$0.00
Energy Assistance	-\$200.00
<hr/>	
Balance on 04/02/2020	\$986.00
Charges for Gas Service This Period	+ \$132.84
<hr/>	

**Current Charges Due by 04/16/2020** **\$1,118.84**

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

**We know that the COVID-19 pandemic may cause financial hardship for our customers and the company has suspended shutoffs for nonpayment until further notice. This applies to residential, commercial and industrial customers. In addition, flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19. Any customer who is having trouble paying his/her bill should call 1-800-432-9345 to discuss payment arrangements and/or financial assistance programs.**

**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.

**Budget Payment Plan**

The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

### 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.

### Usage Summary

**Meter Number:** [REDACTED]

**Service Address:** [REDACTED]

**Meter Readings - 29 Billing Days**

Actual Reading on 4/ 2	6990
Actual Reading on 3/ 4	6847
<hr/>	
<b>Gas Used (Mcf)</b>	<b>14.3</b>

Your next meter reading date is 05/01/2020

▼ 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 04/16/2020: \$1,118.84**

**Amount Enclosed:**

[REDACTED]  
P.O. Box 14241  
Lexington, KY 40512-4241



00005389 1 AV 0.389  
\*\*\*\*AUTO\*\*5-DIGIT 40502



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



## 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	\$52.22
<hr/>	
<b>Delivery</b>	<b>+\$68.22</b>
Gas Supply Cost 14.3 Mcf at \$3.43390 per Mcf	\$49.11
<hr/>	
<b>Supply</b>	<b>+\$49.11</b>
Safety Modification and Replacement Program Rider	\$5.16
Energy Assistance Program Surcharge	\$0.83
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.18
Lex-Fay, Urban Govt. Franchise Fee	\$5.16
School Tax	\$3.72
<hr/>	
<b>Taxes &amp; Fees</b>	<b>+\$15.51</b>
<hr/>	
<b>Total Current Utility Charges</b>	<b>\$132.84</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).
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-432-9345** to see if you're eligible.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

## Change Contact Information

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	



### 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 04/16/2020	\$1,118.84
Payments Received by 05/01/2020 Thank you	\$0.00
Balance on 05/01/2020	\$1,118.84
Charges for Gas Service This Period	+ \$74.09

**Current Charges Due by 05/15/2020      \$1,192.93**

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

**We know that the COVID-19 pandemic may cause financial hardship for our customers and the company has suspended shutoffs for nonpayment until further notice. This applies to residential, commercial and industrial customers. In addition, flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19. Any customer who is having trouble paying his/her bill should call 1-800-432-9345 to discuss payment arrangements and/or financial assistance programs.**

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

#### Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$1,232.84 for your natural gas service, which includes your past due balance, plus any charges for a security deposit, Optional Services, or WinterCare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically. Then pay your Budget amount of \$114.00 plus any separate charges each month after that.

### 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.

### Usage Summary

**Meter Number:** [REDACTED]  
**Service Address:** [REDACTED]  
**Meter Readings - 29 Billing Days**

Actual Reading on 5/ 1	7060
Actual Reading on 4/ 2	6990
<b>Gas Used (Mcf)</b>	<b>7.0</b>

Your next meter reading date is 06/02/2020

▼ 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 05/15/2020: \$1,192.93**  
**Amount Enclosed:** \$

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



00005527 1 AV 0.389  
\*\*\*\*AUTO\*\*5-DIGIT 40502



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



## 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	\$22.99
<hr/>	
<b>Delivery</b>	<b>+\$38.99</b>
Gas Supply Cost 7.0 Mcf at \$3.43390 per Mcf	\$24.03
<hr/>	
<b>Supply</b>	<b>+\$24.03</b>
Safety Modification and Replacement Program Rider	\$5.16
Energy Assistance Program Surcharge	\$0.41
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.09
Lex-Fay, Urban Govt. Franchise Fee	\$2.88
School Tax	\$2.07
<hr/>	
<b>Taxes &amp; Fees</b>	<b>+\$11.07</b>
<hr/>	
<b>Total Current Utility Charges</b>	<b>\$74.09</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).
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-432-9345** to see if you're eligible.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

## Change Contact Information

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	



### 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

### 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.

### 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

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

**Current Charges Due by 06/16/2020** **\$1,236.10**

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

We know that the COVID-19 pandemic may cause financial hardship for our customers and the company has suspended shutoffs for nonpayment until further notice. This applies to residential, commercial and industrial customers. In addition, flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19. Any customer who is having trouble paying his/her bill should call 1-800-432-9345 to discuss payment arrangements and/or financial assistance programs.

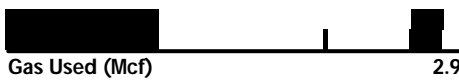
We're passing the benefits of Tax Reform to you. Visit <https://www.ColumbiaGasKY.com/tax-savings> for more information.

### Usage Summary

**Meter Number:** [REDACTED]

**Service Address:** [REDACTED]

**Meter Readings - 32 Billing Days**



Your next meter reading date is 07/01/2020

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

**Web**  
ColumbiaGasKY.com

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

**Account Number:** [REDACTED]

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

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



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



## Helpful Definitions

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## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$9.52
<hr/>	
<b>Delivery</b>	<b>+\$25.52</b>
Gas Supply Cost 2.9 Mcf at \$2.97800 per Mcf	\$8.63
<hr/>	
<b>Supply</b>	<b>+\$8.63</b>
Safety Modification and Replacement Program Rider	\$5.46
Energy Assistance Program Surcharge	\$0.17
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.04
Lex-Fay, Urban Govt. Franchise Fee	\$1.68
School Tax	\$1.21
<hr/>	
<b>Taxes &amp; Fees</b>	<b>+\$9.02</b>
<hr/>	
<b>Total Current Utility Charges</b>	<b>\$43.17</b>

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Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	



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1-800-432-9515  
For gas leaks or odors of gas

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7 a.m. - 7 p.m. Mon. - Fri.  
8 a.m. - 12 p.m. Sat.

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Carol Stream IL 60197-4660



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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.

### 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 06/16/2020	\$1,236.10
Payments Received by 07/01/2020 Thank you	\$0.00
<hr/>	
Balance on 07/01/2020	\$1,236.10
Charges for Gas Service This Period	+ \$32.55

**Current Charges Due by 07/16/2020      \$1,268.65**

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

If you are having trouble paying your bill because of COVID-19, we understand. And, we are here to help. Flexible payment plans that spread your past due balance across multiple months while you pay your current bill are available to make bills easier to manage. **Just pay \$140.97 instead of the amount due this month, and you will automatically be enrolled in our Basic Extended payment plan for 9 months.** If you are interested in learning more about all of your available payment options, contact us at 1-800-432-9345

**We know that the COVID-19 pandemic may cause financial hardship for our customers and the company has suspended shutoffs for nonpayment until further notice. This applies to residential, commercial and industrial customers. In addition, flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19. Any customer who is having trouble paying his/her bill should call 1-800-432-9345 to discuss payment arrangements and/or financial assistance programs.**

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

### Usage Summary

**Meter Number:** [REDACTED]

**Service Address:** [REDACTED]

**Meter Readings - 29 Billing Days**

Actual Reading on 7/1	7102
Actual Reading on 6/2	7089

**Gas Used (Mcf)      1.3**

Your next meter reading date is 07/31/2020

▼ 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 07/16/2020: \$1,268.65**

**Amount Enclosed:** \$

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



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



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## Helpful Definitions

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## Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$4.27
<hr style="border-top: 1px dashed black;"/>	
<b>Delivery</b>	<b>+\$20.27</b>
Gas Supply Cost 1.3 Mcf at \$2.97800 per Mcf	\$3.87
<hr style="border-top: 1px dashed black;"/>	
<b>Supply</b>	<b>+\$3.87</b>
Safety Modification and Replacement Program Rider	\$5.46
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.02
Lex-Fay, Urban Govt. Franchise Fee	\$1.26
School Tax	\$0.91
<hr style="border-top: 1px dashed black;"/>	
<b>Taxes &amp; Fees</b>	<b>+\$8.41</b>

## Total Current Utility Charges \$32.55

Pursuant to a Kentucky Public Service Commission Order in Case No. 2019-00366, effective July 1, the Energy Assistance Program Surcharge shown in the Detail of Charges on your bill will be \$0.30 per meter. This surcharge was previously calculated based on natural gas consumption.

## Message Board

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Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	



### Contact Us



**Phone**  
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 1-800-432-9515  
 For gas leaks or odors of gas

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 7 a.m. - 7 p.m. Mon. - Fri.  
 8 a.m. - 12 p.m. Sat.

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**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:** Commercial

**Account Number:** [REDACTED]

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

### Account Summary

Previous Amount Due on 03/18/2020	\$4,220.92
Payments Received by 04/02/2020 Thank you	-\$4,220.92
<hr/>	
Balance on 04/02/2020	\$0.00
Charges for Gas Service This Period	+\$2,263.67

**Current Charges Due by 04/16/2020      \$2,263.67**

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

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

#### Budget Payment Plan

The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

### Your Safety

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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

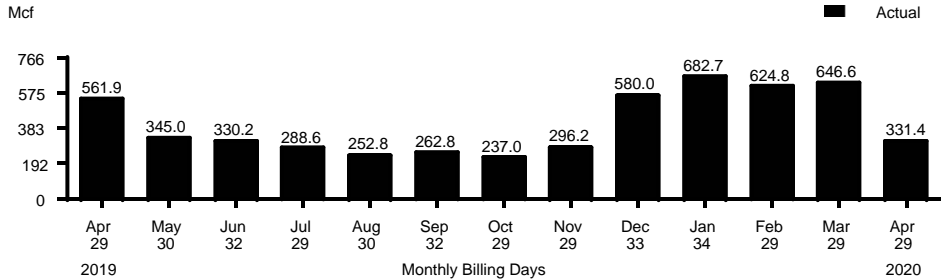
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



#### 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



13 Month Usage History continued on next page

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

**Web**  
 ColumbiaGasKY.com

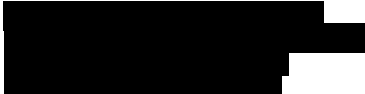
**Phone**  
 1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 04/16/2020: \$2,263.67**  
**Amount Enclosed:** \$

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



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



1726552700100090000022636702621

## Helpful Definitions

**Conversion Factors** are applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.

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### Other Correspondence (except payments)

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## 13 Month Usage History

*continued*

**Meter Number:**  
[REDACTED]

**Service Address:**  
[REDACTED]

**Meter Readings** - 29 Billing Days

Actual Reading on 4/ 2	36278
Actual Reading on 3/ 4	33302
<b>Gas Used (Mcf)</b>	<b>297.6</b>
Conversion Factor	X 1.1137
<b>Total Gas Used (Mcf)</b>	<b>331.4</b>

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf	Per Day
Apr 19	561.9	45.0 °		19.4
Mar 20	646.6	37.7 °		22.3
<b>Apr 20</b>	<b>331.4</b>	<b>49.9 °</b>		<b>11.4</b>

Your Average Monthly Usage = 406.5 Mcf.  
 Your Total Annual Usage = 4878.1 Mcf.  
 Your next meter reading date is 05 / 01/ 2020 .

## Detail Charges

Customer Charge	\$44.69
Gas Delivery Charge	\$786.64
<b>Delivery</b>	<b>+\$831.33</b>
Gas Supply Cost 331.4 Mcf at \$3.43390 per Mcf	\$1,138.00
<b>Supply</b>	<b>+\$1,138.00</b>
Safety Modification and Replacement Program Rider	\$19.38
Research & Development Factor	\$4.14
Lex-Fay. Urban Govt. Franchise Fee	\$82.90
School Tax	\$59.79
Sales Tax	\$128.13
<b>Taxes &amp; Fees</b>	<b>+\$294.34</b>
<b>Total Current Utility Charges</b>	<b>\$2,263.67</b>

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- 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.
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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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

\$

One-Time Contribution

\$



### Contact Us



**Phone**  
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 PO BOX 4660  
 Carol Stream IL 60197-4660



**Authorized Payment Locations**  
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### Account Profile

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

**Account Number:** [REDACTED]

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

### Account Summary

Previous Amount Due on 04/16/2020	\$2,263.67
Payments Received by 05/01/2020 Thank you	\$0.00
<hr/>	
Balance on 05/01/2020	\$2,263.67
Charges for Gas Service This Period	+ \$1,006.86

**Current Charges Due by 05/15/2020      \$3,270.53**

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#### Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$3,155.00 for your natural gas service, which includes your past due balance, plus any charges for a security deposit, Optional Services, or WinterCare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically.

### Your Safety

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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

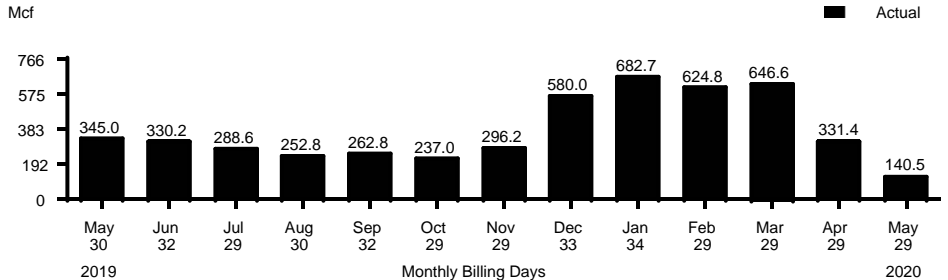
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### 13 Month Usage History



13 Month Usage History continued on next page

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**Web**  
 ColumbiaGasKY.com

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

Account Number: [REDACTED]  
**Amount Due by 05/15/2020: \$3,270.53**

**Amount Enclosed:** \$

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



00006951 1 AV 0.389  
 \*\*\*\*AUTO\*\*5-DIGIT 40505



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



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**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

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### 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).

## 13 Month Usage History

*continued*

**Meter Number:**  
[REDACTED]

**Service Address:**  
[REDACTED]

**Meter Readings** - 29 Billing Days

Actual Reading on 5/ 1	37540
Actual Reading on 4/ 2	36278
<b>Gas Used (Mcf)</b>	<b>126.2</b>
Conversion Factor	X 1.1137
<b>Total Gas Used (Mcf)</b>	<b>140.5</b>

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf	Per Day
May 19	345.0	61.2 °		11.5
Apr 20	331.4	49.9 °		11.4
<b>May 20</b>	<b>140.5</b>	<b>51.9°</b>		<b>4.8</b>

Your Average Monthly Usage = 389.5 Mcf.  
 Your Total Annual Usage = 4673.6 Mcf.  
 Your next meter reading date is 06 / 02 / 2020 .

## Detail Charges

Customer Charge	\$44.69
Gas Delivery Charge	\$338.12
<b>Delivery</b>	<b>+\$382.81</b>
Gas Supply Cost 140.5 Mcf at \$3.43390 per Mcf	\$482.46
<b>Supply</b>	<b>+\$482.46</b>
Safety Modification and Replacement Program Rider	\$19.38
Research & Development Factor	\$1.76
Lex-Fay. Urban Govt. Franchise Fee	\$36.87
School Tax	\$26.59
Sales Tax	\$56.99
<b>Taxes &amp; Fees</b>	<b>+\$141.59</b>
<b>Total Current Utility Charges</b>	<b>\$1,006.86</b>

## Message Board

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- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-432-9345** to see if you're eligible.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

## Change Contact Information

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	



### 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:** Commercial

**Account Number:** [REDACTED]

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

### Account Summary

Previous Amount Due on 05/15/2020	\$3,270.53
Payments Received by 06/02/2020 Thank you	\$0.00
<b>Balance on 06/02/2020</b>	<b>\$3,270.53</b>
Charges for Gas Service This Period	+ \$966.41

**Current Charges Due by 06/16/2020      \$4,236.94**

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

We know that the COVID-19 pandemic may cause financial hardship for our customers and the company has suspended shutoffs for nonpayment until further notice. This applies to residential, commercial and industrial customers. In addition, flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19. Any customer who is having trouble paying his/her bill should call 1-800-432-9345 to discuss payment arrangements and/or financial assistance programs.

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

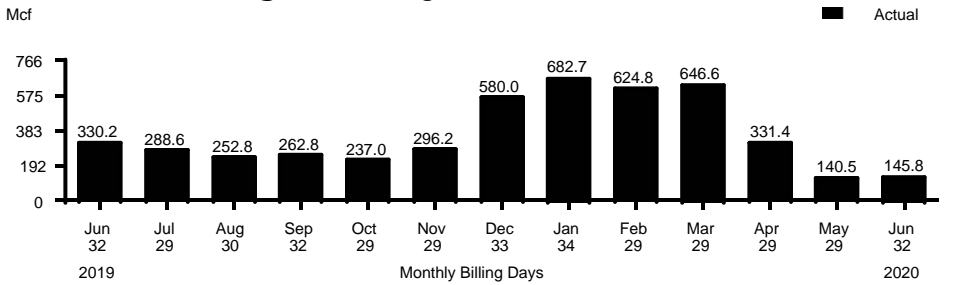
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



#### 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:** [REDACTED]

**Service Address:** [REDACTED]

**Meter Readings - 32 Billing Days**

Actual Reading on 6/2	38849
Actual Reading on 5/1	37540
<b>Gas Used (Mcf)</b>	<b>130.9</b>
Conversion Factor	X 1.1137
<b>Total Gas Used (Mcf)</b>	<b>145.8</b>

**Usage Comparison - Mcf**

Month	Mcf	Avg Temp	Mcf Per Day
Jun 19	330.2	68.5 °	10.3
May 20	140.5	51.9 °	4.8
<b>Jun 20</b>	<b>145.8</b>	<b>61.3 °</b>	<b>4.6</b>

Your Average Monthly Usage = 374.1 Mcf.  
 Your Total Annual Usage = 4489.2 Mcf.  
 Your next meter reading date is 07/01/2020.

▼ 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 06/16/2020: \$4,236.94**

**Amount Enclosed:** \$

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



00006871 1 AV 0.389  
 \*\*\*\*AUTO\*\*5-DIGIT 40505

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



1726552700100090000042369462621

## Helpful Definitions

**Conversion Factors** are applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.

**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.

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## 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	\$44.69
Gas Delivery Charge	\$349.58
<hr style="border-top: 1px dashed black;"/>	
<b>Delivery</b>	<b>+\$394.27</b>
Gas Supply Cost 145.8 Mcf at \$2.97800 per Mcf	\$434.19
<hr style="border-top: 1px dashed black;"/>	
<b>Supply</b>	<b>+\$434.19</b>
Safety Modification and Replacement Program Rider	\$20.51
Research & Development Factor	\$1.82
Lex-Fay. Urban Govt. Franchise Fee	\$35.39
School Tax	\$25.53
Sales Tax	\$54.70
<hr style="border-top: 1px dashed black;"/>	
<b>Taxes &amp; Fees</b>	<b>+\$137.95</b>
<hr style="border-top: 1px solid black;"/>	
<b>Total Current Utility Charges</b>	<b>\$966.41</b>

## Message Board

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Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	



### Contact Us



**Phone**  
**Emergency Service 24/7**  
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 For gas leaks or odors of gas

Customer Call Center Hours  
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 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:** Commercial

**Account Number:** [REDACTED]

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

### Account Summary

Previous Amount Due on 06/16/2020	\$4,236.94
Payments Received by 07/01/2020 Thank you	\$0.00
<hr/>	
Balance on 07/01/2020	\$4,236.94
Charges for Gas Service This Period	+\$851.14

**Current Charges Due by 07/16/2020      \$5,088.08**

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

If you are having trouble paying your bill because of COVID-19, we understand. And, we are here to help. Flexible payment plans that spread your past due balance across multiple months while you pay your current bill are available to make bills easier to manage. **Just pay \$565.35 instead of the amount due this month, and you will automatically be enrolled in our Basic Extended payment plan for 9 months.** If you are interested in learning more about all of your available payment options, contact us at 1-800-432-9345

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1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
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#### Always Call 8-1-1 Before You Dig

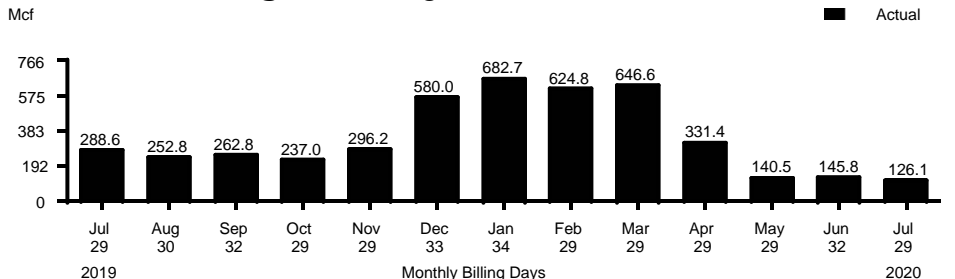
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### 13 Month Usage History



13 Month Usage History continued on next page

▼ 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 07/16/2020: \$5,088.08**

Amount Enclosed: \$

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



00006901 1 AV 0.389  
 \*\*\*\*AUTO\*\*5-DIGIT 40505



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



1726552700100090000050880882621



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## 13 Month Usage History

*continued*

### Meter Number:

[REDACTED]

### Service Address:

[REDACTED]

### Meter Readings - 29 Billing Days

Actual Reading on 7/1		39981
Actual Reading on 6/2	-	38849
<b>Gas Used (Mcf)</b>		<b>113.2</b>
Conversion Factor	X	1.1137
<b>Total Gas Used (Mcf)</b>		<b>126.1</b>

### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf	Per Day
Jul 19	288.6	72.5 °		10.0
Jun 20	145.8	61.3 °		4.6
<b>Jul 20</b>	<b>126.1</b>	<b>72.4 °</b>		<b>4.3</b>

Your Average Monthly Usage = 360.6 Mcf.

Your Total Annual Usage = 4326.7 Mcf.

Your next meter reading date is

07/31/2020 .

## Detail Charges

Customer Charge	\$44.69
Gas Delivery Charge	\$307.00
<b>Delivery</b>	<b>+\$351.69</b>
Gas Supply Cost 126.1 Mcf at \$2.97800 per Mcf	\$375.53
<b>Supply</b>	<b>+\$375.53</b>
Safety Modification and Replacement Program Rider	\$20.51
Research & Development Factor	\$1.58
Lex-Fay. Urban Govt. Franchise Fee	\$31.17
School Tax	\$22.48
Sales Tax	\$48.18
<b>Taxes &amp; Fees</b>	<b>+\$123.92</b>
<b>Total Current Utility Charges</b>	<b>\$851.14</b>

## Message Board

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Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	



**GTS INVOICE FOR**  
**MARCH 2020**

**Invoice Date**  
 04/13/20 96

**Invoice Group Number**  
 [REDACTED]

**Print Date**  
 04/14/20 16:48:03

**Billing Statement For :** [REDACTED]

<b>Account Summary :</b>	Previous Account Balance	\$5,208.89	
	Payments Received - Thank you	\$5,208.89	Credit
	Balance At Billing	\$0.00	
	Current Charges	\$6,751.87	
	Present Balance	\$6,751.87	

<b>Amount Due</b>	<b>\$6,751.87</b>
<b>Please Pay Amount Due By</b>	<b>APR 30, 2020</b>

**GENERAL INFORMATION**

For questions regarding your gas costs, gas deliveries, or gas supplier contract terms, please call your **Marketer**.

To report a gas emergency or for questions about meter readings, consumption, or to disconnect/connect service, please call the Columbia Gas Customer Service Center at **1-800-432-9345**.

For questions regarding your Delivery Service charges on this invoice or your Columbia Gas Delivery Service agreement, please call your **Columbia Representative - Tyler Burke at (859) 288-6309**.

**Payment Options:** Columbia Gas accepts Debit/Credit Card Payments along with Electronic Check Payments through our Aviator website located at [www.ldcaviator.com](http://www.ldcaviator.com). Please contact the representative listed on your invoice for access information and details.

**We understand the COVID-19 pandemic may cause financial hardship for our customers, therefore, the company has suspended shutoffs due to nonpayment until further notice. Any customer experiencing difficulties paying their bill, should contact the Columbia Representative listed on your GTS invoice to discuss payment arrangements.**

We're passing the benefits of Tax Reform to you. Visit [www.ColumbiaGasKY.com/tax-savings](http://www.ColumbiaGasKY.com/tax-savings) for more information.

**CONSUMPTION SUMMARY**

**Current Month**

<u>PCID Number</u>	<u>From MM-DD-YY</u>	<u>To MM-DD-YY</u>	<u>Total Consumption</u>	<u>Qualified Volume</u>	<u>Tranportation Credits</u>	<u>Tariff Volume</u>
[REDACTED]	03-01-20	04-01-20	2,206.0	2,206.0	1,365.0	841.0
			2,206.0	2,206.0	1,365.0	841.0

Please return payment coupon below with your payment to **COLUMBIA GAS**. If paying in person, please bring entire bill with you.

[REDACTED]

**Pay This Amount** **\$6,751.87**

**Invoice Group**  
 [REDACTED]

**Past Due After** **APR 30, 2020**



96

Make check payable to:

[REDACTED]

COLUMBIA GAS  
 PO BOX 4660  
 CAROL STREAM IL 60197-4660





Invoice Group Number  
[Redacted]

GTS INVOICE FOR  
MARCH 2020

Invoice Date  
04/13/20 96

Print Date  
04/14/20 16:48:03

**RATE SCHEDULE INFORMATION**

Nomination Group : [Redacted]

PCID : [Redacted]

Rate Schedule : DS

	Rate	Volume	Amount
<b>Fixed Charges</b>			
Customer Charge	2,007.0000		\$2,007.00
<b>Transportation Charges</b>			
Base Rate			
First 30,000 Mcf	0.64920	2,206.0	\$1,432.13
Next 70,000 Mcf	0.39440	0.0	\$0.00
Over 100,000 Mcf	0.34540	0.0	\$0.00
Standby Demand			
All Gas (Mcf)	6.41270	0.0	\$0.00
Standby Commodity			
All Gas (Mcf)	3.43390	0.0	\$0.00
<b>Other Charges</b>			
Tax Act Adjustment Factor (Mcf)	0.02600 Credit	2,206.0	\$57.36 Credit
Research & Development Factor (Mcf)	0.01240	71.2	\$0.88
Research & Development Factor (Mcf)	0.01250	2,134.8	\$26.69
Safety Modification & Replacement Pgrm	0.00000	0.0	\$1,014.94
Gas Sales - 120% Commodity Rate (Mcf)	2.09260	841.0	\$1,759.88
<b>Rate Schedule DS Total</b>			<b>\$6,184.16</b>
<b>Taxes</b>			
Kentucky Sales Tax			\$382.18
Clark County School			\$185.53

**PCID [Redacted] Total \$6,751.87**  
**Nomination Group [Redacted] Total \$6,751.87**  
**Current Charges Total \$6,751.87**

Retain this page for your records.



P.O. Box 16581  
Columbus, OH 43216-6581

Billing Statement For: [Redacted]

Invoice Group Number  
[Redacted]



**Invoice Group Number**  
 [REDACTED]

**GTS INVOICE FOR**  
**MARCH 2020**

**Invoice Date**  
 04/13/20 96

**Print Date**  
 04/14/20 16:48:03

**SUMMARY OF GAS RECEIPTS**

**Daily Totals for Nomination Group :** [REDACTED]

From Date	To Date	Shipper	Source	Dth
03-01-20	03-01-20	CONST NEWENG	INTER : TCO	24
03-02-20	03-02-20	CONST NEWENG	INTER : TCO	24
03-03-20	03-03-20	CONST NEWENG	INTER : TCO	24
03-04-20	03-04-20	CONST NEWENG	INTER : TCO	24
03-05-20	03-05-20	CONST NEWENG	INTER : TCO	24
03-06-20	03-06-20	CONST NEWENG	INTER : TCO	24
03-07-20	03-07-20	CONST NEWENG	INTER : TCO	24
03-08-20	03-08-20	CONST NEWENG	INTER : TCO	24
03-09-20	03-09-20	CONST NEWENG	INTER : TCO	24
03-10-20	03-10-20	CONST NEWENG	INTER : TCO	24
03-11-20	03-11-20	CONST NEWENG	INTER : TCO	24
03-12-20	03-12-20	CONST NEWENG	INTER : TCO	24
03-13-20	03-13-20	CONST NEWENG	INTER : TCO	24
03-14-20	03-14-20	CONST NEWENG	INTER : TCO	24
03-15-20	03-15-20	CONST NEWENG	INTER : TCO	24
03-16-20	03-16-20	CONST NEWENG	INTER : TCO	24
03-17-20	03-17-20	CONST NEWENG	INTER : TCO	24
03-18-20	03-18-20	CONST NEWENG	INTER : TCO	24
03-19-20	03-19-20	CONST NEWENG	INTER : TCO	24
03-20-20	03-20-20	CONST NEWENG	INTER : TCO	24
03-21-20	03-21-20	CONST NEWENG	INTER : TCO	74
03-22-20	03-22-20	CONST NEWENG	INTER : TCO	74
03-23-20	03-23-20	CONST NEWENG	INTER : TCO	74
03-24-20	03-24-20	CONST NEWENG	INTER : TCO	74
03-25-20	03-25-20	CONST NEWENG	INTER : TCO	74
03-26-20	03-26-20	CONST NEWENG	INTER : TCO	74
03-27-20	03-27-20	CONST NEWENG	INTER : TCO	74
03-28-20	03-28-20	CONST NEWENG	INTER : TCO	124
03-29-20	03-29-20	CONST NEWENG	INTER : TCO	124
03-30-20	03-30-20	CONST NEWENG	INTER : TCO	124
03-31-20	03-31-20	CONST NEWENG	INTER : TCO	115

1,485

**Monthly Totals for Nomination Group :** [REDACTED]

From Date	To Date	Shipper	Source	Dth
03-01-2020	03-31-2020	CONST NEWENG	INTER : TCO	1,485

1,485

**BANKING/ALLOCATION SUMMARY**

**Nomination Group** [REDACTED]

INTER : TCO  
(Dth)

Beginning Bank

0.4

**Current Month Activity**

Volume Received  
 Bank Transfer  
 Allocations

1,485.0  
 0.0  
 1,485.1

Total (Mcf) \*  
 0.3  
 514.5  
 0.0

Remaining Volume  
 Bank Tolerance  
 Imbalance  
 Ending Bank

0.3  
 0.0  
 0.3

\* Dth Bank converted using Columbia's monthly Btu average of 1.0843

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]



**Invoice Group Number**  
 [REDACTED]

**GTS INVOICE FOR**  
**MARCH 2020**

**Invoice Date**  
 04/13/20 96

**Print Date**  
 04/14/20 16:48:03

<b>DISBURSEMENT TRANSACTION REGISTER</b>							
PCID Number	Source	Allocated Volume(Dth)	Btu Value	Allocated Volume(Mcf)	Retained Volume(Mcf)	Net Available Volume(Mcf)	Disbursed Volume (Mcf)
[REDACTED]	INTER : TCO	1,485.1	1.0839	1,370.0	5.0	1,365.0	1,365.0
	Total	1,485.1		1,370.0	5.0	1,365.0	1,365.0
Source Total	INTER : TCO	1,485.1		1,370.0	5.0	1,365.0	1,365.0

<b>METER SUMMARY INFORMATION - PCID [REDACTED]</b>							
Service Number	Billing Period			Meter Readings		Meter Registration Mcf	Delivered Consumption Mcf
	From MM-DD-YY	To MM-DD-YY	Days	Previous	Current		
[REDACTED]	03-01-20	04-01-20	31	0.0	0.0	616.0	2,206.0
	Total Consumption					616.0	2,206.0

<b>DAILY METER INFORMATION - PCID [REDACTED]</b>										
Service Address			Station Number				Service Number			
From Date MM-DD:HH	To Date MM-DD:HH	Temp	Press	Index Reading	Meter Registration	Grav	Pressure Factor	Temp Factor	FPV2	Delivered Volume
	03-01:10			0.0		*	*	*	*	=
03-01:10	03-02:10	51	51.6	0.0	4.0	0.000	-	-	-	12.0
03-02:10	03-03:10	50	51.7	0.0	9.0	0.000	-	-	-	35.0
03-03:10	03-04:10	51	51.7	0.0	20.0	0.000	-	-	-	71.0
03-04:10	03-05:10	53	51.7	0.0	20.0	0.000	-	-	-	72.0
03-05:10	03-06:10	53	51.8	0.0	15.0	0.000	-	-	-	54.0
03-06:10	03-07:10	46	51.0	0.0	19.0	0.000	-	-	-	69.0
03-07:10	03-08:10	52	52.0	0.0	15.0	0.000	-	-	-	52.0
03-08:10	03-09:10	49	51.7	0.0	5.0	0.000	-	-	-	18.0
03-09:10	03-10:10	55	52.1	0.0	19.0	0.000	-	-	-	67.0
03-10:10	03-11:10	51	51.9	0.0	19.0	0.000	-	-	-	69.0
03-11:10	03-12:10	52	51.9	0.0	20.0	0.000	-	-	-	74.0
03-12:10	03-13:10	55	52.0	0.0	21.0	0.000	-	-	-	73.0
03-13:10	03-14:10	53	51.8	0.0	36.0	0.000	-	-	-	129.0
03-14:10	03-15:10	47	51.3	0.0	29.0	0.000	-	-	-	107.0
03-15:10	03-16:10	44	51.5	0.0	3.0	0.000	-	-	-	10.0
03-16:10	03-17:10	50	51.6	0.0	27.0	0.000	-	-	-	98.0
03-17:10	03-18:10	49	51.7	0.0	26.0	0.000	-	-	-	91.0
03-18:10	03-19:10	53	51.9	0.0	23.0	0.000	-	-	-	86.0
03-19:10	03-20:10	57	52.0	0.0	26.0	0.000	-	-	-	90.0
03-20:10	03-21:10	55	51.8	0.0	26.0	0.000	-	-	-	94.0
03-21:10	03-22:10	49	51.4	0.0	18.0	0.000	-	-	-	64.0
03-22:10	03-23:10	51	51.5	0.0	10.0	0.000	-	-	-	35.0
03-23:10	03-24:10	51	51.6	0.0	28.0	0.000	-	-	-	100.0
03-24:10	03-25:10	52	51.5	0.0	27.0	0.000	-	-	-	98.0
03-25:10	03-26:10	54	51.8	0.0	26.0	0.000	-	-	-	93.0
03-26:10	03-27:10	58	51.9	0.0	26.0	0.000	-	-	-	94.0
03-27:10	03-28:10	60	51.8	0.0	26.0	0.000	-	-	-	90.0
03-28:10	03-29:10	63	51.7	0.0	16.0	0.000	-	-	-	59.0
03-29:10	03-30:10	67	52.0	0.0	1.0	0.000	-	-	-	3.0
03-30:10	03-31:10	58	51.7	0.0	28.0	0.000	-	-	-	98.0
03-31:10	04-01:10	52	51.3	0.0	28.0	0.000	-	-	-	101.0
					616.0					2,206.0

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

Billing Statement For: [REDACTED]

**Invoice Group Number**  
 [REDACTED]



Invoice Group Number  
[Redacted]

**GTS INVOICE FOR**  
**MARCH 2020**

**Invoice Date**  
04/13/20 96

**Print Date**  
04/14/20 16:48:03

**CONTRACT SUMMARY INFORMATION**

PCID Number	Service Address	Annual Volumes (Mcf)	Max Day (Mcf)	Bank Tolerance (%)	Bank Tolerance (Mcf)	Daily Standby Service Vols
[Redacted]	[Redacted]	10,290.0	97.0	5.0	515.0	0.0
		10,290.0	97.0		515.0	0.0

**LEGAL INFORMATION**

**WE'RE ALWAYS READY TO HELP**

A variety of brochures are available by mail on subjects such as; customer services, safety, bill explanation, gas use and conservation. We also have speakers available to talk to groups and schools.

**FOR YOUR SAFETY**

Make sure your gas appliances are properly installed and adjusted. Check venting systems. Call a qualified service company for needed repairs.

Our employees carry photo identification. Ask to see it when someone comes to your door. If you doubt the person is a gas employee, please call our office to verify the identity.

We add a distinctive odor to natural gas for your safety. When you smell it:

- 1) Leave the building... immediately! Don't light matches or flip an electrical switch.
- 2) Call the gas company's 24-hour emergency service from a telephone other than your own.

**Call Before You Dig** - If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

**UNDERSTANDING YOUR BILL**

**Customer Charge** - A monthly charge to cover such company costs as keeping up our gas lines to serve you, meter reading, and billing.

**Gas Usage** - We measure your gas usage in Mcf equal to 1,000 cubic feet.

**PAYMENT OPTIONS**

**Payment Concern** - If you have a payment concern, contact your Columbia representative listed under the General Information section of the invoice.

Retain this page for your records.



P.O. Box 16581  
Columbus, OH 43216-6581

**Billing Statement For:**

[Redacted]

Invoice Group Number

[Redacted]



Invoice Group Number  
[REDACTED]

**GTS INVOICE FOR**  
**APRIL 2020**

Invoice Date  
05/11/20 96

Print Date  
05/14/20 11:30:47

Billing Statement For : [REDACTED]

<b>Account Summary :</b>	Previous Account Balance	\$6,751.87	
	Payments Received - Thank you	\$6,751.87	Credit
	Balance At Billing	\$0.00	
	Current Charges	\$5,472.01	
	Present Balance	\$5,472.01	

<b>Amount Due</b>	<b>\$5,472.01</b>
<b>Please Pay Amount Due By</b>	<b>MAY 28, 2020</b>

**GENERAL INFORMATION**

For questions regarding your gas costs, gas deliveries, or gas supplier contract terms, please call your **Marketer**.

To report a gas emergency or for questions about meter readings, consumption, or to disconnect/connect service, please call the Columbia Gas Customer Service Center at **1-800-432-9345**.

For questions regarding your Delivery Service charges on this invoice or your Columbia Gas Delivery Service agreement, please call your **Columbia Representative - Tyler Burke at (859) 288-6309**.

**Payment Options:** Columbia Gas accepts Debit/Credit Card Payments along with Electronic Check Payments through our Aviator website located at [www.ldcaviator.com](http://www.ldcaviator.com). Please contact the representative listed on your invoice for access information and details.

**We understand the COVID-19 pandemic may cause financial hardship for our customers, therefore, the company has suspended shutoffs due to nonpayment until further notice. Any customer experiencing difficulties paying their bill, should contact the Columbia Representative listed on your GTS invoice to discuss payment arrangements.**

We're passing the benefits of Tax Reform to you. Visit [www.ColumbiaGasKY.com/tax-savings](http://www.ColumbiaGasKY.com/tax-savings) for more information.

**CONSUMPTION SUMMARY**

**Current Month**

PCID Number	From MM-DD-YY	To MM-DD-YY	Total Consumption	Qualified Volume	Trans. Credits	Tariff Volume
[REDACTED]	04-01-20	05-01-20	2,423.0	2,423.0	2,176.0	247.0
			2,423.0	2,423.0	2,176.0	247.0

Please return payment coupon below with your payment to **COLUMBIA GAS**. If paying in person, please bring entire bill with you.

[REDACTED]

**Pay This Amount** **\$5,472.01**

Invoice Group  
[REDACTED]

**Past Due After** **MAY 28, 2020**



96

Make check payable to:

[REDACTED]

COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660





Invoice Group Number  
[Redacted]

GTS INVOICE FOR  
APRIL 2020

Invoice Date  
05/11/20 96

Print Date  
05/14/20 11:30:47

**RATE SCHEDULE INFORMATION**

Nomination Group : [Redacted]

PCID : [Redacted]

Rate Schedule : DS

	Rate	Volume	Amount
<b>Fixed Charges</b>			
Customer Charge	2,007.0000		\$2,007.00
<b>Transportation Charges</b>			
Base Rate			
First 30,000 Mcf	0.64920	2,423.0	\$1,573.02
Next 70,000 Mcf	0.39440	0.0	\$0.00
Over 100,000 Mcf	0.34540	0.0	\$0.00
Standby Demand			
All Gas (Mcf)	6.41270	0.0	\$0.00
Standby Commodity			
All Gas (Mcf)	2.24980	0.0	\$0.00
<b>Other Charges</b>			
Tax Act Adjustment Factor (Mcf)	0.02600 Credit	2,423.0	\$63.00 Credit
Research & Development Factor (Mcf)	0.01250	2,423.0	\$30.29
Safety Modification & Replacement Pgrm	0.00000	0.0	\$1,014.94
Gas Sales - 120% Commodity Rate (Mcf)	1.82050	247.0	\$449.66

**Rate Schedule DS Total \$5,011.91**

**Taxes**

Kentucky Sales Tax \$309.74  
Clark County School \$150.36

**PCID [Redacted] Total \$5,472.01**

**Nomination Group [Redacted] Total \$5,472.01**

**Current Charges Total \$5,472.01**

Retain this page for your records.



P.O. Box 16581  
Columbus, OH 43216-6581

Billing Statement For: [Redacted]

Invoice Group Number  
[Redacted]





**Invoice Group Number**  
 [REDACTED]

**GTS INVOICE FOR**  
**APRIL 2020**

**Invoice Date**  
 05/11/20 96

**Print Date**  
 05/14/20 11:30:47

**SUMMARY OF GAS RECEIPTS**

**Daily Totals for Nomination Group :** [REDACTED]

From Date	To Date	Shipper	Source	Dth
04-01-20	04-01-20	CONST NEWENG	INTER : TCO	52
04-02-20	04-02-20	CONST NEWENG	INTER : TCO	52
04-03-20	04-03-20	CONST NEWENG	INTER : TCO	52
04-04-20	04-04-20	CONST NEWENG	INTER : TCO	52
04-05-20	04-05-20	CONST NEWENG	INTER : TCO	52
04-06-20	04-06-20	CONST NEWENG	INTER : TCO	52
04-07-20	04-07-20	CONST NEWENG	INTER : TCO	52
04-08-20	04-08-20	CONST NEWENG	INTER : TCO	52
04-09-20	04-09-20	CONST NEWENG	INTER : TCO	52
04-10-20	04-10-20	CONST NEWENG	INTER : TCO	52
04-11-20	04-11-20	CONST NEWENG	INTER : TCO	52
04-12-20	04-12-20	CONST NEWENG	INTER : TCO	52
04-13-20	04-13-20	CONST NEWENG	INTER : TCO	52
04-14-20	04-14-20	CONST NEWENG	INTER : TCO	52
04-15-20	04-15-20	CONST NEWENG	INTER : TCO	52
04-16-20	04-16-20	CONST NEWENG	INTER : TCO	52
04-17-20	04-17-20	CONST NEWENG	INTER : TCO	52
04-18-20	04-18-20	CONST NEWENG	INTER : TCO	102
04-19-20	04-19-20	CONST NEWENG	INTER : TCO	102
04-20-20	04-20-20	CONST NEWENG	INTER : TCO	102
04-21-20	04-21-20	CONST NEWENG	INTER : TCO	102
04-22-20	04-22-20	CONST NEWENG	INTER : TCO	102
04-23-20	04-23-20	CONST NEWENG	INTER : TCO	102
04-24-20	04-24-20	CONST NEWENG	INTER : TCO	102
04-25-20	04-25-20	CONST NEWENG	INTER : TCO	127
04-26-20	04-26-20	CONST NEWENG	INTER : TCO	127
04-27-20	04-27-20	CONST NEWENG	INTER : TCO	127
04-28-20	04-28-20	CONST NEWENG	INTER : TCO	127
04-29-20	04-29-20	CONST NEWENG	INTER : TCO	127
04-30-20	04-30-20	CONST NEWENG	INTER : TCO	127

2,360

**Monthly Totals for Nomination Group :** [REDACTED]

From Date	To Date	Shipper	Source	Dth
04-01-2020	04-30-2020	CONST NEWENG	INTER : TCO	2,360
				2,360

**BANKING/ALLOCATION SUMMARY**

Nomination Group	INTER : TCO (Dth)	Total (Mcf) *
Beginning Bank	0.3	
<b>Current Month Activity</b>		
Volume Received	2,360.0	
Bank Transfer	0.0	
Allocations	2,360.0	
Remaining Volume	0.3	0.3
Bank Tolerance		514.5
Imbalance	0.0	0.0
Ending Bank	0.3	

\* Dth Bank converted using Columbia's monthly Btu average of 1.0802

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]



**Invoice Group Number**  
 [REDACTED]

**GTS INVOICE FOR**  
**APRIL 2020**

**Invoice Date**  
 05/11/20 96

**Print Date**  
 05/14/20 11:30:47

**DISBURSEMENT TRANSACTION REGISTER**

PCID Number	Source	Allocated Volume(Dth)	Btu Value	Allocated Volume(Mcf)	Retained Volume(Mcf)	Net Available Volume(Mcf)	Disbursed Volume (Mcf)
[REDACTED]	INTER : TCO	2,360.0	1.0802	2,185.0	9.0	2,176.0	2,176.0
	Total	2,360.0		2,185.0	9.0	2,176.0	2,176.0
Source Total	INTER : TCO	2,360.0		2,185.0	9.0	2,176.0	2,176.0

**METER SUMMARY INFORMATION - PCID [REDACTED]**

Service Number	Billing Period		Days	Meter Readings		Meter Registration Mcf	Delivered Consumption Mcf
	From MM-DD-YY	To MM-DD-YY		Previous	Current		
[REDACTED]	04-01-20	05-01-20	30	0.0	0.0	684.0	2,423.0
	Total Consumption					684.0	2,423.0

**DAILY METER INFORMATION - PCID [REDACTED]**

Service Address		Station Number		Service Number						
From Date MM-DD:HH	To Date MM-DD:HH	Temp	Press	Index Reading	Meter Registration	Grav	Pressure Factor	Temp Factor	FPV2	Delivered Volume
	04-01:10			0.0		*	*	*	*	=
04-01:10	04-02:10	54	51.4	0.0	29.0	0.000	-	-	-	102.0
04-02:10	04-03:10	56	51.7	0.0	30.0	0.000	-	-	-	105.0
04-03:10	04-04:10	59	52.0	0.0	23.0	0.000	-	-	-	83.0
04-04:10	04-05:10	60	52.0	0.0	24.0	0.000	-	-	-	86.0
04-05:10	04-06:10	56	51.8	0.0	5.0	0.000	-	-	-	17.0
04-06:10	04-07:10	59	51.9	0.0	27.0	0.000	-	-	-	94.0
04-07:10	04-08:10	63	51.7	0.0	26.0	0.000	-	-	-	93.0
04-08:10	04-09:10	61	51.6	0.0	28.0	0.000	-	-	-	98.0
04-09:10	04-10:10	58	51.5	0.0	28.0	0.000	-	-	-	99.0
04-10:10	04-11:10	57	51.5	0.0	27.0	0.000	-	-	-	97.0
04-11:10	04-12:10	61	51.9	0.0	18.0	0.000	-	-	-	61.0
04-12:10	04-13:10	58	51.5	0.0	10.0	0.000	-	-	-	36.0
04-13:10	04-14:10	54	51.4	0.0	28.0	0.000	-	-	-	101.0
04-14:10	04-15:10	53	51.2	0.0	28.0	0.000	-	-	-	99.0
04-15:10	04-16:10	56	51.2	0.0	21.0	0.000	-	-	-	74.0
04-16:10	04-17:10	56	51.7	0.0	28.0	0.000	-	-	-	100.0
04-17:10	04-18:10	55	51.6	0.0	23.0	0.000	-	-	-	82.0
04-18:10	04-19:10	55	51.8	0.0	15.0	0.000	-	-	-	53.0
04-19:10	04-20:10	54	51.4	0.0	11.0	0.000	-	-	-	37.0
04-20:10	04-21:10	58	51.7	0.0	23.0	0.000	-	-	-	83.0
04-21:10	04-22:10	59	51.7	0.0	27.0	0.000	-	-	-	94.0
04-22:10	04-23:10	59	51.8	0.0	28.0	0.000	-	-	-	100.0
04-23:10	04-24:10	56	51.6	0.0	30.0	0.000	-	-	-	106.0
04-24:10	04-25:10	57	51.7	0.0	29.0	0.000	-	-	-	103.0
04-25:10	04-26:10	60	51.8	0.0	17.0	0.000	-	-	-	60.0
04-26:10	04-27:10	56	51.6	0.0	2.0	0.000	-	-	-	8.0
04-27:10	04-28:10	60	51.9	0.0	27.0	0.000	-	-	-	95.0
04-28:10	04-29:10	61	51.8	0.0	27.0	0.000	-	-	-	98.0
04-29:10	04-30:10	57	51.5	0.0	28.0	0.000	-	-	-	97.0
04-30:10	05-01:10	55	51.4	0.0	17.0	0.000	-	-	-	62.0
					684.0					2,423.0

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

Billing Statement For: [REDACTED]

**Invoice Group Number**  
 [REDACTED]



Invoice Group Number  
[Redacted]

**GTS INVOICE FOR**  
**APRIL 2020**

**Invoice Date**  
05/11/20 96

**Print Date**  
05/14/20 11:30:47

**CONTRACT SUMMARY INFORMATION**

PCID Number	Service Address	Annual Volumes (Mcf)	Max Day (Mcf)	Bank Tolerance (%)	Bank Tolerance (Mcf)	Daily Standby Service Vols
[Redacted]	[Redacted]	10,290.0	97.0	5.0	515.0	0.0
		10,290.0	97.0		515.0	0.0

**LEGAL INFORMATION**

**WE'RE ALWAYS READY TO HELP**

A variety of brochures are available by mail on subjects such as; customer services, safety, bill explanation, gas use and conservation. We also have speakers available to talk to groups and schools.

**FOR YOUR SAFETY**

Make sure your gas appliances are properly installed and adjusted. Check venting systems. Call a qualified service company for needed repairs.

Our employees carry photo identification. Ask to see it when someone comes to your door. If you doubt the person is a gas employee, please call our office to verify the identity.

We add a distinctive odor to natural gas for your safety. When you smell it:

- 1) Leave the building... immediately! Don't light matches or flip an electrical switch.
- 2) Call the gas company's 24-hour emergency service from a telephone other than your own.

**Call Before You Dig** - If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

**UNDERSTANDING YOUR BILL**

**Customer Charge** - A monthly charge to cover such company costs as keeping up our gas lines to serve you, meter reading, and billing.

**Gas Usage** - We measure your gas usage in Mcf equal to 1,000 cubic feet.

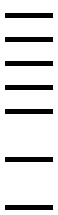
**PAYMENT OPTIONS**

**Payment Concern** - If you have a payment concern, contact your Columbia representative listed under the General Information section of the invoice.

Retain this page for your records.



P.O. Box 16581  
Columbus, OH 43216-6581



**Billing Statement For:**

[Redacted]

Invoice Group Number  
[Redacted]





Invoice Group Number  
[REDACTED]

**GTS INVOICE FOR**  
**MAY 2020**

**Invoice Date**  
06/09/20 96

**Print Date**  
06/11/20 14:31:14

**Billing Statement For :** [REDACTED]

<b>Account Summary :</b>	Previous Account Balance	\$5,472.01	
	Payments Received - Thank you	\$5,472.01	Credit
	Balance At Billing	\$0.00	
	Current Charges	\$6,864.86	
	Present Balance	\$6,864.86	

<b>Amount Due</b>	<b>\$6,864.86</b>
<b>Please Pay Amount Due By</b>	<b>JUN 26, 2020</b>

**GENERAL INFORMATION**

For questions regarding your gas costs, gas deliveries, or gas supplier contract terms, please call your **Marketer**.

To report a gas emergency or for questions about meter readings, consumption, or to disconnect/connect service, please call the Columbia Gas Customer Service Center at **1-800-432-9345**.

For questions regarding your Delivery Service charges on this invoice or your Columbia Gas Delivery Service agreement, please call your **Columbia Representative - Jeff Hughes at (614) 460-4701**.

**Payment Options:** Columbia Gas accepts Debit/Credit Card Payments along with Electronic Check Payments through our Aviator website located at [www.ldcaviator.com](http://www.ldcaviator.com). Please contact the representative listed on your invoice for access information and details.

**We understand the COVID-19 pandemic may cause financial hardship for our customers, therefore, the company has suspended shutoffs due to nonpayment until further notice. Any customer experiencing difficulties paying their bill, should contact the Columbia Representative listed on your GTS invoice to discuss payment arrangements.**

We're passing the benefits of Tax Reform to you. Visit [www.ColumbiaGasKY.com/tax-savings](http://www.ColumbiaGasKY.com/tax-savings) for more information.

**CONSUMPTION SUMMARY**

**Current Month**

<u>PCID Number</u>	<u>From MM-DD-YY</u>	<u>To MM-DD-YY</u>	<u>Total Consumption</u>	<u>Qualified Volume</u>	<u>Trans. Credits</u>	<u>Tariff Volume</u>
[REDACTED]	05-01-20	06-01-20	1,996.0	1,996.0	1,100.0	896.0
			1,996.0	1,996.0	1,100.0	896.0

Please return payment coupon below with your payment to **COLUMBIA GAS**. If paying in person, please bring entire bill with you.

[REDACTED]	<b>Pay This Amount</b>	<b>\$6,864.86</b>	<b>Invoice Group</b>	[REDACTED]
[REDACTED]	<b>Past Due After</b>	<b>JUN 26, 2020</b>	[REDACTED]	[REDACTED]



96

Make check payable to:



COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660





**GTS INVOICE FOR**  
**MAY 2020**

**Invoice Date**  
 06/09/20 96

**Invoice Group Number**  
 [REDACTED]

**Print Date**  
 06/11/20 14:31:14

**RATE SCHEDULE INFORMATION**

**Nomination Group :** [REDACTED]

**PCID :** [REDACTED]

**Rate Schedule : DS**

	<u>Rate</u>	<u>Volume</u>	<u>Amount</u>
<b>Fixed Charges</b>			
Customer Charge	2,007.0000		\$2,007.00
<b>Transportation Charges</b>			
Base Rate			
First 30,000 Mcf	0.64920	1,996.0	\$1,295.81
Next 70,000 Mcf	0.39440	0.0	\$0.00
Over 100,000 Mcf	0.34540	0.0	\$0.00
Standby Demand			
All Gas (Mcf)	6.41270	0.0	\$0.00
Standby Commodity			
All Gas (Mcf)	2.24980	0.0	\$0.00
<b>Other Charges</b>			
Tax Act Adjustment Factor (Mcf)	0.02600 Credit	1,996.0	\$51.90 Credit
Research & Development Factor (Mcf)	0.01250	1,996.0	\$24.95
Safety Modification & Replacement Pgrm	0.00000	0.0	\$1,014.94
Gas Sales - 120% Commodity Rate (Mcf)	2.16730	896.0	\$1,941.90

**Rate Schedule DS Total \$6,232.70**

**Taxes**

Kentucky Sales Tax			\$385.18
Clark County School			\$186.98

**PCID [REDACTED] Total \$6,804.86**

**Daily Interruption 2020-05-03 25.0000 2.4 \$60.00**

**Nomination Group [REDACTED] Total \$6,864.86**

**Current Charges Total \$6,864.86**

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]

**Invoice Group Number**  
 [REDACTED]



**GTS INVOICE FOR**  
**MAY 2020**

**Invoice Date**  
 06/09/20 96

**Print Date**  
 06/11/20 14:31:14

**SUMMARY OF GAS RECEIPTS**

**Daily Totals for Nomination Group :** [REDACTED]

From Date	To Date	Shipper	Source	Dth
05-01-20	05-01-20	CONST NEWENG	INTER : TCO	69
05-02-20	05-02-20	CONST NEWENG	INTER : TCO	69
05-03-20	05-03-20	CONST NEWENG	INTER : TCO	69
05-04-20	05-04-20	CONST NEWENG	INTER : TCO	69
05-05-20	05-05-20	CONST NEWENG	INTER : TCO	69
05-06-20	05-06-20	CONST NEWENG	INTER : TCO	69
05-07-20	05-07-20	CONST NEWENG	INTER : TCO	69
05-08-20	05-08-20	CONST NEWENG	INTER : TCO	69
05-09-20	05-09-20	CONST NEWENG	INTER : TCO	69
05-10-20	05-10-20	CONST NEWENG	INTER : TCO	69
05-11-20	05-11-20	CONST NEWENG	INTER : TCO	69
05-12-20	05-12-20	CONST NEWENG	INTER : TCO	69
05-13-20	05-13-20	CONST NEWENG	INTER : TCO	69
05-14-20	05-14-20	(NON AVAIL)	INTER : TCO	0
05-15-20	05-15-20	(NON AVAIL)	INTER : TCO	0
05-16-20	05-16-20	(NON AVAIL)	INTER : TCO	0
05-17-20	05-17-20	(NON AVAIL)	INTER : TCO	0
05-18-20	05-18-20	(NON AVAIL)	INTER : TCO	0
05-19-20	05-19-20	CONST NEWENG	INTER : TCO	24
05-20-20	05-20-20	CONST NEWENG	INTER : TCO	69
05-21-20	05-21-20	CONST NEWENG	INTER : TCO	69
05-22-20	05-22-20	(NON AVAIL)	INTER : TCO	0
05-23-20	05-23-20	(NON AVAIL)	INTER : TCO	0
05-24-20	05-24-20	(NON AVAIL)	INTER : TCO	0
05-25-20	05-25-20	(NON AVAIL)	INTER : TCO	0
05-26-20	05-26-20	(NON AVAIL)	INTER : TCO	0
05-27-20	05-27-20	CONST NEWENG	INTER : TCO	69
05-28-20	05-28-20	CONST NEWENG	INTER : TCO	69
05-29-20	05-29-20	(NON AVAIL)	INTER : TCO	0
05-30-20	05-30-20	(NON AVAIL)	INTER : TCO	0
05-31-20	05-31-20	(NON AVAIL)	INTER : TCO	0

1,197

**Monthly Totals for Nomination Group :** [REDACTED]

From Date	To Date	Shipper	Source	Dth
05-01-2020	05-31-2020	CONST NEWENG	INTER : TCO	1,197
				1,197

**BANKING/ALLOCATION SUMMARY**

Nomination Group	INTER : TCO (Dth)	Total (Mcf) *
Beginning Bank	0.3	
<b>Current Month Activity</b>		
Volume Received	1,197.0	
Bank Transfer	0.0	
Allocations	1,197.0	
Remaining Volume	0.3	0.3
Bank Tolerance		514.5
Imbalance	0.0	0.0
Ending Bank	0.3	

\* Dth Bank converted using Columbia's monthly Btu average of 1.0841

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]



**Invoice Group Number**  
 [REDACTED]

**GTS INVOICE FOR**  
**MAY 2020**

**Invoice Date**  
 06/09/20 96

**Print Date**  
 06/11/20 14:31:14

**DISBURSEMENT TRANSACTION REGISTER**

PCID Number	Source	Allocated Volume(Dth)	Btu Value	Allocated Volume(Mcf)	Retained Volume(Mcf)	Net Available Volume(Mcf)	Disbursed Volume (Mcf)
[REDACTED]	INTER : TCO	1,197.0	1.0840	1,104.0	4.0	1,100.0	1,100.0
	Total	1,197.0		1,104.0	4.0	1,100.0	1,100.0
Source Total	INTER : TCO	1,197.0		1,104.0	4.0	1,100.0	1,100.0

**METER SUMMARY INFORMATION - PCID [REDACTED]**

Service Number	Billing Period		Days	Meter Readings		Meter Registration Mcf	Delivered Consumption Mcf
	From MM-DD-YY	To MM-DD-YY		Previous	Current		
[REDACTED]	05-01-20	06-01-20	31	0.0	0.0	575.0	1,996.0
	Total Consumption					575.0	1,996.0

**DAILY METER INFORMATION - PCID [REDACTED]**

Service Address			Station Number				Service Number			
From Date MM-DD:HH	To Date MM-DD:HH	Temp	Press	Index Reading	Meter Registration	Grav	Pressure Factor	Temp Factor	FPV2	Delivered Volume
	05-01:10			0.0		*	*	*	*	=
05-01:10	05-02:10	57	51.7	0.0	12.0	0.000	-	-	-	43.0
05-02:10	05-03:10	65	51.9	0.0	27.0	0.000	-	-	-	93.0
05-03:10	05-04:10	61	51.8	0.0	14.0	0.000	-	-	-	49.0
05-04:10	05-05:10	62	51.2	0.0	29.0	0.000	-	-	-	102.0
05-05:10	05-06:10	56	50.7	0.0	30.0	0.000	-	-	-	104.0
05-06:10	05-07:10	58	50.8	0.0	31.0	0.000	-	-	-	107.0
05-07:10	05-08:10	61	51.1	0.0	30.0	0.000	-	-	-	106.0
05-08:10	05-09:10	55	50.7	0.0	30.0	0.000	-	-	-	105.0
05-09:10	05-10:10	61	51.1	0.0	5.0	0.000	-	-	-	17.0
05-10:10	05-11:10	59	51.3	0.0	1.0	0.000	-	-	-	4.0
05-11:10	05-12:10	54	51.2	0.0	1.0	0.000	-	-	-	4.0
05-12:10	05-13:10	59	51.6	0.0	1.0	0.000	-	-	-	3.0
05-13:10	05-14:10	57	51.1	0.0	13.0	0.000	-	-	-	44.0
05-14:10	05-15:10	63	51.5	0.0	27.0	0.000	-	-	-	96.0
05-15:10	05-16:10	63	51.4	0.0	27.0	0.000	-	-	-	93.0
05-16:10	05-17:10	68	51.3	0.0	15.0	0.000	-	-	-	54.0
05-17:10	05-18:10	66	51.2	0.0	5.0	0.000	-	-	-	16.0
05-18:10	05-19:10	63	51.2	0.0	18.0	0.000	-	-	-	64.0
05-19:10	05-20:10	60	51.1	0.0	29.0	0.000	-	-	-	100.0
05-20:10	05-21:10	61	51.2	0.0	30.0	0.000	-	-	-	103.0
05-21:10	05-22:10	62	51.3	0.0	28.0	0.000	-	-	-	99.0
05-22:10	05-23:10	66	51.3	0.0	27.0	0.000	-	-	-	93.0
05-23:10	05-24:10	67	51.3	0.0	17.0	0.000	-	-	-	59.0
05-24:10	05-25:10	70	51.3	0.0	5.0	0.000	-	-	-	19.0
05-25:10	05-26:10	73	51.3	0.0	14.0	0.000	-	-	-	48.0
05-26:10	05-27:10	70	51.3	0.0	26.0	0.000	-	-	-	88.0
05-27:10	05-28:10	71	51.2	0.0	21.0	0.000	-	-	-	73.0
05-28:10	05-29:10	73	51.2	0.0	20.0	0.000	-	-	-	66.0
05-29:10	05-30:10	70	51.3	0.0	25.0	0.000	-	-	-	88.0
05-30:10	05-31:10	77	51.4	0.0	7.0	0.000	-	-	-	24.0
05-31:10	06-01:10	65	51.5	0.0	10.0	0.000	-	-	-	32.0
					575.0					1,996.0

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

Billing Statement For: [REDACTED]

**Invoice Group Number**  
 [REDACTED]



Invoice Group Number  
[Redacted]

**GTS INVOICE FOR  
MAY 2020**

**Invoice Date**  
06/09/20 96

**Print Date**  
06/11/20 14:31:14

**CONTRACT SUMMARY INFORMATION**

PCID Number	Service Address	Annual Volumes (Mcf)	Max Day (Mcf)	Bank Tolerance (%)	Bank Tolerance (Mcf)	Daily Standby Service Vols
[Redacted]	[Redacted]	10,290.0	97.0	5.0	515.0	0.0
		10,290.0	97.0		515.0	0.0

**LEGAL INFORMATION**

**WE'RE ALWAYS READY TO HELP**

A variety of brochures are available by mail on subjects such as; customer services, safety, bill explanation, gas use and conservation. We also have speakers available to talk to groups and schools.

**FOR YOUR SAFETY**

Make sure your gas appliances are properly installed and adjusted. Check venting systems. Call a qualified service company for needed repairs.

Our employees carry photo identification. Ask to see it when someone comes to your door. If you doubt the person is a gas employee, please call our office to verify the identity.

We add a distinctive odor to natural gas for your safety. When you smell it:

- 1) Leave the building... immediately! Don't light matches or flip an electrical switch.
- 2) Call the gas company's 24-hour emergency service from a telephone other than your own.

**Call Before You Dig** - If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

**UNDERSTANDING YOUR BILL**

**Customer Charge** - A monthly charge to cover such company costs as keeping up our gas lines to serve you, meter reading, and billing.

**Gas Usage** - We measure your gas usage in Mcf equal to 1,000 cubic feet.

**PAYMENT OPTIONS**

**Payment Concern** - If you have a payment concern, contact your Columbia representative listed under the General Information section of the invoice.

Retain this page for your records.



P.O. Box 16581  
Columbus, OH 43216-6581

**Billing Statement For:**

[Redacted]

Invoice Group Number

[Redacted]



## Managing bills and payments

We know this could be a time of financial hardship. So, we've voluntarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. In addition, we're offering to customers who indicate either an impact or hardship as a result of COVID-19 our most flexible payment plans, and we will suspend late payment charges until further notice.


[Learn More](#)

### Other helpful information

### Your payment options

We have a variety of socially distant payment options available for you during this time. You can call us, pay online, pay by mail and more.

[See All Payment Options](#)



**We're here for you**  
Our employees continue to operate to ensure all of our customers have safe, reliable service throughout the COVID-19 pandemic.  
[Learn More](#)

 [Our Company](#) [Partner with Us](#) [Emergency Contact](#) [Sign In / Register](#)

[SERVICES](#) [SAFETY](#) [BILLS AND PAYMENTS](#) [ENERGY EFFICIENCY](#) [HELP](#)

### PAYMENT OPTIONS

#### Managing your Columbia Gas account during the COVID-19 pandemic

We know this could be a time of financial hardship. So, we've voluntarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. In addition, we're offering to customers who indicate either an impact or hardship as a result of COVID-19 our most flexible payment plans, and we will suspend late payment charges until further notice.

[Learn More](#)

### BILLS AND PAYMENTS

- Payment Options
- Find a Payment Location
- Billing Programs
- Financial Support
- Understanding Your Bill

**Register online**  
See your energy usage, review your latest bills and make a payment online. [>](#)

**Facing shut off?**  
If you've received a termination notice, you can learn more about the shut off and reconnect process. [>](#)

### Make a payment

Choose your simple and secure payment method.

**We're here for you**  
Our employees continue to operate to ensure all of our customers have safe, reliable service throughout the COVID-19 pandemic.  
[Learn More](#)



**PAYMENT PLANS**

# Make a payment arrangement

## Available payment plans

We know there are times when it may be difficult for you to pay your bill. We offer a variety of payment options to help you get back on track.

### Residential Programs



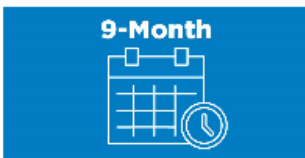
**Three-Month Basic Extended Plan**  
The Three-Month Basic Extended Payment Plan allows you to pay your past due balance over three months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)



**Six-Month Basic Extended Plan**  
The Six-Month Basic Extended Payment Plan allows you to pay your past due balance over six months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)



**Nine-Month Basic Extended Plan**  
The Nine-Month Basic Extended Payment Plan allows you to pay your past due balance over nine months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)



**12-Month Basic Extended Plan**  
The 12-Month Basic Extended Payment Plan allows you to pay your past due balance over 12 months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)

**BILLS AND PAYMENTS**

- Payment Options
- Billing Programs
- Financial Support
- Payment Plans**
- Shut Off and Reconnect Process
- Income-Eligible Assistance Programs
- Give the Gift of Energy
- Understanding Your Bill

**Get on our Budget Plan**

This program allows you to pay about the same amount each month, and we calculate that number based on usage, weather and projected costs. >

## Commercial Programs



### Three-Month Basic Extended Plan

The Three-Month Basic Extended Payment Plan allows you to pay your past due balance over three months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)



### Six-Month Basic Extended Plan

The Six-Month Basic Extended Payment Plan allows you to pay your past due balance over six months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)



### Nine-Month Basic Extended Plan

The Nine-Month Basic Extended Payment Plan allows you to pay your past due balance over nine months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)



### 12-Month Basic Extended Plan

The 12-Month Basic Extended Payment Plan allows you to pay your past due balance over 12 months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment.

[Enroll Online](#)

Outbound Call Process

**Kentucky Wellness Check Outbound Call Scripts**

**THE CALL IS ANSWERED:**

CSR: "Hello, (Mr. or Ms. Last Name). This is a courtesy call from Columbia Gas. This call may be monitored and/or recorded. We know these are unprecedented times and that things may be tough on some of our customers right now. My name is ----- and I'm calling to see if you have any questions about your account or would like any information about financial assistance or our payment plans."

If the customer does not have questions:

- CSR: "Please know that we are here to help if you need it. Thank you take care."

If the customer has questions about their account or they need information on resources:

- Reference the COVID-19 Cliff Notes in Call Aid for specific details.

If the customer questions why Columbia Gas did not show up on their caller ID:

- Explain. (e.g, working from home, calling from cell phone, etc.) - "Due to COVID-19 and to be able to maintain social distancing, while providing service to our customers, we are working from newly established remote locations and we are operating with an abundance of caution".

**LEAVING A VOICEMAIL**

CSR: "Hello, this is a courtesy call from Columbia Gas. We know these are unprecedented times and that things may be tough on some of our customers right now. My name is ----- and I'm calling to see if you have any questions about your account or would like any information about financial assistance or our payment plans. I'm sorry I missed you. Please know that we are here to help if you need it. You can call us back at 800-432-9345. Also our website ([www.columbiagas.com](http://www.columbiagas.com) and select KY) is available 24/7 and is full of helpful information. Thank you and take care."

Outbound Call Process

**Kentucky Call Scripts**

**THE CALL IS ANSWERED:**

"Hello, (Mr. or Ms. Last Name). This is a courtesy call from Columbia Gas. This call may be monitored and/or recorded. We know these are unprecedented times and that things may be tough on some of our customers right now. My name is ----- and I'm calling to see if you have any questions about your account or would like any information about financial assistance or our payment plans."

- If **NOT INTERESTED**: "Thank you for your time (Mr. or Ms. Last Name). Please know that we are here to help if you need it. Also, our website is available 24/7 and is full of helpful information. Thank you and take care."  
 \* Document "**declined**" on your tracking sheet.
- If **YES**: "(Mr. or Ms. Last Name), you may be eligible for energy assistance through the Low-Income Heating Assistance Program (LIHEAP) Spring Subsidy. The program increased income eligibility requirements to make home energy assistance available to more qualified residents across Kentucky. If you've recently experienced job loss (unemployment or shortened hours), due to COVID-19, you may be eligible for energy assistance. Please contact your local community action agency. If customer asks: Advise, they can find their local Community Action Agency by visiting [www.capky.org/network](http://www.capky.org/network).
- I can also provide you information about our payment plans. Would you like to discuss the plans we have available?"

<b>If YES</b>	Reference the COVID-19 "Cliff Notes" in the Call Aid for specific details. Accessible via the Call Aid home page or <a href="#">click here</a> .
<b>If NO</b>	Thank you for your time (Mr. or Ms. Last Name). Please know that we are here to help if you need it. You can call us back if you need any additional assistance with your bill including making payment arrangements for any remaining balance after you've reached out to your local agency for assistance. Also our website is available 24/7 and is full of helpful information. Thank you and take care."

If the customer questions why Columbia Gas did not show up on their caller ID:

- Explain. (e.g, working from home, calling from cell phone, etc.) - "If you are concerned about the call, please feel free to call the Columbia Gas phone number provided on your bill."

**LEAVING A VOICEMAIL**

CSR: "Hello, this is a courtesy call from Columbia Gas.

We know these are unprecedented times and that things may be tough on some of our customers right now. My name is ----- and I'm calling to see if you have any questions about your account or would like any information about financial assistance or our payment plans. I'm sorry I missed you. Please know that we are here to help if you need it. Also our website is available 24/7 and is full of helpful information. Thank you and take care."



[View in Browser](#)

## We're resuming more work

We're resuming some projects that were on hold. We will do our best to inform you of upcoming work in your area.

In light of COVID-19, we've prioritized work that is considered essential for safety and system integrity, including continuing work such as pipeline replacement projects, installing additional safety measures and completing federally mandated natural gas safety inspections.

To help keep our employees, contractor partners and customers safe, we've taken proactive steps to adjust the work we're performing to minimize the need to enter customers' homes and businesses during this time.

If we need to enter your home or business to complete essential work, please know our employees are following state orders and recommendations from the Centers for Disease Control and Prevention to keep themselves and our customers safe including:

- Washing their hands with soap and water or using hand sanitizer
- Practicing social distancing (maintaining six feet from others)
- Wearing personal protective equipment appropriate for the situation and the job, such as gloves, face coverings, etc.
- Avoiding touching their face, eyes, nose or mouth, handshaking and any other physical contact
- Minimizing time spent inside customer's homes or business to safely accomplish the task.



## We're here to help

We have a variety of options available to support customers during the COVID-19 pandemic including our touchless payment options like paperless billing and online payment. We're offering our most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19. We've also voluntarily suspended shutoffs for nonpayment until further notice.

Customers may be eligible to enroll in one of our payment plans online. These plans help to spread the balance due over multiple months, so you can pay down a past due balance and continue to stay on track with upcoming payments. You'll need to register an online account to get started.

[Sign In](#)



## Support social distancing: Call 811 before you dig

Don't make emergency responders respond to another emergency - call 811 before you dig. If you damage a natural gas line, we may have to come into your home to make repairs. Let's make sure that doesn't happen.

If you're starting an outdoor project that requires digging, even now, it's important to call 811 or submit an online ticket three full days (72 hours) in advance. Your local utility companies will send someone to mark their lines - and then you can dig safely. 811 is fast, it's free and it's the law.



## Planning your next home improvement project?

Consider some of the ways you can help us deliver your gas service.

Spending more time at home may have you designing your next home improvement project. If you plan to replace or add new natural gas appliances:

- Never attempt it yourself. Make sure a qualified professional performs all work on the natural gas lines and equipment inside your home.
- If you're removing an appliance, like a stove, range or dryer, make sure the natural gas is turned off to the appliance and that the natural gas line is properly capped. A qualified professional would also be able to cap the natural gas lines for you.
- If you have flexible appliance connectors, do not reuse them.

Visit [ColumbiaGasMA.com/Installation](http://ColumbiaGasMA.com/Installation) for more information about safe appliance installation.



### You might save a life

Construction season is in full swing. It's easy to get sidetracked by distractions in the road or in the car. That's why it's so important to be mindful while driving, especially around construction zones.

- Slow down - Speeding is one of the major causes of work zone crashes.
- Keep your distance - Keep a safe distance between you and the car ahead of you, and don't tailgate.
- Obey posted signs - Obey the posted signs until you see the one that says you've left the work zone.
- Obey flaggers - You can be cited for disobeying his or her directions.

### Add this to your spring cleaning list

Now is the time to clear any debris, overgrown shrubs or landscaping near the gas meter on your property. Keeping your meter visible at all times makes it accessible for maintenance or in the event of an emergency. And, make sure to trim shrubs or remove debris from any natural gas appliance vents.

### Flooding and your natural gas service

Flooding can damage your natural gas lines and appliances, causing a safety hazard. In the event of a flood:

- If you smell natural gas after a flood, stop what you're doing, leave the area immediately and call 911 and us at [1-800-525-8222](tel:1-800-525-8222).
- Turn off electrical power to each appliance and leave it off.
- If the natural gas is shut off at the meter, call us to turn it back on for you.

Visit [ColumbiaGasMA.com/Flooding](http://ColumbiaGasMA.com/Flooding) to learn more about what to do in the event of a flood.

### Shape the future

Make sure to complete your 2020 census. You can help shape funding and planning for new clinics, school lunch programs, emergency services and more. Visit [2020Census.Gov](http://2020Census.Gov) for more information.



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## **COVID-19 - External Key Messages**

- The safety of our employees and customers is at the forefront of everything we do at NiSource.
- We are taking a proactive, coordinated approach to prevent, mitigate and respond to COVID-19.
- We train and equip our employees to take all appropriate precautions, and will continue to follow any health safety protocols recommended by proper authorities.
- The NiSource/Columbia Gas organization has implemented an Area Command System team in line with Incident Command System (ICS) guidance.
- All NiSource operating companies have activated their ICS teams, which will be deployed in the event of an outbreak in a specific service territory or if an employee would happen to be exposed or diagnosed.
- This allows us to quickly link up with local, state or federal officials during any crisis, including a pandemic.
- Our top priority remains the health and safety of our customers and employees, and we have a responsibility to support those who are vulnerable, and the healthcare providers who are on the front lines of this pandemic.
- We have voluntarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. This suspension will apply to both residential and commercial customers and will remain in effect until further notice. In addition, Columbia Gas of KY will offer its most flexible pay plans to customers impacted or hardship as a result of COVID-19. Columbia Gas will continue to monitor current events and identify opportunities to support our customers and communities.
- To help reduce the spread of COVID-19, employees whose positions allow them to work remotely will do so until further notice.
- For those critical employees who must report in person to complete their work, additional precautions are being taken to minimize the spread.
- We will continue to ensure that our system is safe and, if an outbreak would occur in our service territories, have plans in place to suspend all non-emergency work if necessary.
- We will continue to closely monitor the situation and will adjust our approach based on guidelines from the CDC and Federal, State and Local government.

## **FAQs**



**What are you doing as a result of the coronavirus pandemic?**

The NiSource/Columbia Gas organization has implemented an Area Command System team in line with Incident Command System (ICS) guidance. All NiSource operating companies have activated their ICS teams, which will be deployed in the event of an outbreak in a specific service territory or if an employee would happen to be exposed or diagnosed.

**Do your contact center employees have the option to work from home?**

We have three call centers across our service territory which can absorb customer communications functions in the event of an employee outbreak at any of our call centers. Additionally, each call center employs a limited number of at-home agents.

**Crews – any plans to have assistance from other states/companies if an outbreak impacts your employees?**

In the event of an outbreak in any of our service territories, we will first assess the amount of emergency work taking place in that particular area and then employ mutual aid from our other state operating companies within NiSource. We have also engaged, along with many of our peer utility companies, with industry association partners (AGA, EEI) to begin discussions regarding wider-spread mutual aid in the event of an outbreak.

**How are you handling company meetings and business/community events?**

The safety of our employees and customers is at the forefront of everything we do. As a proactive measure, NiSource and its operating companies have restricted all non-essential business travel unless approved by an officer of the company. Employees are encouraged to meet by phone or video conference as an alternative. We have also delayed non-mandatory training and have asked our employees to avoid attending large gatherings or meetings in their personal time.

**What steps are you taking to protect employees and customers?**

We will continue to ensure that our system is safe and, if an outbreak would occur in our service territory, have plans in place to suspend all non-emergency work. Should a service technician or Columbia Gas worker be required to enter a customer's home, the following guidelines will be followed by all employees:

- If an employee is sick, or fears that he/she has been exposed to a sick person, we are asking that employee to stay home, per standard practice.
- Employees will self-monitor and confirm that they are symptom free, (no fever > 100.4 F or respiratory symptoms) before entering any customer homes.
- Our call center is instructed to politely inform customers to contain hazards in the home/building. This includes the presence of occupants who might have a potentially contagious disease.
- On entry, we will scan for possible hazards including visibly sick individuals.
- We will use social distancing to maintain a safe distance from all individuals in the home to protect everyone within the home. Six feet is recommended by CDC.
- We will politely avoid handshakes or other physical contact with customers.
- We will use disinfectant wipes on surfaces where will work if needed. They may also choose to use gloves.
- We will minimize time spent in the home to what is needed to accomplish the task.



- We will utilize personal protective equipment (PPE) (gloves, masks, shoe and head covers, etc.) as necessary.
- Note: The Center for Disease Control (CDC) does not recommend the use of face masks for anyone other than healthcare workers or care givers working with sick individuals.

**What additional steps are you taking to prepare for the spread of the new coronavirus?**

We have implemented a mandatory work-from-home policy for those employees who are able to work remotely. For those critical employees who must report in person to complete their work, additional precautions are being taken to minimize the spread, including: Regular cleaning and disinfection of work areas, restricting access to their work areas, minimizing in-person meetings by using technology. We will continue to ensure that our system is safe and, if an outbreak would occur in our service territories, have plans in place to suspend all non-emergency work if necessary.

**Do you anticipate any disruption in service in [affected territory]?**

We do not anticipate any disruption in service at this time.

**Are you going to continue to terminate customers' service if they can't pay their bills?**

We have voluntarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. This suspension will apply to both residential and commercial customers and will remain in effect until further notice. In addition, Columbia Gas of KY will offer its most flexible pay plans to customers impacted or hardship as a result of COVID-19. Columbia Gas will continue to monitor current events and identify opportunities to support our customers and communities.

Any customer who has received a termination notice or is having trouble paying his/her bill should call 800-432-9345 to discuss payment arrangements and/or financial assistance programs.

To see actual social media posts, visit columbiagasofky on Facebook and @ColumbiaGasKY on Twitter.

COVID-19 Twitter Posts

Date	Message
March 13	Suspended shut-offs
March 24	Ensure email address is on file to keep up to date with pandemic related info
March 24	Spending more time @ home? What to do if you smell natural gas.
March 26	Suspended shutoffs through May 1 – Call to discuss options
March 27	\$50,000 grant to Red Cross in Kentucky
March 30	LIHEAP Crisis Component through 4/30/20
March 31	Don't flush surface disinfectant wipes
April 7	Home cooked meals while social distancing/energy saving tips
April 7	Pipeline replacement project on S. Mill St. – COVID-19 precautions
April 15	Social distancing from our employees while we perform essential work
April 16	Social distancing – Call 811
April 21	Providing essential service – social distancing
May 4	Create online account to staying informed during pandemic
May 6	Suspended shutoffs and late fees
May 8	Stay alert to scams during pandemic – we have suspended shutoffs and late fees

COVID-19 Facebook Posts

Date	Message
March 13	Front lobby closed
March 13	Suspended shut-offs
March 18	Community Action Council accepting LIHEAP apps by phone only
March 19	Suspension of service line upgrades
March 24	Ensure email address is on file to keep up to date with pandemic related info
March 24	Spending more time @ home? What to do if you smell natural gas.
March 25	Call 811 before doing outdoor projects while at home
March 26	Suspended shutoffs through May 1 – Call to discuss options
March 27	\$50,000 grant to Red Cross in Kentucky
March 30	LIHEAP Crisis Component through 4/30/20
March 31	Don't flush surface disinfectant wipes
April 2	Need help paying your bill?
April 7	Home cooked meals while social distancing/energy saving tips
April 7	Pipeline replacement project on S. Mill St. – COVID-19 precautions
April 15	Social distancing from our employees while we perform essential work
April 16	Social distancing – Call 811
April 21	Providing essential service – social distancing
May 4	Create online account to staying informed during pandemic
May 6	Suspended shutoffs and late fees
May 8	Stay alert to scams during pandemic – we have suspended shutoffs and late fees
May 8	Pandemic survival tips from moms

June 5	Suspension of shutoffs and late fees
June 8	Kentucky Healthy at Work procedures
July 3	VA5K will be virtual this year



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## We're Here for You

At Columbia Gas, safety is at the forefront of everything we do and this extends to the health and wellness of our customers and employees.

## Financial Assistance Available

We know this could be a time of financial hardship. So, we've voluntarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. In addition, we're offering to customers who indicate either an impact or hardship as a result of COVID-19 our most flexible payment plans, and we will suspend late payment charges until May 1.

## Manage Your Account Virtually

We know you may be staying home more, and you can easily manage your Columbia Gas account online at [ColumbiaGasKY.com](http://ColumbiaGasKY.com) or over the phone at 1-800-432-9345.

## For Your Safety

If you need service that requires our employees to enter your home, you may notice we're taking a few additional precautions.

- The lobby of our Lexington office located at 2001 Mercer Road will be closed until further notice.
- We'll be asking for anyone in your home with a contagious illness to please keep their distance as we're working so we can help prevent spreading illnesses and continue to provide service to you and all of our other customers.
- We won't shake your hand. We promise, it's not you. It's another way to keep everyone safe.
- You may notice our gloves, shoe coverings, disinfectant wipes or other protective gear; don't be alarmed. Our team carries these items to preserve the condition of your home and the homes of other customers.

Like you, we're carefully monitoring COVID-19 and following CDC guidelines. As always, we are committed to continuing to provide you will excellent service.

Looking for the latest COVID-19 information? We recommend the [CDC's website](https://www.cdc.gov/).



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### Our employees are hard at work

We know that you rely on us for the energy that heats your home, cooks your food, provides hot water and more. During this time of uncertainty, our employees continue to work to ensure you have the safe, reliable natural gas service that you need throughout the COVID-19 pandemic.

We are taking appropriate precautions to maintain the health and safety of our customers, communities and employees. We are ensuring that our system is safe and, if an outbreak would occur in our service territories, have plans in place to suspend all non-emergency work, if necessary.

### Putting all of our focus on the most important work

To do our part to help protect our customers, employees and those most vulnerable, we will stop some types of work until further notice. By doing this, we'll be able to put all our focus on the most essential work to ensure that our system remains safe and reliable.

Most work that you would request, such as starting and stopping service, will continue to be available. But we may not be able to complete other types of requests. If you have already scheduled work that we will not be able to complete, we will contact you.

### Scammers may try to target you

Scams are on the rise. We will never call you directly to ask for account or payment information. We also never demand payment through a prepaid debit card.

[Learn How to Spot Impostors](#)

### Reminders about bills and payments

We know this could be a time of financial hardship. So, we've voluntarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. In addition, we're offering to customers who indicate either an impact or hardship as a result of COVID-19 our most flexible payment plans, and we will suspend late payment charges until May 1. We are here to help you, so please call to discuss all available options when you receive your monthly bill.

[Learn More](#)

### Managing energy use

More time at home during the COVID-19 pandemic, might mean higher energy use this month. Don't forget that there are a variety of ways to save energy at home.

[Get Home Energy Tips](#)

### Get more information

You can get updates on our website at [ColumbiaGasKY.com/COVID-19](https://ColumbiaGasKY.com/COVID-19).

Looking for the latest COVID-19 information? We recommend the [CDC's website](#).



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## We're continuing to suspend late payment charges until June 1

We know this could be a time of financial hardship, so we're doing what we can to help.

Late payment charges will be suspended until June 1.

We've also voluntarily suspended shutoffs for nonpayment and we're offering our most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19.

We have a variety of socially distant payment options available. You can call us, pay online or pay by mail. Remember, with more people at home, utility bills could be higher. Check out our tips to help you save energy.

Learn more at [ColumbiaGasKY.com/COVID-19](https://ColumbiaGasKY.com/COVID-19).

## Additional resources are available

You may qualify for assistance for a number of human services. The CARES (Coronavirus Aid, Relief, and Economic Security) Act has allocated additional funding to programs like the Low-Income Home Energy Assistance Program and the Community Services Block Grant.

These programs can help individuals and families cover costs related to energy bills, employment, education, transportation, food, housing and more.

Find out if you may be eligible using our income-eligibility calculator or reach out to your local community action agency for more information.

[Learn More](#)

## LIHEAP Crisis deadline extended

Community Action Kentucky has extended the enrollment period for the Low-Income Home Energy Assistance Program Crisis (LIHEAP Crisis). Applications will be accepted through April 30, 2020 or until funds are depleted on a first-come, first-serve basis. Qualified residents should apply at any of the Kentucky Community Action Agencies. Visit [capky.org](https://capky.org) for more information.

## Partnering to support families impacted by COVID-19

We're committed to helping our communities and one way we're doing so is by partnering with the American Red Cross, a longtime partner who shares our focus on safety and helping people in the most trying of times. Through the NISource Charitable Foundation, we've pledged \$50,000 to the Bluegrass Area Chapter of the American Red Cross to support families impacted by COVID-19.

We're also supporting God's Pantry Food Bank, Catholic Action Center, and other community organizations that are providing food, shelter and other basic necessities during this pandemic.

## We're continuing to provide essential services

You can rest assured: We will continue to do the work necessary to provide you with safe and reliable service including answering your calls, responding to emergencies and supplying gas to our customers.

Continue to get updates about our response to the coronavirus pandemic at [ColumbiaGasKY.com/COVID-19](https://ColumbiaGasKY.com/COVID-19). Looking for the latest COVID-19 information? We recommend the Centers for Disease Control and Prevention website, [CDC.gov](https://CDC.gov).

## We're taking proactive steps to protect customers and employees

If we need to come to your home or business for essential work, please know our employees are practicing social distancing and will minimize time spent inside to what is needed to accomplish the task.

Our employees could wear personal protective equipment appropriate for the situation and the job, such as gloves, face coverings, etc. They will politely avoid handshaking or any other physical contact.

## Support social distancing: Call

811 before you dig

Avoid service interruption, potential fines and reduce risk for us all.

Call 811 or submit a request online two business days in advance to have underground utilities marked and help maintain social distance. If your natural gas service is interrupted, our service technicians will need to enter homes and businesses as part of the restoration process. Every digging project should start with calling 811, even now.

[Submit a Request Online](#)



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## Late payment charges suspended until further notice

We know this could continue to be a time of financial hardship, so we've suspended late payment charges until further notice. We've also voluntarily suspended shutoffs for nonpayment and are offering our most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19. We are here to help. Contact us at the first sign you may have trouble paying your bill, so we can work with you. Remember, you don't need to leave home to manage your Columbia Gas account; you can manage your bill over the phone, online or by mail.

Looking for ways to manage your energy usage? Visit [ColumbiaGasKY.com/COVID-19](https://ColumbiaGasKY.com/COVID-19) for tips.

Please continue to stay safe as we weather this together.

## We're continuing to perform essential work

You may wonder why you're still seeing our employees working in or around your neighborhood.

We're focused on ensuring that our system remains safe and reliable to provide the essential energy you need when it matters most.

Customers rely on us for the safe and reliable delivery of energy to their homes and businesses. Due to the nature of our work, not all of our employees have the ability to work from home. Know that we're following safety precautions recommended by the Centers for Disease Control and Prevention (CDC). As a reminder, our employees and contractors wear their company IDs visibly. Feel free to ask to see their ID. If you're unsure, you can reach out to our customer care team.

## You may see our employees wearing face coverings or face masks

If we need to enter your home or business to complete essential work, please know our employees are following these guidelines from the CDC to keep themselves and our customers safe:

- Practicing good hygiene
- Practicing social distancing (maintaining six feet from others)
- Wearing personal protective equipment appropriate for the situation and the job, such as gloves, face coverings, etc.
- Avoiding touching their face, eyes, nose or mouth, handshaking and any other physical contact

Our employees are also minimizing time spent in customers' homes and businesses by only performing work that is essential to complete our tasks safely.

## Columbia Cares

We're committed to helping our communities and one way we're doing so is by partnering with the American Red Cross, a longtime partner who shares our focus on safety and helping people in the most trying of times. Through the NiSource Charitable Foundation, we've pledged \$50,000 to the Bluegrass Area Chapter of the American Red Cross to



support families impacted by COVID-19.

We're also supporting God's Pantry Food Bank, Catholic Action Center, Christian Appalachian Project, Ashland Community Kitchen, River Cities Harvest and other community organizations that are providing food, shelter and other basic necessities during this pandemic.



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## New funding for bill assistance through June 30

In response to the COVID-19 crisis, the federally funded Low Income Home Energy Assistance Program (LIHEAP) is offering additional funds to assist qualified low-income, elderly and disabled customers with paying their natural gas bills.

The Kentucky Community Action Council is accepting applications by phone for a new subsidy component through June 30 or until funds have been expended. All eligible applicants will receive a benefit amount based on their income and primary fuel source.

The program also has increased income eligibility requirements to 150 percent of the federal poverty guidelines so more families can qualify.

For more information, visit the Community Action website, <https://www.capky.org/>, or call 1-800-456-3452 .

[Learn More](#)

## Late payment charges suspended until further notice

We know this could continue to be a time of financial hardship, so we've suspended late payment charges until further notice. We've also voluntarily suspended shutoffs for nonpayment.

We are here to help. Contact us at the first sign you may have trouble paying your bill, so we can work with you. Remember, you don't need to leave home to manage your Columbia Gas account; you can manage your bill over the phone, online or by mail.

Looking for ways to manage your energy usage? Visit [ColumbiaGasKY.com/COVID-19](https://ColumbiaGasKY.com/COVID-19) for tips.

Please continue to stay safe as we weather this together.

## We're continuing to perform essential work

Wondering why you're still seeing our employees working in your community?

We know you rely on us to deliver safe and reliable energy to your homes and businesses each day. To help keep everyone safe, we've adjusted the work we're doing to minimize the need to enter customers' homes or disrupt their service.

Beginning May 4, we will be resuming construction work on some pipeline replacement projects that had been paused due to COVID-19. If your natural gas service will be impacted by a Columbia Gas pipeline replacement project, you will receive a letter and a doorhanger outlining our safety procedures, and one of our employees or business partners will make contact with you before performing any in-home work. Please be sure to update your contact information on [our website](#), so that we have the most up-to-date information for you and can reach you easily.

At all times, please keep your distance (at least 6 feet), so our employees can keep working safely.



## You will see our employees wearing face coverings

If we need to enter your home or business to complete essential work, please know our employees are following these recommendations from the Centers for Disease Control and Prevention to keep themselves and our customers safe:

- Washing their hands with soap and water or using hand sanitizer
- Practicing social distancing (maintaining six feet from others)
- Wearing personal protective equipment appropriate for the situation and the job, such as gloves, face coverings, etc.
- Avoiding touching their face, eyes, nose or mouth, handshaking and any other physical contact

Our employees are also minimizing time spent inside to what is needed to safely accomplish the task.

## Protect yourself from scams

Scams related to the COVID-19 outbreak are on the rise. Remember we will never call you to ask for account or payment information. We also never demand payment through a prepaid debit card. If someone comes to your home claiming to be a Columbia Gas representative and you are unsure:

- **Ask for ID** - Our employees and contractors wear their IDs visibly.
- **Call us** - If you are not sure about a phone call, email, program, offer or person claiming to be affiliated with Columbia Gas, please call our customer care team. You can find our number on your bill or our website.

Learn more about scams and how to spot impostors at [ColumbiaGasKY.com/Scams](https://www.columbiagas.com/Scams).



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**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR  
INFORMATION  
DATED JUNE 23, 2020**

14. Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

**Response:**

Columbia is working to identify and track incremental cost increases it is experiencing as a result of the COVID-19 State of Emergency. Accounting codes have been established to facilitate the tracking of incremental costs associated with COVID-19.

To adhere to CDC guidelines and health and safety recommendations of the Commonwealth of Kentucky, Columbia has identified increased costs of approximately \$120,000 incurred during the period March – May 2020. These costs are primarily related to the purchase of PPE (masks, gloves, disinfecting wipes,

hand sanitizer, etc.) and increased use of cleaning supplies and environmental safety and health services at company facilities.

Bad debt expense is an area where Columbia expects to see significant cost increases but it is too early to quantify. Please see Columbia's response to Commission Staff's Initial Request for Information Item 7 c.

Columbia has also experienced a decline in revenue due to COVID-19 driven by the commercial and industrial customer classes. During the period of March through May 2020, net revenue from commercial customers has been unfavorable to Columbia's original forecast by an average of 7.6% per month, compared to an average of 2.2% unfavorable from January to February. During the same period, net revenue from industrial customers has been unfavorable to CKY's original forecast by an average of 18.2% per month, compared to an average of 3.4% favorable from January to February. Comparing January and February trends to actuals from March through May, CKY would attribute approximately \$615,000 in lost revenue net of gas cost due to COVID-19.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

15. Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

**Response:**

Columbia is working to identify COVID-19 related decreases and determine whether they are temporary or likely to be actual realized decreases. The process of identifying COVID-19 related cost decreases is more arduous than identifying cost increases because it requires looking for the absence of an expense and determining the reason for that absence. At the same time, due to the Company requiring remote work where appropriate and social distancing, there has been a savings in employee expenses associated with temporary postponement of employee travel, training and meetings. However, due to the

nature of cost categories and timing of expenses and rescheduled work streams, an accurate assessment of cost decreases is yet to be determined.

During the period from mid-March to present, Columbia has taken numerous steps to reduce its exposure and maintain physical distancing between employees and customers. Some work was temporarily suspended, but cannot be suspended indefinitely. Columbia intends to complete this work by year-end and, because Columbia's other compliance work has been and will be continuing, there is a strong likelihood that Columbia will be incurring additional overtime expense to complete this work in a timely manner.

Since mid-March 2020, Columbia has not experienced any revenue increases due to the COVID-19 State of Emergency.

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO COMMISSION STAFF'S INITIAL REQUEST FOR**  
**INFORMATION**  
**DATED JUNE 23, 2020**

16. Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

**Response:**

Previous Orders of the Commission established electronic procedures for the conduct of all business with the Commission, granted deviations from certain regulations, and required all utilities to waive late payment charges and cease disconnections for non-payment. During these unprecedented times, Columbia is adapting its work and its customer outreach with lenient and flexible payment arrangements in compliance with the Commission's Orders and in recognition of the widespread unemployment and financial impacts of COVID-19 on its customers. Of course, this ultimately also has a financial impact on Columbia.

As a natural gas utility, Columbia suggests that the Commission consider the consumption patterns of most non-industrial natural gas users in determining



the appropriate timing to amend or vacate its previous Orders regarding disconnections and late payment fees for local distribution companies. During summer months, non-industrial customer usage of natural gas is at its lowest level and therefore customer bills are also lower than at other times of the year. For this reason, the Commission might consider amending the suspension of the moratorium on disconnections for natural gas utilities so that collection activity could resume before current bills increase and customers fall farther behind in payments creating a deeper hole for the customer and at a time when then current bills are rising.

Whenever the Commission determines to amend or vacate its previous Orders, Columbia respectfully requests a 30-60 day period to prepare to re-start its processes and inform its customers. No matter the timing, Columbia will continue to work with its customers and provide information on other assistance that may be available.